

CONTRACT SUMMARY

Contract: 24COR-012 EMERGENCY DISASTER RESTORATION & CLEANUP SERVICES

CoreTrust Tracking Number: 24COR-012

Lead Agency: Little Rock Water Reclamation Authority

Cooperative Program: CoreTrust Public Sector

Type of Solicitation: Best Value Request for Proposal (RFP)

<u>Vendor Information</u>			
SERVPRO COMMERCIAL, LLC 801 Industrial Blvd Gallatin, TN 37066			
Contract Administration Contact <i>(for Lead Agency and CoreTrust use Only)</i>		Sales Contact <i>(Agency Ordering and Support)</i>	
Contact:	Lindsey Andrews LAndrews@servpro.com 615-675-9151	Contact:	AnnaLeigh Kone Director of Public Sector awkone@servpro.com 615-675-9094

Initial Term: June 29, 2026 through June 28, 2029

Renewal Options: Four (4) additional one (1) year terms or portions thereof, not to exceed a total aggregate contract term of seven (7) consecutive years.

Maximum Extension Date: 6/28/2033

Scope of Contract: This contract provides participating agencies with on-call emergency disaster restoration and cleanup services for damage caused by natural disasters, water, fire, smoke, mold, sewer backups, contamination, infrastructure failures, and similar events. Services may include cleanup, moisture and water extraction, mold, smoke, soot, odor, and contamination remediation; emergency boarding; debris removal; temporary power; demolition; tree and brush debris removal; dumpsters and hauling; HVAC and air-duct cleaning; document restoration and temporary storage; temporary barriers, infection control, and dust control; abandoned vehicle and animal carcass removal; and other disaster-specific specialty cleaning. The contractor must provide properly trained and certified personnel, appropriate equipment, required PPE and safety protocols, and must prevent secondary damage. At completion, the contractor must remove debris and leave the site restored to its original or "like new" condition, or in a safe condition for rebuilding when restoration is not possible. Construction, reconstruction, and public work services are not included unless separately procured by the participating agency.

TERM CONTRACT

24COR-012 EMERGENCY DISASTER RESTORATION & CLEANUP SERVICES



This is a cooperative term contract issued by Little Rock Water Reclamation Authority ("LRWRA") in partnership with CoreTrust Purchasing Group for Emergency Disaster Restoration and Cleanup Services. It does not represent the vendor's authority to ship. LRWRA and Participating Agencies will follow their respective purchasing policies when placing orders. This contract, inclusive of Solicitation 24COR-012, all addenda, and the attachments listed below, constitute the entire contract and shall not be modified or amended in any way except in writing upon mutual agreement.

Attachments:

- Exceptions and Deviations
- All Solicitation documents for 24COR-012, including any issued addenda, and the resulting Master and Administration Agreements.
- Vendor's response to Solicitation 24COR-012

Vendor Information

SERVPRO COMMERCIAL, LLC
801 Industrial Blvd
Gallatin, TN 37066

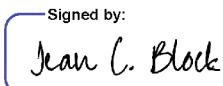
Contract Administration Contact
Lindsey Andrews
LAndrews@servpro.com
615-675-9151

Sales Contact
AnnaLeigh Kone, Director of Public Sector
awkone@servpro.com
615-675-9094

Contract Period: The term of this contract shall be from June 29, 2026 through June 28, 2029 with four (4) options to renew in one (1) year increments or a portion thereof upon mutual agreement. The total contract term **shall not** be more than seven (7) years.

IN WITNESS WHEREOF, the parties hereto have caused this contract to be executed by their duly authorized representatives.

LITTLE ROCK WATER RECLAMATION COMMISSION

Signed by:

171730B464B744D...

Signature

Jean C. Block

Printed Name

Chief Executive Officer

Title

6/26/2026 | 3:26 PM CDT

Date

SERVPRO COMMERCIAL, LLC

Signed by:

F8898BD7E378488...

Signature

John Sooker

Printed Name

CEO

Title

6/25/2026

Date

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Exceptions and Deviations

As part of contract negotiations, the modifications attached are mutually accepted. In each case the original solicitation language has been replaced with the modified language, which is incorporated directly into the contract documents. To avoid confusion, the replacement language occupies the same position in order of priority and precedence as the original language and is controlling. Supplier-proposed modifications that were rejected during negotiations are not included in this acceptance document, although they remain indexed in Supplier's original submissions. This document is hereby incorporated into and made part of the contract documents as if fully set forth therein, notwithstanding that it may not be physically appended to the executed contract documents. Notwithstanding anything to the contrary in the contract documents, in the event of any conflict or inconsistency between this document and the contract documents, the terms of this document shall control, solely with respect to the subject matter herein.

In addition, LRWRA agrees to the following:

While the Master Agreement is governed by the laws of Arkansas, and the Admin Agreement is governed by the laws of Tennessee, each project will be governed by the jurisdiction of the local government where the work is being performed. This can be reiterated by modifying Section A of Appendix A for the Participating Agency and the corresponding jurisdiction. However, even if there is no modification to such section A, jurisdiction will always be where the work is performed and will apply directly to the franchisee performing the work.

Servpro Commercial, LLC is the successful respondent to this solicitation and the awardee and supplier of record. However, the proposal makes clear that the supplier's independently owned and operated franchisees will provide the direct service. While the terms franchisee, supplier, and contractor are not perfectly interchangeable, it is an accepted and expected part of this award that the franchisee will take on the contract responsibilities provided directly to a participating government, including but not limited to providing insurance coverage and holding the requisite licensing. Servpro Commercial, LLC will flow down the required terms and conditions to all participating franchisees to secure uniformity of contractual expectations for all participating governments and all participating franchisees.

In section 8 (Other Required Information) of Section G – Submission Protocol; Evaluation; Award, the following statement will apply to all sub-sections A-I:

“For each of the certifications required by the Solicitation, we will certify on behalf of the Franchisees that will be performing the work and subject to the terms of the contract. Because Servpro Commercial is not performing the work, the certifications are inapplicable to it.”

For Section D – New Jersey Business Compliance, the following statement shall apply:

“Vendor intends to meet the operational requirements through Franchisees. For the New Jersey Opportunities, the applicable forms completed by the applicable independently owned and operated franchisee in New Jersey are attached.”

APPENDIX A, SECTION B – LEAD AGENCY REQUIREMENT**7. PRICE REVIEW**

Original:

- B. If a price increase is requested by the vendor, LRWRA will consider the request, provided the vendor can supply ample justification and market-based evidence to support the requested price increase. LRWRA **shall** have the right to require additional documentation and evidence from the vendor pertaining to the requested increase, and the vendor must comply with any LRWRA request.

Revised:

- B. If a price increase is requested by the vendor, LRWRA will consider the request, provided the vendor can supply reasonable justification and market-based evidence to support the requested price increase. LRWRA **shall** have the right to require additional documentation and evidence from the vendor pertaining to the requested increase.

Original:

- D. LRWRA, at its sole discretion, shall have the right to approve or deny the request based on LRWRA's verification and shall have the right to negotiate with vendor on the requested increase. Vendor may include in their documentation evidence of price impacts on any component of contract delivery including but not limited to materials, transportation, labor, unforeseen statutory or regulatory mandates, or other impacts. Inclusion by the vendor DOES NOT guarantee an approved price adjustment. Approval in part or in total will be at LRWRA's sole discretion.

Revised:

- D. LRWRA, at its reasonable discretion, shall have the right to approve or deny the request based on LRWRA's verification and shall have the right to negotiate with vendor on the requested increase. Vendor may include in their documentation evidence of price impacts on any component of contract delivery including but not limited to materials, transportation, labor, unforeseen statutory or regulatory mandates, or other impacts. Inclusion by the vendor DOES NOT guarantee an approved price adjustment. Approval in part or in total will be at LRWRA's reasonable discretion.

8. OTHER CONTRACT REQUIREMENTS

Original:

- A. In addition to pricing, extreme market conditions may adversely impact other aspects of contract performance. LRWRA will consider vendor documentation relating to delivery times and schedules, labor shortages, substitute products that meet the "equal to or better standard," and other non-price related terms and conditions.
- B. ANY REQUEST for non-price contractual accommodations will be subject to the same rigor as outlined in the Price Review section. The vendor shall have an affirmative and proactive responsibility to address this issue in advance of the performance issue or immediately upon discovery. Any vendor who does not raise and document these issues consistent with the requirements above AND receive written LRWRA approval for any changes to contract

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performance expectations, **shall** be held accountable to the original terms of the contract. Approval of these contract terms **shall** be at the sole discretion of LRWRA.

Revised:

A. In addition to pricing, extreme market conditions may adversely impact other aspects of contract performance. LRWRA and Participating Agencies will consider vendor documentation relating to delivery times and schedules, labor shortages, substitute products that meet the "equal to or better standard," and other non-price related terms and conditions.

B. ANY REQUEST for non-price contractual accommodations will be subject to the same rigor as outlined in the Price Review section. The vendor shall have an affirmative and proactive responsibility to address this issue in advance of the performance issue or immediately upon discovery. Any vendor who does not raise and document these issues consistent with the requirements above AND receive written LRWRA or the Participating Agency approval for any changes to contract performance expectations, **shall** be held accountable to the original terms of the contract. Approval of these contract terms **shall** be at the sole discretion of LRWRA or the Participating Agency.

12. INDEMNITY

Original:

Vendor shall indemnify and save harmless LRWRA and its agents, servants, and employees from, and against, any and all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, or losses of any nature whatsoever, civil or criminal, incurred by any of them including attorney's fees arising out of a willful or negligent act, or omission, including, but not limited to actions arising under any local, state or federal environmental laws or regulations, or omissions of vendor, its officers, agents, servants, and employees; provided, however, that vendor shall not be liable for any suits, actions, legal proceedings, claims, demands, damages, costs, expenses, and attorney's fees arising out of the award of any resulting contract due to a willful or negligent act, or omission, of LRWRA, its agents, servants, and employees.

Revised:

Vendor shall indemnify and save harmless LRWRA and its agents, servants, and employees from, and against, any and all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, or losses of any nature whatsoever, civil or criminal, incurred by any of them including attorney's fees to the extent caused by Vendor's willful or negligent act, or omission, including, but not limited to actions arising under any local, state or federal environmental laws or regulations, or omissions of vendor, its officers, agents, servants, and employees; provided, however, that vendor shall not be liable for any suits, actions, legal proceedings, claims, demands, damages, costs, expenses, and attorney's fees arising out of the award of any resulting contract due to a willful or negligent act, or omission, of LRWRA, its agents, servants, and employees.

The following procedures will apply to the indemnification obligation under the contract: (a) LRWRA will promptly notify Vendor in writing of such claim or suit; (b) Vendor will have sole control of the defense or settlement; provided, however, that Vendor will not enter into any settlement that obligates LRWRA to make any admission against Vendor's interest or incur any expense without LRWRA's prior written consent; (c) LRWRA shall have the right to be represented separately by

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counsel of its own choosing, at its own expense, in connection with any such claim or suit; and (d) LRWRA will provide reasonable cooperation to Vendor in connection with any such claim or suit. LRWRA, under Arkansas law, may not enter into a warranty, covenant, or agreement to hold a party harmless or to indemnify a party from prospective damages.

16. DELEGATION AND/OR ASSIGNMENT

Original:

Vendor shall not assign the contract or any portion thereof or delegate any of vendor's right or duties thereunder without prior written approval of LRWRA. This written approval shall not be considered as making LRWRA a party to such subcontract or subjecting LRWRA to liability of any kind to any subcontractor. No subcontract shall under any circumstances relieve vendor of liability and obligation under any resulting contract, and all transactions shall be made through vendor. Subcontractors shall be recognized and dealt with only as workers and representatives of vendor and as such shall be subject to the same requirements of character and competence as required of vendor's employees. Any purported assignment made in violation of this provision shall be void and of no force and effect and shall constitute a material breach of any resulting contract.

Revised:

Vendor shall not assign the contract or any portion thereof or delegate any of vendor's right or duties thereunder without prior written approval of LRWRA which should not be unreasonably withheld. This written approval shall not be considered as making LRWRA a party to such subcontract or subjecting LRWRA to liability of any kind to any subcontractor. No subcontract shall under any circumstances relieve vendor of liability and obligation under any resulting contract, and all transactions shall be made through vendor. Subcontractors shall be recognized and dealt with only as workers and representatives of vendor and as such shall be subject to the same requirements of character and competence as required of vendor's employees. Any purported assignment made in violation of this provision shall be void and of no force and effect and shall constitute a material breach of any resulting contract.

17. DEFAULT (Under LRWRA Standard Terms and Conditions):

Original:

Vendor has defaulted, by failing or refusing to perform or observe the terms, conditions or covenants in any resulting contract or any of the rules and regulations promulgated by LRWRA pursuant thereto or has wrongfully failed or refused to comply with the instructions of LRWRA and said default is not cured within fourteen (14) days of receipt of written notice by LRWRA to do so, or if by reason of the nature of such default, the same cannot be remedied within fourteen (14) days following receipt by Vendor of written demand from LRWRA to do so, Vendor fails to commence the remedy of such default within said fourteen (14) days following such written notice or having so commenced shall fail thereafter to continue with diligence the curing thereof (with Vendor having the burden of proof to demonstrate); (a) that the default cannot be cured within fourteen (14) days, and (b) that it is proceeding with diligence to cure said default, and such default will be cured within a reasonable period of time).

Revised:

Vendor has defaulted, by failing or refusing to perform or observe the material terms, conditions or covenants in any resulting contract or any of the rules and regulations promulgated by LRWRA pursuant thereto or has wrongfully failed or refused to comply with the instructions of LRWRA and

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said default is not cured within fourteen (14) days of receipt of written notice by LRWRA to do so, or if by reason of the nature of such default, the same cannot be remedied within fourteen (14) days following receipt by Vendor of written demand from LRWRA to do so, Vendor fails to commence the remedy of such default within said fourteen (14) days following such written notice or having so commenced shall fail thereafter to continue with diligence the curing thereof (with Vendor having the burden of proof to demonstrate); (a) that the default cannot be cured within fourteen (14) days, and (b) that it is proceeding with diligence to cure said default, and such default will be cured within a reasonable period of time).

19. TERMINATION (Under LRWRA Standard Terms and Conditions):

Original:

Notwithstanding the foregoing and as supplemental and additional means of termination of any resulting contract under this Section, in the event that Vendor has frequently, regularly or repetitively defaulted in the performance of any of the covenants and conditions required to be kept and performed by Vendor, in the opinion of LRWRA and regardless of whether Vendor has corrected each individual condition of default, Vendor shall be deemed by LRWRA to be a "habitual violator," shall forfeit the right to any further notice or grace period to correct, and all of said defaults shall be considered cumulative and collectively shall constitute a condition of irredeemable default. LRWRA shall thereupon issue Vendor a final warning citing the circumstances therefore, and any single default by Vendor of whatever nature, subsequent to the occurrence of the last of said cumulative defaults, LRWRA may terminate any resulting contract upon giving of written final notice to Vendor, such cancellation to be effective upon the date specified in LRWRA's written notice to Vendor, and all contractual payments due hereunder plus any and all charges and interest shall be payable to said date, and Vendor shall have no further rights hereunder and immediately upon the specified date in such final notice Vendor shall proceed to cease any further performance under any resulting contract and cooperate with LRWRA to turn over equipment, if any, and all records and service responsibility as otherwise required herein.

Revised:

Notwithstanding the foregoing and as supplemental and additional means of termination of any resulting contract under this Section, in the event that Vendor has frequently, regularly or repetitively defaulted in the performance of any of the material covenants and conditions required to be kept and performed by Vendor, in the opinion of LRWRA and regardless of whether Vendor has corrected each individual condition of default, Vendor shall be deemed by LRWRA to be a "habitual violator," shall forfeit the right to any further notice or grace period to correct, and all of said defaults shall be considered cumulative and collectively shall constitute a condition of irredeemable default. LRWRA shall thereupon issue Vendor a final warning citing the circumstances therefore, and any single default by Vendor of whatever nature, subsequent to the occurrence of the last of said cumulative defaults, LRWRA may terminate any resulting contract upon giving of written final notice to Vendor, such cancellation to be effective upon the date specified in LRWRA's written notice to Vendor, and all contractual payments due hereunder plus any and all charges and interest shall be payable to said date, and Vendor shall have no further rights hereunder and immediately upon the specified date in such final notice Vendor shall proceed to cease any further performance under any resulting contract and cooperate with LRWRA to turn over equipment, if any, and all records and service responsibility as otherwise required herein.

23. PATENTS OR COPYRIGHTS:

Original:

The contractor agrees to indemnify and hold LRWRA harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.

Revised:

The contractor agrees to indemnify and hold LRWRA harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights by Vendor.

31. LIQUIDATED DAMAGES

Original:

Shall be assessed beginning on the first day following the maximum delivery or completion time entered on the bid form and/or provided for by the plans and specifications.

Revised:

Completely Removed from the Agreement

**APPENDIX A – SECTION C -
FEDERAL CONTRACT TERMS AND CONDITIONS**

1. SUPPLIER PARTNER VIOLATION OR BREACH OF CONTRACT TERMS

Original:

Contracts for more than the simplified acquisition threshold currently set at one hundred fifty thousand dollars (\$150,000), which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where supplier partners violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any contract award shall be subject to the Master Agreement, as well as any additional terms and conditions in any purchase order, participating agency ancillary contract, or Participating Agency construction contract agreed upon by supplier partner and the Participating Agency which must be consistent with and protect the Participating Agency at least to the same extent as the Master Agreement.

The remedies under this agreement are in addition to any other remedies that may be available under law or in equity. By submitting a proposal, you agree to these supplier partner violation and breach of contract terms.

Revised:

Contracts for more than the simplified acquisition threshold currently set at three hundred fifty thousand dollars (\$350,000), which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where supplier partners violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any contract award shall be subject to the Master Agreement, as well as any additional terms and conditions in any purchase order, participating agency ancillary contract, or Participating Agency construction contract agreed upon by supplier partner and the Participating Agency which must be consistent with and protect the Participating Agency at least to the same extent as the Master Agreement.

The remedies under this agreement are in addition to any other remedies that may be available under law or in equity. By submitting a proposal, you agree to these supplier partner violation and breach of contract terms.

2. TERMINATION FOR CAUSE OR CONVENIENCE

Original:

When a participating agency expends Federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of ten thousand dollars (\$10,000) resulting from this procurement process in the event of a breach or default of the agreement by supplier partner in the event supplier partner fails to: (1) meet schedules, deadlines, and / or delivery dates within the time specified in the procurement solicitation, contract, and / or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and / or the procurement solicitation. Participating agency also reserves the right to terminate the contract immediately, with written notice to supplier partner, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Respondent shall be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other supplier partners when it is in participating agency's best interest.

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Revised:

When a participating agency expends Federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of ten thousand dollars (\$10,000) resulting from this procurement process in the event of a material breach or default of the agreement by supplier partner in the event supplier partner fails to (after an opportunity to cure): (1) meet schedules, deadlines, and / or delivery dates within the time specified in the procurement solicitation, contract, and / or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and / or the procurement solicitation. Participating agency also reserves the right to terminate the contract immediately, with written notice to supplier partner, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Respondent shall be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency and any other costs permitted under the Federal Acquisition Regulation (FAR) clauses in effect at the time of execution of this agreement. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other supplier partners when it is in participating agency's best interest consistent with the FAR.

3. EQUAL EMPLOYMENT OPPORTUNITY

Original:

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Supplier partner agrees that such provision applies to any participating agency purchase or contract that meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 and supplier partner agrees that it shall comply with such provision.

Revised:

Vendor shall be compliant with equal opportunity regulations in effect at the time of the execution of this agreement.

4. DAVIS-BACON ACT

Original:

When required by Federal program legislation, supplier partner agrees that, for all participating agency prime construction contracts / purchases in excess of two thousand dollars (\$2,000), supplier partner shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, supplier partner is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determinate made by the Secretary of Labor. In addition, supplier partner shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Supplier partner agrees that, for any purchase to which this requirement applies, the award of the purchase to the supplier partner is conditioned upon supplier partner's acceptance of the wage determination.

Supplier partner further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States.") The Act provides that each supplier partner or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Revised:

When applicable, supplier partner agrees that, for all participating agency prime construction contracts / purchases in excess of two thousand dollars (\$2,000), supplier partner shall comply with the Davis-Bacon Act (40 USC 3141-3144, and

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3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, supplier partner is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determinate made by the Secretary of Labor. In addition, supplier partner shall pay wages not less than once a week. The Participating Agency is responsible for denoting that the Davis-Bacon Act is applicable and designate the relevant wage determination.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Supplier partner agrees that, for any purchase to which this requirement applies, the award of the purchase to the supplier partner is conditioned upon supplier partner's acceptance of the wage determination as designated by the Participating Agency.

Supplier partner further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States.") The Act provides that each supplier partner or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Signed by:

 F8898BD7E378488...

Respondent's **SIGNATURE**

10. PROCUREMENT OF RECOVERED MATERIALS

Original:

For participating agency purchases utilizing Federal funds, Supplier partner agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may be required to confirm estimates and otherwise comply. The requirements of Section 6002 includes procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds ten thousand dollars (\$10,000) or the value of the quantity acquired during the preceding fiscal year exceeded ten thousand dollars (\$10,000); procuring solid waste management services in a manner that maximizes energy and resource recovery, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Revised:

Vendor does not anticipate this Procurement of Recovered Materials section being applicable to the work. For participating agency purchases utilizing Federal funds, Supplier partner agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may be required to confirm estimates and otherwise comply. The requirements of Section 6002 includes procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds ten thousand dollars (\$10,000) or the value of the quantity acquired during the preceding fiscal year exceeded ten thousand dollars (\$10,000); procuring solid waste management services in a manner that maximizes energy and resource recovery, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

11. PROFIT AS A SEPARATE ELEMENT OF PRICE

Original:

For purchases using Federal funds in excess of one hundred fifty thousand dollars (\$150,000), a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.324(b). When required by a participating agency, supplier partner agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, supplier partner agrees that the total price, including profit, charged by supplier partner to the participating agency shall not exceed the awarded pricing, including any applicable discount, under supplier partner's Master Agreement.

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Revised:

For purchases using Federal funds in excess of three hundred fifty thousand dollars (\$350,000), a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.324(b). When required by a participating agency, supplier partner agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, supplier partner agrees that the total price, including profit, charged by supplier partner to the participating agency shall not exceed the awarded pricing, including any applicable discount, under supplier partner's Master Agreement.

13. DOMESTIC PREFERENCES FOR PROCUREMENTS

Original:

For participating agency purchases utilizing Federal funds, Respondent agrees to provide proof, where applicable, that the materials, including but not limited to, iron, aluminum, steel, cement, and other manufactured products are produced in the United States.

"Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

"Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

Revised:

For participating agency purchases utilizing Federal funds, Respondent agrees to comply with the applicable domestic preference requirements including The Trade Agreements Act and Buy American Act.

15. APPLICABILITY TO SUBCONTRACTORS

Original:

Supplier partner agrees that all contracts it awards pursuant to the Master Agreement shall be bound by the foregoing terms and conditions.

By my signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

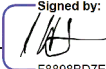
Revised:

Supplier partner agrees that all contracts it awards pursuant to the Master Agreement shall be bound by the foregoing terms and conditions to the extent applicable.

By my signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

For each of the certifications required by the Solicitation, we will certify on behalf of the Franchisees that will be performing the work and subject to the terms of the contract. Because Servpro Commercial is not performing the work, the certifications are inapplicable to it.

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John Sooker <i>Printed Name of Representative</i>	<i>Signature</i>	Signed by:  F8898BD7E378488...	<i>Date</i> 6/25/2026
Servpro Commercial, LLC <i>Company Name</i>	801 Industrial Blvd., Gallatin, TN 37066 <i>Address</i>	<i>DUNS No. (if applicable)</i>	

APPENDIX B – BEST VALUE SOLICITATION

SECTION F – BACKGROUND & SCOPE

14. INSURANCE REQUIREMENTS

F. Commercial Automobile Liability Insurance:

Original:

The Vendor **shall** take out and maintain during the life of the contract such commercial automobile (vehicle) liability insurance as **shall** protect it against claims for damages resulting from (1) bodily injury, including wrongful death, and (2) property damage, which may arise from the operations of any owned, hired or non-owned vehicles used by or for it in any capacity in connection with carrying out of the contract. The minimum acceptable limits of liability to be provided by such vehicle liability insurance **shall** be as follows:

\$1,000,000 combined single limit per accident

Commercial Auto Policy shall include CA-9948 Pollution Extension

Revised:

The Vendor **shall** take out and maintain during the life of the contract such commercial automobile (vehicle) liability insurance as **shall** protect it against claims for damages resulting from (1) bodily injury, including wrongful death, and (2) property damage, which may arise from the operations of any owned, hired or non-owned vehicles used by or for it in any capacity in connection with carrying out of the contract. The minimum acceptable limits of liability to be provided by such vehicle liability insurance **shall** be as follows:

\$1,000,000 combined single limit per accident

Commercial Auto Policy shall include CA-9948 Pollution Extension

Servpro Commercial will request a ten (10) day notice of cancellation from the carrier to meet this requirement

SECTION G – SUBMISSION PROTOCOL; EVALUATION; AWARD

SECTION H – REQUIREMENTS FOR NATIONAL COOPERATIVE CONTRACT

5. ADMINISTRATIVE FEE.

Original:

Suppliers shall be obligated to remit an Administrative Fee to CoreTrust in consideration of CoreTrust's support of the Program. Such Administrative Fee shall be paid by Supplier in accordance with the terms of the Administration Agreement.

Revised:

Suppliers shall be obligated to remit an Administrative Fee to CoreTrust for any revenue reported by Franchisees (in accordance with Supplier's reporting obligations) for Services performed pursuant to the Program and that are reflected in the Supplier's reporting or tracking systems, or otherwise verified through mutually agreed methods. Such Administrative Fee shall be paid by Supplier in accordance with the terms of the Administration Agreement, but in any event, no less than 45 days after each quarter closes.

MASTER COOPERATIVE PURCHASING AGREEMENT**AGREEMENT****2. SUPPLEMENTAL AGREEMENTS.**Original:

No separate agreement shall apply to the Products & Services ordered under this Master Agreement.

Revised:

No separate agreement shall apply to the Products & Services ordered under this Master Agreement; provided, however, Vendor's standard services and fees is outlined in Exhibit A attached to this Master Agreement.

6. INDEMNIFICATION.Original:

Supplier shall hold the CoreTrust harmless from, and indemnify CoreTrust against, any and all claims, demands, and actions based upon or arising out of any activities the Supplier and its employees and agents may perform under this Master Agreement and any related contracts or orders thereunder. Supplier shall defend any and all actions brought against CoreTrust based upon any such claims or demands.

Revised:

Supplier shall hold the CoreTrust harmless from, and indemnify CoreTrust against, any and all claims, demands, and actions ("Injury") to the extent caused by the negligence, willful misconduct, or other fault of the Supplier and its employees and agents under this Master Agreement and any related contracts or orders thereunder. Supplier shall defend any and all actions brought against CoreTrust based upon any such claims or demands. Notwithstanding anything to the contrary, Supplier shall have no obligation to indemnify, defend, or hold harmless CoreTrust to the extent any claim, demand, or action arises from the negligence, willful misconduct, or other fault of CoreTrust or its employees, or agents.

Notwithstanding the foregoing, if an Injury is caused by the negligence or fault of both Supplier (and / or any of its franchisees or employees), on the one hand, and CoreTrust (and / or any of its employees), on the other hand, the apportionment of said damages shall be shared between Supplier and CoreTrust based upon the comparative degree of each other's negligence or fault, and each shall be responsible for its own defense and costs, including but not limited to the costs of defense, attorneys' fees, witnesses' fees, and expenses incident thereto

The following procedures will apply to the indemnification obligation under the Agreement: (a) CoreTrust will promptly notify Supplier in writing of such claim or suit; (b) Supplier will have sole control of the defense or settlement; provided, however, that Supplier will not enter into any settlement that obligates CoreTrust to make any admission against CoreTrust's interest or incur any expense without CoreTrust's prior written consent; (c) CoreTrust shall have the right to be represented separately by counsel of its own choosing, at its own expense, in connection with any such claim or suit; and (d) CoreTrust will provide reasonable cooperation to Supplier in connection with any such claim or suit to whatever reasonable extent Supplier requires and at Supplier's sole expense. Notwithstanding the foregoing, if Supplier fails to assume its obligation to defend, CoreTrust may do so to protect its interest and seek reimbursement from Supplier.

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If any provision of this Exhibit A is inconsistent or conflicts with the terms of the Master Agreement, the terms of the Master Agreement shall prevail and control.

Exhibit A: Services and Fees

I. Services and Fees:

Services. Servpro Commercial, LLC (“Servpro Commercial”) agrees to refer, coordinate and require performance of Services for each Participating Agency (each a “Client”) pursuant to the terms and conditions herein. Servpro Commercial is not acting as a general contractor. However, its Service Providers will act as such and are experienced, insured and licensed, as needed. Services are water, fire and smoke damage restoration, mitigation and remediation; mold remediation subject to the mutual written consent of the Parties (“Services”). Services shall be performed by independent franchisees of an affiliate (“the Service Providers”), in a professional, workmanlike, and timely manner, and to industry standards. The Service Providers will also enter into an agreement whereby each agrees to the terms and conditions of the Agreement and exhibits and addenda, including this Exhibit A. The following Services are subject to the terms and conditions of this Agreement: jobs coming to Servpro Commercial and/or Service Providers that Servpro Commercial has knowledge of.

Restoration means to return structure, systems, or contents to a normal, former, or pre-damaged state. Restoration with work activities include demolition and removal of unrestorable materials; as well as cleaning, drying, and/or deodorization of restorable materials and assemblies.

Mitigation means to reduce or minimize further damage to structure, systems, or contents in the built environment by controlling the spread of moisture and contamination. Work activities include containment and engineering controls, bulk material removal and water extraction, corrosion or material degradation prevention, as well as the installation of atmospheric controls such as humidity control, temperature control, and particulate control to stabilize the environment.

Remediation means to remove microbial contamination. Work activities include demolition and removal of unrestorable contaminated materials, cleaning and/or decontamination of restorable materials, and the application of antimicrobials.

Fees. Fees for the following Services shall be those set forth in the Time and Materials pricing that CoreTrust has on file for Servpro Commercial.

- A. Water damage including restoration, mitigation, remediation and cleaning;
- B. Fire and smoke damage including restoration, mitigation, remediation and cleaning;
- C. Mold remediation;
- D. Service Providers shall comply with industry standards while performing Services including, without limitation, the Institute of Inspection, Cleaning and Restoration Certification (IICRC) Standards S500 (water), S520 (mold) and S540 (bioremediation), S700 (fire and smoke) and other applicable Services, standards, codes, rules and regulations.
- E. Time and Material Fees. For Mitigation/Restoration portions of losses identified by Client in Services at the time the loss is reported to the Servpro Commercial call center, Servpro Commercial will designate Time and Materials pricing that CoreTrust has on file for Servpro Commercial.
- F. Approved Subcontract Work. Any subcontracted services will have a scope prepared and must be approved by the Client. Such subcontracted services may include documents, textiles, specialty equipment, and others. Specialty and licensed trades may include electrical, plumbing, mechanical, roofers, engineers, architects, and others.

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- Any time Client does not approve necessary subcontracted services Service Provider may decline to provide that service or portion of that service.

G. Servpro Commercial reserves the right to revise the rates herein upon written notice when the project is affected by market conditions beyond Servpro Commercial's control and/or availability, during national and region-wide extraordinary events such as epidemics, pandemics, storms, catastrophes, hurricanes, tornadoes, floods, earthquakes, and wildfires.

II. Service Provider Duties. The duties of the Service Providers are as follows:

A. Referral. Upon contact from Client to Servpro Commercial call center requesting Services, Servpro Commercial personnel will confirm territory coverage in the loss area, contact the closest qualifying Service Provider, and make the referral for Services.

B. 1-4-24 Service Response Guidelines:

- Within one (1) hour of being notified of a service call, Service Providers will contact Client to arrange for an onsite inspection.
- Within four (4) hours of being notified, the Service Providers will be on site to perform a site inspection and prepared to start Services.
- Within twenty-four (24) hours of on-site arrival, Service Providers will provide a briefing of the scope to the appropriate Client representative.

Exceptions may apply under certain conditions, such as extreme weather, disasters, catastrophes, area-wide or large losses.

C. Initial Preliminary Estimate (Rough Order of Magnitude). As soon as practicable after the property is stabilized, usually within 72 hours, Service Provider shall provide for Client approval a written scope of needed work and preliminary estimate, also known as a rough order of magnitude. This preliminary estimate and scope will list work needed, areas to mitigate and restore, workers, equipment, timeline, and preliminary price. The scope and price are subject to revision upon Client approval due to circumstances unforeseen at the time of the preliminary estimate, such as hidden damage that is discovered during demolition and removal of damaged building components. After the initial estimate/rough order of magnitude, Service Providers will provide daily field reports containing current status, action required, photos, estimates, Time and Materials summary of charges, change orders, moisture maps, drying reports and other applicable job updates.

D. Storm and Catastrophic Events (CAT). Timelines and service levels may not apply in the event of extreme weather, disasters, catastrophes, large losses, floods, area-wide storms, tornadoes, or other such events that cause the demand for Services to compromise or exceed the capacity of Service Provider Crews available locally and willing to travel. Servpro Commercial will provide notice in such event and will use commercially reasonable efforts to estimate response times as Services are requested. Time and Materials files will not be utilized, job files will be abbreviated, as will any job file audits. The priority given to clients requesting Services will be generally first to request, first to be served basis and subject to available resources. Service Providers traveling more than 75 miles will charge an emergency service fee for the area of service on each job. Dedicated crews, at an additional service fee, may be available upon mutual written agreement.

E. Warranty. For jobs within the scope of this Exhibit A, each Service Provider will warrant for two years that the workmanship of the Services performed will be of the quality generally accepted in the water restoration, fire and smoke restoration, mold remediation, bioremediation, contents restoration and related services, and other damage cleaning industry. Each Service Provider also warrants for one year that all materials furnished by them in connection with the Services will be new, of good quality, and free from defects. If the Services provided by Service Providers fail to meet industry standards, they will provide re-service at no additional cost for up to two years.

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This provision excludes re-service associated with normal wear and tear, normal re-soiling, improper care, improper maintenance and new loss events. Any items warranted by a manufacturer will be governed by that warranty, and Service Providers will take such steps as are necessary to transfer any such warranty to the Client. Any Services, materials, equipment or other building components falling within this warranty will be cured by the Service Provider originally producing the work or another Service Provider designated by Servpro Commercial. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, CONSUMER WARRANTIES, WARRANTY OF FITNESS FOR PARTICULAR PURPOSES, AND/OR WARRANTY OF MERCHANTABILITY.

III. Invoicing Required Information:

All Invoices will include the following:

- Estimate (based on Time and Materials)
- Itemized invoice of charges
- Authorization to perform services/work order,
- Certificate of satisfaction form,
- Digital pictures/images of loss site as applicable (front, affected areas, cause of loss if identified)
- Service Provider Federal Employer Identification Number

IV. Procedure:

- A. Technicians on site within four (4) hours of being notified.
- B. On-site facility owner/manager to execute an authorization to perform services prior to commencing the work.
- C. All contacts with facility owner/manager will be reported in the Servpro online management reporting system.
- D. Provide facility owner/manager with a copy of the final estimate/bill.
- E. Service Provider shall provide a sufficient number of properly labeled high-quality digital pictures/images that adequately document the loss area(s), including at least one digital picture/image of the front of the structure, available through Servpro Commercial's electronic claims or job file.
- F. Have facility owner/manager execute a Certificate of Satisfaction and provide facility owner/manager with a copy of the invoice at the completion of the assignment.

V. Out of Scope Services:

The following services are not included within and are outside the scope of this Exhibit A, but may be available upon request:

- A. Structural construction
- B. Asbestos or lead abatement
- C. Hazardous materials cleanup
- D. Viruses and other pathogens
- E. Construction and repair
- F. Bioremediation

VI. Detection of visible mold:

If mold is discovered, the Service Provider will continue emergency mitigation where the mold contamination can be contained to prevent cross-contamination of clean areas of the structure. The Service Provider will notify facility owner/manager of the presence of mold. If the mold contamination cannot be contained to prevent cross-contamination, no emergency mitigation work beyond placing dehumidifiers or mold remediation work will be performed until facility owner/manager has reviewed the loss and approved the recommended plan, which may include an Industrial Hygienist (IH), Indoor Air Quality Assessor (IAQA) or similar professional assessment and protocol.

VII. Hazards:

Client agrees to inform responding Service Providers of known or reasonably suspected presence of hazards and unsafe conditions, including those present before the loss event that caused damages for which the Services will be performed.

ATTACHMENT A TO ADMINISTRATION AGREEMENT – TERMS AND CONDITIONS

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1. PARTY OBLIGATIONS

1. (c)(iii). Marketing and Training Commitment.

Original:

Supplier shall, as more thoroughly set forth in the Plan (as applicable): (1) conduct training and education services about the Cooperative Program for the Organizations according to CoreTrust's reasonable scheduling requirements; (2) provide CoreTrust access to and use of Supplier's documents, presentations, and other materials applicable to this Admin Agreement and the services contemplated hereunder to enable CoreTrust to promote its Cooperative Program as contemplated hereunder; and (3) upon CoreTrust's reasonable request, provide information about the Participating Agencies' procurement of Products & Services which CoreTrust may use to improve its procurement processes.

Revised:

Supplier may, as more thoroughly set forth in the Plan (as applicable): (1) conduct training and education services about the Cooperative Program for the Organizations according to CoreTrust's reasonable scheduling requirements; (2) provide CoreTrust access to and use of Supplier's documents, presentations, and other materials applicable to this Admin Agreement and the services contemplated hereunder to enable CoreTrust to promote its Cooperative Program as contemplated hereunder; and (3) upon CoreTrust's reasonable request, provide information about the Participating Agencies' procurement of Products & Services which CoreTrust may use to improve its procurement processes so long as Vendor agrees.

1(c)(v). Supplier Content.

Original:

As requested by CoreTrust, Supplier shall provide Supplier Content for use on CoreTrust websites and for general marketing and publicity purposes as contemplated hereunder. During the Term, Supplier hereby grants to CoreTrust and its affiliates a non-exclusive, worldwide, royalty-free, transferable and sublicensable right and license to reproduce, modify, distribute, publicly perform, publicly display, and use Supplier Content to perform CoreTrust's obligations under this Admin Agreement.

Revised:

As requested by CoreTrust, Supplier may provide Supplier Content for use on CoreTrust websites and for general marketing and publicity purposes as contemplated hereunder. During the Term, Supplier hereby grants to CoreTrust and its affiliates a non-exclusive, worldwide, royalty-free, transferable and sublicensable right and license to

reproduce, modify, distribute, publicly perform, publicly display, and use Supplier Content to perform CoreTrust's obligations under this Admin Agreement.

3. FEES

a. Administrative Fee.

Original:

Supplier shall pay CoreTrust the Administrative Fee for the preceding calendar month no later than thirty (30) days following the end of such calendar month. The Administrative Fee is payable in U.S. Dollars via wire to the payment account designated in writing by CoreTrust. All Administrative Fees not paid when due shall bear interest at a rate equal to the lesser of one-and-one-half percent (1.5%) per month or the maximum rate permitted by law until paid in full.

Revised:

Supplier shall pay CoreTrust the Administrative Fee for the preceding calendar quarter no later than forty-five (45) days following the end of such calendar quarter. The Administrative Fee is payable in U.S. Dollars via wire to the payment account designated in writing by CoreTrust. All Administrative Fees not paid when due shall bear interest at a rate equal to the lesser of one-and-one-half percent (1.5%) per month or the maximum rate permitted by law until paid in full. The Administrative Fee will be paid for any revenue reported by Franchisees (in accordance with its obligations in subsection (b) below) for Services performed hereunder and that are reflected in the Supplier's reporting or tracking systems, or otherwise verified through mutually agreed methods.

b. Reporting.

Original:

No later than thirty (30) days after the end of each calendar month during the Term, Supplier shall deliver to CoreTrust the Administrative Fee Report. CoreTrust may compare Supplier's Administrative Fee Report with Participating Agencies'

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records and, if CoreTrust identifies a material discrepancy, CoreTrust shall notify Supplier in writing, and Supplier shall have thirty (30) days thereafter to resolve such discrepancy to CoreTrust's reasonable satisfaction. If such resolution requires payment of additional Administrative Fee amounts, Supplier shall remit payment of such balance to CoreTrust no later than fifteen (15) days thereafter; provided, if Supplier disputes CoreTrust's finding(s) of a discrepancy and / or the underlying Participating Agency documentation, the Parties shall engage an independent auditor to evaluate such discrepancy, and the cost of such independent audit shall be borne by Supplier. Additionally, in an effort to provide Participating Agencies transparency, Supplier will work with CoreTrust in providing transactional reporting via SFTP process or API connection ("**Agency Report**"). The Agency Report will capture itemized spend information, to the extent possible, identified by a Participating Agency, and will occur at a cadence set by CoreTrust, not to exceed monthly.

Revised:

No later than thirty (30) days after the end of each calendar month during the Term, Supplier shall deliver to CoreTrust the Administrative Fee Report which aggregates Franchisee reporting. CoreTrust may compare Supplier's Administrative Fee Report with Participating Agencies' records and, if CoreTrust identifies a material discrepancy, CoreTrust shall notify Supplier in writing, and Supplier shall have thirty (30) days thereafter to resolve such discrepancy to CoreTrust's reasonable satisfaction. If such resolution requires payment of additional Administrative Fee amounts, Supplier shall remit payment of such balance to CoreTrust no later than fifteen (15) days thereafter; provided, if Supplier disputes CoreTrust's finding(s) of a discrepancy and / or the underlying Participating Agency documentation, the Parties shall engage an independent auditor to evaluate such discrepancy, and the cost of such independent audit shall be borne by Supplier. Additionally, in an effort to provide Participating Agencies transparency, Supplier will work with CoreTrust in providing transactional reporting electronically (including, but not limited to via SFTP process or API connection) (each, an "**Agency Report**"). The Agency Report will capture itemized spend information, to the extent possible, identified by a Participating Agency, and will occur at a cadence set by CoreTrust, not to exceed monthly.

5.REPRESENTATIONS & WARRANTIES

b. By Supplier.

Original:

Supplier hereby represents and warrants that: (i) this Admin Agreement has received all necessary corporate authorizations and support of Supplier's executive management; (ii) it shall promote and market CoreTrust's Cooperative Program to Organizations; (iii) its sales force shall be trained, engaged, and committed to offering a master agreement to Organizations through CoreTrust in the geographies agreed between the Parties; (iv) all sales under such master agreement shall be accurately and timely reported to CoreTrust; (v) its sales force shall be compensated, including sales incentives, for sales to Participating Agencies under the master agreement in a consistent or better manner compared to sales to Organizations if Supplier were not awarded such master agreement; (vi) it is the owner of or otherwise has the unrestricted right to grant the rights in and to Supplier Content as contemplated hereunder; and (vii) Supplier Content and any other materials or services provided to CoreTrust as contemplated hereunder shall not infringe, misappropriate, or otherwise violate the intellectual property or proprietary rights of any third party.

Revised:

Supplier hereby represents and warrants that: (i) this Admin Agreement has received all necessary corporate authorizations and support of Supplier's executive management; (ii) it shall promote and market CoreTrust's Cooperative Program to Organizations; (iii) its sales force shall be trained, engaged, and committed to offering a master agreement to Organizations

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through CoreTrust in the geographies agreed between the Parties; (iv) all sales under such master agreement shall be accurately and timely reported to CoreTrust; (v) it is the owner of or otherwise has the unrestricted right to grant the rights in and to Supplier Content as contemplated hereunder; and (vii) Supplier Content and any other materials or services provided to CoreTrust as contemplated hereunder shall not infringe, misappropriate, or otherwise violate the intellectual property or proprietary rights of any third party.

6. INDEMNIFICATION; LIMITATION OF LIABILITY

a. Indemnification.

Original:

Supplier shall hold CoreTrust harmless from, and indemnify CoreTrust against, any and all claims, demands, and actions based upon or arising out of any activities the Supplier and its employees and agents may perform under this Admin Agreement and any related contracts or orders thereunder. Supplier shall defend any and all actions brought against CoreTrust based upon any such claims or demands.

Revised:

Supplier shall hold CoreTrust harmless from, and indemnify CoreTrust against, any and all claims, demands, and actions ("Injury") based upon or arising out of any activities the Supplier and its employees and agents may perform under this Admin Agreement and any related contracts or orders thereunder. Supplier shall defend any and all actions brought against CoreTrust based upon any such claims or demands. Notwithstanding anything to the contrary, Supplier shall have no obligation to indemnify, defend, or hold harmless CoreTrust to the extent any claim, demand, or action arises from the negligence, willful misconduct, or other fault of CoreTrust or its employees, or agents.

Notwithstanding the foregoing, if an Injury is caused by the negligence or fault of both Supplier (and / or any of its franchisees or employees), on the one hand, and CoreTrust (and / or any of its employees), on the other hand, the apportionment of said damages shall be shared between Supplier and CoreTrust based upon the comparative degree of each other's negligence or fault, and each shall be responsible for its own defense and costs, including but not limited to the costs of defense, attorneys' fees, witnesses' fees, and expenses incident thereto.

The following procedures will apply to the indemnification obligation under the Agreement: (a) CoreTrust will promptly notify Supplier in writing of such claim or suit; (b) Supplier will have sole control of the defense or settlement; provided, however, that Supplier will not enter into any settlement that obligates CoreTrust to make any admission against CoreTrust's interest or incur any expense without CoreTrust's prior written consent; (c) CoreTrust shall have the right to be represented separately by counsel of its own choosing, at its own expense, in connection with any such claim or suit; and (d) CoreTrust will provide reasonable cooperation to Supplier in connection with any such claim or suit to whatever reasonable extent Supplier requires and at Supplier's sole expense. Notwithstanding the foregoing, if Supplier fails to assume its obligation to defend, CoreTrust may do so to protect its interest and seek reimbursement from Supplier.



ADDENDUM No. 1

24COR-012 Emergency Fire Disaster Restoration & Cleanup Services

January 28, 2026

The following change(s) to the above-referenced solicitation have been made as designated below:

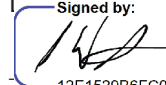
- | | |
|---|---|
| ☐ Change of specification(s) | ☒ Change of bid opening time and date |
| ☒ Change of date for Pre-Proposal Meeting | ☒ Change of date to post answers |

Revised Schedule of Events (typed in red font):

Event	Date
Advertise	January 18, 2026; January 25, 2026
Issue Solicitation	January 18, 2026
Pre-Proposal Conference	January 29, 2026 @ 2:00 p.m. CT February 9, 2026 @ 2:00 p.m. CT
Deadline for Questions	February 6, 2026 February 17, 2026
Deadline for Answers	February 19, 2026 February 27, 2026
Proposal Due Date	March 5, 2026 @ 2:00 p.m. CT March 12, 2026 @ 2:00 p.m. CT
Approval Date	TBD
Contract Effective Date	TBD

Please sign and complete this page and enclose it with your Bid Documents:

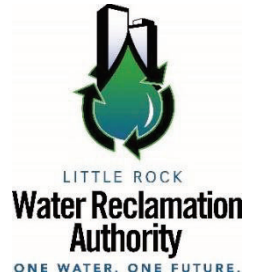
I, John Sooker, have read the information submitted as Addendum #1 to Solicitation Title: 24COR-012 Emergency Fire Disaster Restoration & Cleanup Services and I am fully aware of all additional circumstances.

Signed by: 
 12E1529B6FC0497...
 Representative Signature

3/10/2026

Date

Servpro Commercial, LLC
 Company Name



ADDENDUM No. 2

24COR-012 Emergency Fire Disaster Restoration & Cleanup Services

February 3, 2026

The following change(s) to the above-referenced solicitation have been made as designated below:

- | | |
|--|--|
| ☒ Change of specification(s) | ☐ Change of bid opening time and date |
| ☐ Change of date for Pre-Proposal Meeting | ☐ Change of date to post answers |

Delete the Excel pricing document titled 24COR-012 Pricing in its entirety that was published with the original solicitation.

Replace the deleted Excel pricing document with the attached Excel pricing document titled 24COR-012 Addendum 2 Revised Pricing, attached hereto and made a part of this Addendum No. 2.

Please sign and complete this page and enclose it with your Bid Documents:

I, John Sooker, have read the information submitted as Addendum #2 to Solicitation Title: 24COR-012 Emergency Fire & Cleanup Services and I am fully aware of all additional circumstances.

Signed by:
A handwritten signature in black ink, appearing to read "John Sooker".

3/10/2026

12E1529B6FC0497...
Representative Signature

Date

Servpro Commercial, LLC
Company Name



ADDENDUM No. 3

24COR-012 Emergency Fire Disaster Restoration & Cleanup Services

February 27, 2026

The following change(s) to the above-referenced solicitation have been made as designated below:

- | | |
|--|--|
| ☒ Answers to Questions; Clarifications | ☐ Change of bid opening time and date |
| ☒ Change of Specifications – Pricing Requirements | ☐ Change of date to post answers |

-
1. **During the pre-bid call, prevailing wage was discussed. Arkansas does not have a state prevailing wage requirement, but Davis-Bacon rates may apply depending on funding sources. Please clarify how bidders should structure labor pricing in the workbook:**
 - a. Are labor rates expected to be bid at Davis-Bacon minimums? **That is the choice of the proposer.**
 - b. Or are we bidding our own labor rates, with any Davis-Bacon-covered work being adjusted upward at time of invoicing to meet minimum requirements? **Bid your company's labor rates. If Davis-Bacon is required for a specific job, that requirement will be included in the scope of work for the specific job.**
 - c. If Davis-Bacon applies, how is pricing fairness maintained across bidders (i.e., to prevent artificially low labor bids that would later be adjusted upward)? **Any award of contract from this solicitation is based on the overall best value offered by the proposers based on the requirements of the solicitation, not simply low price.**
 2. **Please confirm the intended scope of the contract. Pages 55–56 include language referencing National Sales and Cooperative participation, which suggests use beyond LRWRA.**
 - a. Is this contract intended primarily for:
 - i. LRWRA-owned facilities and projects only? **The basic scope focuses on LRWRA requirements, but it is open for use by any government agency in the nation, as written in the solicitation document.**
 - ii. Other public agencies within Arkansas? **The basic scope focuses on LRWRA requirements, but it is open for use by any government agency in the nation, as written in the solicitation document.**
 - iii. Cooperative purchasing entities nationwide? **The basic scope focuses on LRWRA requirements, but it is open for use by any government agency in the nation, as written in the solicitation document.**
 3. **For items not specifically listed in the bid workbook but required for unique one-off circumstances, please confirm how these will be billed under the Master Agreement.**
 - a. For example: Time & materials at cost + ____%? **or Cost + 20% or a separate negotiated quote per occurrence? While unique circumstances may occur, most situations should be covered by the pricing in the workbook submitted by the proposer.**
 4. **The bid requires response within 60 minutes. We have previously seen out-of-state contractors win similar bids and then subcontract local stabilization work for the first 8–12 hours until their crew arrives.**
 - a. Will LRWRA require bidders to identify and prove response under their Brand identity?: **Yes**
 - i. The local team members who would respond within 60 minutes? **Yes**
 - ii. The physical location of their emergency response resources? **Yes**
 - iii. Whether the bidder intends to subcontract initial response? **Yes**
 - b. If not currently required, would LRWRA consider adding a requirement to prevent response-time compliance through subcontracting? **No**
 5. **If the awarded contractor fails to meet minimum response requirements during an emergency event, please clarify the process:**
-

- a. Is the secondary contractor automatically elevated to primary? **It depends on the circumstances of the emergency event.**
- b. Will LRWRA maintain multiple awarded contractors for redundancy? **As stated in the solicitation, the intent is to award to a single contractor, but LRWRA reserves the right to award to multiple contractors if necessary.**
- c. Does LRWRA reserve the right to terminate immediately for response failures? **See termination causes in terms and conditions**

6. The bid includes minimum equipment requirements (for example, truck-mounted extraction systems). Will LRWRA require proof of ownership and availability of required equipment, such as:

- a. Equipment lists
- b. Photos and/or inspection
- c. On-site verification
- d. Inventory audits
- e. If not, how will LRWRA ensure awarded contractors meet minimum requirements?

Your pricing response, Section O, which is the Excel form included with this solicitation, contains two tabs named Schedule C (2 pages). Schedule C includes a listing of many types of equipment that may be required for use in a disaster situation.

7. The bid references marketing, Master Agreement promotion, and executive endorsement, but also includes restrictions on advertising projects. Please clarify:

- a. What executive-level endorsement is being provided?
- b. What specific marketing permissions are allowed (if any)?
- c. If no project advertising is permitted, how should bidders interpret the “marketing” and “promotion” deliverables?

The section that prohibits advertising without permission is designed to make sure that no supplier uses the lead agency or Coretrust logo without permission or to represent contract award before it has completed or otherwise generates public information about the contract inconsistent with the proper use.

Coretrust and the lead agency do intend to issue permission to market the contract to governments nationally as part of the coordinated promotion and use of the contract. The marketing plan is to help the lead agency assess your capacity and plan to offer the contract nationally and will be incorporated into the coordinated permissions around promotion and messaging for the awarded supplier.

8. The bid requires multiple narrative deliverables beyond pricing and signature pages, including items such as:

- i. 90-day plan
 - ii. Master Agreement marketing strategy
 - iii. Salesforce training / implementation plan
 - iv. Cooperative participation approach
- a. Is there a preferred format for submission of these plans? **There is not preferred format. Please provide your own narrative.**

9. Page 56 references listing the dollar amount of Public Agency Sales for 2025. Please clarify what constitutes a “Public Agency Sale” under CoreTrust.

- a. For example:
 - i. Any work performed for government entities?
 - ii. Only work purchased through a cooperative purchasing contract?
 - iii. Work performed for public agencies outside LRWRA?**All of the examples cited are public agency examples: cities, counties, states, federal, school districts, universities, utilities, hospitals, and so on.**

10. A question for clarification, specifically Section 13. Scope of Work, C. Commitment to Cooperative Value, pgs. 55-56; the requirements in this section are inconsistent with industry standards for this scope. Will LRRA issue a general waiver of this section of the requirements? If not, will LRRA accept a redline of these requirements? **The inconsistency you have referenced is not specifically stated in your question.**

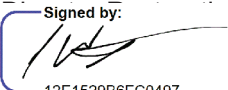
11. On pg. 59 of 100, Section M. Operational, #2, the RFP document states: “Suppliers should identify standard and overtime rates in all categories.” The Schedule A-Labor tab in the Addendum 2 Revised Pricing.xlsx document does not include space for overtime rates. Can LRWRA provide clarification for whether successful bidders should provide a general explanation of standard and overtime rates, or can fields for

Overtime Rate be added to the pricing spreadsheet? Delete all previous iterations of the Section O Excel Pricing Workbook and replace with this revised version, which includes additional columns for overtime rates. The rest of the schedules remain unchanged.

Please sign and complete this page and enclose it with your Bid Documents:

I, John Sooker, have read the information submitted as Addendum #3 to Solicitation Title: 24COR-012 Emergency Fire & Cleanup Services and I am fully aware of all additional circumstances.

Signed by:



12E1529B6FC0497...

Representative Signature

3/9/2026

Date

Servpro Commercial, LLC
Company Name

WRITTEN QUESTIONS AND ANSWERS – Addendum 4
24COR-012 Emergency Fire Disaster Restoration & Cleanup Services

These questions were inadvertently missed in Addendum 3

ANSWERS ARE IN BLUE

1. With the removal of prime rates and now only showing standard rates, how will the supplier account for prevailing wage markets.

The response was: the pricing schedule only applies to jobs within State of AR and not utilizing Davis Bacon. Participating members will provide their own prevailing wages and pricing will be quoted on a job basis.

With the understanding this pricing is only to be used for State of AR, is it understood that pricing outside of this market where prevailing wage is not applicable would still be priced separate from the awarded pricing schedule? The spreadsheet (Section O) was updated to capture the pricing for labor (tab Sch A-Labor (Page 1)). We are looking for Premium/Prevailing Wage Rate and Premium/Prevailing Wage Overtime rate we are looking for a not to exceed amount. The "not-to-exceed" price in each column should allow you to serve as many governments as possible nationwide in the category. Premium/Prevailing Wage will only apply 1. (Prevailing Wage) Where a state has a prevailing wage requirement for the job title or 2. (Premium) Where the government has significant geography restrictions, security restrictions or other unique delivery restrictions. The pricing rates will be used as National Cooperative pricing for any agency that may use this contract, not just the State of Arkansas.

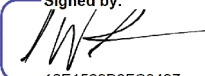
Review Section A, Participating Agency Requirements on page 3, regarding statutory requirements based on each state.

2. Is the excel file specifically for LRWRA standard rates/overtime rates? We need to understand, if any pricing is needed outside of the LRWRA market, the awarded vendor will price the participating member whether standard, prevailing wage, or Davis Bacon rates, from their standard grid and not expected to price from the LRWRA grid? No, we are looking for National Cooperative pricing. The rates will be for any agency that may utilize this contract across the US.
3. Where should pricing for "Prime Areas" (see Section F, Scope - Operational M.3 - 4 on page 59) be inserted: in the Official Bid Price Sheet, or should it be submitted separately as an addendum? Please confirm the exact field/tab/worksheet where Prime Area alternate pricing should appear. For Prime Areas pricing, please add your pricing in tab Sch C-Equipment (Page 7) at the bottom of the spreadsheet in Row 51. Mobilization costs will also be captured in Row 56.
4. Who is responsible for providing and paying for fuel for temporary emergency power (ie generators) noted under Scope (Section F.13.B.12 - temporary emergency power) and Equipment pricing? The solicitation does not specify fuel responsibility or billing treatment - should fuel costs be included in equipment rental/consumables lines on the Cost Proposal, billed as pass-through at cost, or handled by the contracting agency (including refueling logistics and storage)? Fuel costs for the equipment, if needed by the requesting agency, will be based on the OPIS Index that day plus and percentage (multiplier) increase if necessary. Vendors will provide the percentage (multiplier) increase on the spreadsheet (Section O) under tab Sch C-Equipment (Page 7).

5. Could you please provide the total contracted amount for the previous contract for these same services through the life of that contract? [This is a new cooperative contract, so there isn't an amount from a previous contract. This will be a cooperative contract which will allow agencies throughout the U.S. to participate in this agreement.](#)
6. Can pages highlighted "[TO BE COMPLETED BY RESPONDENT]" be made fillable on the pdf. If not, how would you like respondents to go about filling in this information so that it does not overlay with current text? [A word version of the solicitation will be uploaded for vendors to completed the required areas \(highlighted areas\).](#)
7. Could you please provide a list of participating agencies that utilized the previous contract for these same services? [This is a new cooperative contract, so no such list exists.](#)
8. Does the respondent need to be a registered supplier with CoreTrust as a prerequisite to respond to this solicitation? [No](#)
9. Are brand/ descriptions required for all line items in the cost proposal? [No](#)
10. How would you like to see any additional line items presented that aren't already included in the cost proposal? Should we just insert a line to the existing categories, or would you prefer to see an additional tab created for additional line items? [A new line may be entered at the bottom of the spreadsheet.](#)
11. Will participating agencies independently select contractors, or will LRWRA select vendors for all co-op users? [Participating agencies will have to use the awarded vendor\(s\) as awarded in the contract.](#)
12. Do you anticipate awarding this contract to multiple vendors? [LRWRA can award to multiple vendors, but the intention is to award to one vendor.](#)
13. Was this a mandatory prebid? [No](#)

Please sign and complete this page and enclose it with your Bid Documents:

I, John Sooker, have read the information submitted as Addendum # 4 to Solicitation Title: 24COR-012
Emergency Fire Disaster Restoration & Cleanup Services and I am fully aware of all additional circumstances.

Signed by:

12E1529B6FC0497...

Representative Signature

3/9/2026

Date

Servpro Commercial, LLC
Company Name



24COR-012

Emergency Disaster Restoration & Cleanup Services

Issue Date: 1/18/2026

Response Deadline: 3/5/2026 02:00 PM (CT)

Little Rock Water Reclamation Authority

Contact Information

Contact: Blane Ridings Procurement Manager

Address: Procurement Department

Little Rock Water Reclamation Authority

11 Clearwater Drive

Little Rock, AR 72204

Phone: (501) 688-1444

Email: Procurement@lrwra.com

Event Information

Number: 24COR-012
Title: Emergency Disaster Restoration & Cleanup Services
Type: Request for Proposal
Issue Date: 1/18/2026
Response Deadline: 3/5/2026 02:00 PM (CT)
Notes: Little Rock Water Reclamation Authority "LRWRA", serving as the Lead Agency in partnership with CoreTrust Purchasing Group, is issuing this solicitation for Emergency Disaster Restoration and Cleanup Services on behalf of a nationwide cooperative purchasing contract. This solicitation is a Best Value RFP, meaning proposals will be evaluated not solely on cost but on the overall value, including quality, technical capability, past performance, and the ability to meet cooperative contract needs.

The official posting can be found on the AR Bid website at <https://ARBid.net>. Please note, it is the vendor's responsibility to ensure compliance with the official solicitation and all addenda as posted on the AR Bid website. Little Rock Water Reclamation Authority shall have the right to reject any and all responses and to waive any and all informalities.

If you have any questions, please feel free to contact the LRWRA Procurement Department at Procurement@lrwra.com.

The LRWRA Procurement Department, as the issuing office, is the sole point of contact throughout this procurement process. Vendor's questions regarding this solicitation should be made through the LRWRA buyer listed for this solicitation.

Bid Activities

PRE-PROPOSAL CONFERENCE

1/29/2026 2:00:00 PM (CT)

All prospective bidders may attend the Pre-Proposal Conference scheduled by LRWRA via Microsoft Teams. Please note that LRWRA will not schedule additional Pre-Proposal Conferences.

Date and Start Time

- January 29, 2026, at 2:00 p.m. (Central Time)

Registration

Registration to attend the Pre-Proposal Conference is not required, however, it is recommended.

To receive the Microsoft Teams link, please register by emailing or calling the LRWRA Procurement Department:

- Email: procurement@lrwra.com
- Phone: Ashley Suggs at (501) 688-1442

Alternatively, you may dial in by phone:

- Phone: 1-501-547-3261
- Conference ID: 546 150 944#

General Information

- Vendor representatives are strongly encouraged to review the solicitation in its entirety, including all attachments and addenda, if applicable, prior to the Pre-Proposal Conference.
- LRWRA will contact registered vendors to advise of any changes.

CLARIFICATION OF RFP AND QUESTIONS

2/6/2026 4:00:00 PM (CT)

- A. Vendors may submit written questions requesting clarification of information contained in this solicitation or questions resulting from the on-site visit.
1. Written questions should be submitted by 4:00 p.m., Central Time on February 6, 2026. Submit written questions by email to the LRWRA buyer as shown on page one (1) of this solicitation.
 2. For each question submitted, vendor should reference the specific solicitation item number to which the question refers.
 3. Vendors’ written questions will be consolidated and responded to by LRWRA. LRWRA’s consolidated written response is anticipated to be posted to the LRWRA website by the close of business on February 19, 2026.
- B. Vendors may contact the LRWRA Procurement Department with procurement-related questions at any time prior to the bid opening date and time. Answers to verbal questions may be given as a matter of courtesy and **must** be evaluated at vendor’s risk.

Bid Attachments

24COR-012 Emergency Disaster Restoration_Cleaning Services.pdf

Download

24COR-012 Emergency Disaster Restoration & Cleaning Services

24COR-012 Pricing.xlsx

Download

24COR-012 Pricing

Bid Attributes

1 PROPOSAL SIGNATURE

A. An official authorized to bind the vendor to a resultant contract **must** sign the response in ink or by electronic signature. The LRWRA required signature page is included as the last page of the ARBid Bid Invitation document. The Bid Invitation document can be found by clicking on the document icon located in the top right corner of the website. Responses that do not include the LRWRA required signature page will be disqualified and **shall not be considered**.

B. Vendor's signature **shall** represent and warrant

1. Vendor's agreement that either of the following may cause the vendor's bid to be disqualified

- additional terms or conditions submitted intentionally or inadvertently.
- any exception that conflicts with a requirement of this solicitation.

2. Vendor has completely reviewed this solicitation and any addenda.

3. Vendor's agreement to and compliance with all requirements, specifications, and terms and conditions within this solicitation, including all attachments and addenda, if applicable. (See *Definition of Requirement*.)

4. Vendor's agreement to and compliance with all laws relating to State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment, in addition to all federal, state, and local laws.

5. Vendor's agreement and certification that it does not, and shall not for the remaining aggregate term of the contract, participate in a

- boycott of Israel (*applicable to contracts valued at \$1,000 or greater*)
- boycott of Energy, Fossil Fuel, Firearms, or Ammunition Industry (*applicable to contracts valued at \$75,000 or greater*)

6. Vendor has provided information in response to this solicitation that is both accurate and true.

2 BID OPENING LOCATION

Sealed bid responses submitted by the bid opening date and time as a traditional sealed hard copy, **shall** be opened at the following location

Little Rock Water Reclamation Authority
11 Clearwater Drive
Little Rock, AR 72204

3 SUBMISSION DEADLINE FOR BID RESPONSE

Bid responses **shall not** be accepted after the established response deadline (a.k.a., "bid opening") date and time. It is the responsibility of vendors to submit bid responses by traditional sealed hard copy at 11 Clearwater Drive on or before the response deadline and time. Proposals received after the designated response deadline date and time **shall** be considered late and **shall not** be reviewed. It is not necessary to return "no bids" to LRWRA.

4 CONE OF SILENCE

All communication(s) pertaining to this solicitation **shall** be directed to the LRWRA Buyer listed for this solicitation, or the Buyer's designee. LRWRA has imposed an absolute prohibition against any communication or contact ("Cone of Silence") with any other LRWRA personnel, LRWRA consultant, or Little Rock Water Reclamation Commission (LRWRC) member regarding this solicitation process.

The prohibition begins with the publication of this solicitation document, remains in place through the LRWRA solicitation and award process, and ends only after LRWRA has executed a contract with the successful vendor. The prohibition is suspended only when the LRWRA Buyer, or Buyer's designee, initiates or consents to a meeting or communications for the purpose of clarifying a solicitation or another solicitation-related action.

A violation of this policy may result in the disqualification of an offending vendor's response.

5 BUSINESS DESIGNATION

☐ C - Corporation ☐ S - Corporation ☐ Individual ☐ Nonprofit ☐ Partnership
☐ Public Service Corporation ☐ Sole Proprietorship

(Optional: Check only one)

6 SERVICE DISABLED VETERAN CERTIFICATION NUMBER

N/A. Franchisees available as needed

(Optional: Maximum 25 characters allowed)

7 DUN & BRADSTREET NUMBER

N/A, Franchisees to provide

(Optional: Maximum 25 characters allowed)

8 CONFLICT OF INTEREST DISCLOSURE

A. Vendor should indicate below if at the present time, and to the best of the vendor's knowledge, any known possible conflicts of interest exist with LRWRA.

B. Vendor **must** disclose all known possible conflicts of interest, which exist at the time of vendor's bid submission. Conflicts of interest include, but are not limited to the following

- Relationships between vendor's employees, principals, officers, and agents and the employees of LRWRA.
- Relationships between vendor's employees, principals, officers, and agents and the LRWRC.
- Those resulting from material adverse matters, as distinguished from the conduct of business as usual.

C. Vendor's failure to disclose such a relationship may result in LRWRA's rejection of vendor's bid response or LRWRA's cancellation of any resultant contract.

☒ No known possible conflicts of interest exist. ☐ Yes, a possible conflict of interest exists.

(Optional: Check only one)

9 CONFLICT OF INTEREST DISCLOSURE, if yes provide an explanation

None

(Optional: Maximum 1000 characters allowed)

**1
0 REQUIREMENT OF ADDENDUM**

This solicitation **shall** be modified only by an addendum written and authorized by LRWRA. The vendor **shall** be responsible for checking the AR Bid website at <https://ARBid.net> for any and all addenda up to the established bid opening date and time.

**1
1 DEFINITION OF TERMS**

- A. LRWRA has made every effort to use industry-accepted terminology in this solicitation.
- B. "Little Rock Water Reclamation Authority", "LRWRA", "agency", "the Utility", and the "the Authority" are used synonymously in this document.
- C. The words "bidder" and "vendor" are used synonymously in this document.
- D. The terms "Invitation to Bid", "ITB", and "Solicitation" are used synonymously in this document.

**1
2 NONCOLLUSION**

Vendor's signature **shall** represent and warrant that in connection to a response to this solicitation:

- A. The vendor has not been a party to any collusion among vendor(s) in the restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding.
- B. The vendor has not been a party to any collusion with any official or employee of LRWRA as to quantity, quality, or price in the prospective contract, or any other terms of said prospective contract.
- C. The vendor has not been a party in any discussion between bidders and any official of LRWRA concerning exchange of money or other things of value for special consideration in the letting of a contract.

**1
3 PRIME CONTRACTOR RESPONSIBILITY**

- A. A joint bid response submitted by two or more vendors is acceptable. However, a single vendor **must** be identified as the prime contractor.
- B. The prime contractor **shall** be held responsible for the contract and shall be the sole point of contact.
- C. The prime contractor shall give LRWRA immediate notice, in writing, by certified mail of any action which, in the opinion of the contractor, may result in litigation related in any way to this contract or LRWRA.

1
4**CAUTION TO VENDORS**

- A. Vendor **must not** alter any language in any solicitation document provided by LRWRA.
- B. Vendor represents and warrants that the product and/or service offered **shall** meet or exceed specifications identified in this solicitation.
- C. All official documents and correspondence related to this solicitation **shall** be included as part of the resultant contract.
- D. Bid responses **must** be submitted in the English language only.
- E. LRWRA **shall** have the right to award or not award a contract, if it is in the best interest of LRWRA to do so.
- F. LRWRA **shall** have the right to accept or reject all or any part of a bid response, if it is in the best interest of LRWRA to do so.
- G. Vendor **must** provide clarification of any information in their bid response documents as requested by LRWRA.
- H. Vendor may withdraw their bid response.
- To withdraw a traditional hardcopy bid response, vendor **must** provide a written request to the LRWRA Procurement Department.
 - To withdraw an electronic response, vendor **must** follow the required steps in the AR Bid system.
- I. Reference to handbooks or other technical materials as part of a bid response **must not** constitute the entire bid and vendor **must** identify the specific page and paragraph being referenced.

1
5**RESERVATION**

This solicitation **shall not** commit LRWRA to issue an award or contract. LRWRA **shall not** pay costs incurred in the preparation of a bid response.

1
6**ISRAEL BOYCOTT NOTICE**

Pursuant to Arkansas Code Annotated § 25-1-503, a public entity **shall not** enter into a contract valued at \$1,000 or greater with a company unless the contract includes a written certification that the person or company is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of Israel.

Vendor's signature on bid response **shall** represent and warrant they do not boycott Israel and will not boycott Israel during the remaining aggregate term of the contract.

1
7**ENERGY, FOSSIL FUEL, FIREARMS, AND AMMUNITION INDUSTRIES BOYCOTT RESTRICTION**

Pursuant to Arkansas Code Annotated § 25-1-1102, a public entity **shall not** enter into a contract valued at \$75,000 or greater with a company unless the contract includes a written certification that the person or company is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry.

Vendor's signature on bid response **shall** represent and warrant they do not boycott Energy, Fossil Fuel, Firearms, or Ammunition Industry and will not boycott these industries during the remaining aggregate term of the contract.

Supplier Information

Company Name: Servpro Commercial, LLC

Contact Name: AnnaLeigh Kone

Address: 801 Industrial Boulevard

Gallatin, TN 37066

Phone: 615-451-0200

Fax:

Email: awkone@servpro.com

Supplier Notes

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

John Sooker

Print Name

Signed by:



12E1529B6FC0497...

Signature

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PUBLIC SECTOR



LITTLE ROCK
**Water Reclamation
Authority**
ONE WATER. ONE FUTURE.

NOTICE TO RESPONDENT

Best Value Solicitation

Issued by:

LITTLE ROCK RECLAMATION AUTHORITY

for

24COR-012 EMERGENCY DISASTER RESTORATION & CLEANUP SERVICES

SUBMITTAL DEADLINE: 2:00 p.m. CT, March 5, 2026

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TABLE OF CONTENTS

Appendix A - Requirements

Section A	Participating Agency Requirements
Section B	Lead Agency Requirements
Section C	Federal Contract Terms and Conditions
Section D	New Jersey Business Compliance
Section E	State Notice Addendum

Appendix B – Best Value Solicitation

Section F	Background & Scope
Section G	Submission Protocol; Evaluation; Award
Section H	Requirements for National Cooperative Contract
Section I	Form of Master Agreement
Section J	Master Agreement Acceptance Form
Section K	Form of Administration Agreement
Section L	Form of Master Intergovernmental Cooperative Purchasing Agreement
Section M	Lead Public Agency Certificate
Section N	Technical Proposal
Section O	Cost Proposal

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GENERAL CONTRACT DOCUMENTS AND INFORMATION

The following sets forth the contract documents contained in this suite of documents as applicable to CoreTrust, Lead Agency, Supplier, and the applicable participating agency.

DOCUMENT	TITLE	PARTIES	PURPOSE
APPENDIX A			
Section A*	Participating Agency Requirements	Participating Agency, Lead Agency, and Supplier	These Sections provide the Participating Agencies and Lead Agency’s respective statutory and regulatory requirements with which the Supplier must comply. *Sections A and B may be modified as necessary to meet an individual participating public entity’s statutory and regulatory requirements.
Section B*	Lead Agency Requirements		
Section C	Federal Contract Terms and Conditions		
Section D	New Jersey Business Compliance		
Section E	State Notice Addendum		
APPENDIX B			
Section F	Background & Scope	Lead Agency, Supplier, and CoreTrust	These Sections provide the solicitation purpose(s), general scope, submission requirements, and evaluation and award information.
Section G	Submission Protocol; Evaluation; Award		
Section H	Requirements for National Cooperative Contract		
Section I	Form of Master Agreement	Lead Agency and Supplier	The Master Agreement defines: (i) the relationship between Lead Agency and Supplier; and (ii) the terms and pricing of Supplier’s products and/or services offered to Participating Agencies.
Section K	Form of Administration Agreement	Supplier and CoreTrust	The Administration Agreement defines the roles and obligations of CoreTrust and Supplier regarding marketing and selling CoreTrust’s cooperative purchasing program to Participating Agencies.
Section L	Form of Master Intergovernmental Cooperative Purchasing Agreement	Lead Agency and CoreTrust	The Master Intergovernmental Cooperative Purchasing Agreement allows Lead Agency’s Participating Agencies to acquire Supplier’s products and/or services through CoreTrust’s cooperative purchasing program.
Section M	Lead Public Agency Certificate	Lead Agency, Supplier, and CoreTrust	The Lead Public Agency Certificate is the Lead Agency’s agreement to adhere to the terms of the Master Intergovernmental Cooperative Purchasing Agreement (MICPA)
Section N	Technical Proposal		Sections N and O are designated for the Supplier’s use when developing their technical and cost proposals.
Section O	Cost Proposal		

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ORDERS OF PRECEDENCE

This contract is composed of the documents set forth in the Table of Contents. For purposes of this solicitation, conflicts among these documents shall be resolved in the following order of precedence:

1. Section F – Background & Scope
2. Section G – Submission Protocol; Evaluation; Award
3. Section A – Participating Agency Requirements
4. Section B – Lead Agency Requirements
5. Section C – Federal Contract Terms and Conditions
6. Section D – New Jersey Business Compliance
7. Section E – State Notice Addendum
8. Section K – Form of Administration Agreement
9. Section L – Form of Master Intergovernmental Cooperative Purchasing Agreement
10. Section I – Form of Master Agreement
11. Section N – Technical Proposal
12. Section O – Cost Proposal
13. Section H – Requirements for National Cooperative Contract
14. Section J – Master Agreement Acceptance Form
15. Section M – Lead Public Agency Certificate

For purposes of the awarded contract, conflicts among these documents shall be resolved in the following order of precedence:

1. Section A – Participating Agency Requirements
2. Section B – Lead Agency Requirements
3. Section C – Federal Contract Terms and Conditions
4. Section D – New Jersey Business Compliance
5. Section E – State Notice Addendum
6. Section F – Background & Scope
7. Section K – Administration Agreement
8. Section L – Master Intergovernmental Cooperative Purchasing Agreement
9. Section I – Master Agreement
10. Section N – Technical Proposal
11. Section O – Cost Proposal

APPENDIX A – REQUIREMENTS

SECTION A – PARTICIPATING AGENCY REQUIREMENTS

This section is reserved for use by Participating Agencies to include any state- or agency-specific requirements necessary for their compliance. Any such requirements apply only to that Participating Agency and where these terms conflict with other terms in this document, these terms supersede the general contract requirements solely for that Participating Agency's use of the Contract. They shall not override or modify the requirements of the Lead Agency and shall not create obligations for any other Participating Agency.

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SECTION B – LEAD AGENCY REQUIREMENTS

1. GENERAL INFORMATION

Little Rock Water Reclamation Authority ("LRWRA") is committed to providing excellent quality sewer services for both residential and business customers as it keeps water resources safe for wildlife and human reuse. LRWRA has three (3) water reclamation facilities: Fourche Creek, Adams Field, and Little Maumelle. LRWRA also has an administration building, maintenance complex and 34 pump stations within the City of Little Rock. Currently, LRWRA has approximately 220 employees.

2. PRIME CONTRACTORS, SUBCONTRACTORS AND FRANCHISEES

LRWRA recognizes that there are a variety of delivery models that may be considered in responding to this solicitation and encourages prime companies working under any of those models to offer responses. However, it is important to make sure all participants understand how the contractual obligations will pass between entities.

- a. Prime supplier who self performs - All contract terms will apply to each transaction, except as modified by a participating entity by using Section A and accepted by the Prime
- b. Prime supplier who subcontracts to an additional company to supplement capacity - The Prime is responsible for the terms and conditions, and public customers will enforce the terms directly with the Prime. The Prime is responsible for passing terms and conditions onto the subcontractor and where required, enforcing the contract terms with the subcontractor.
- c. Franchisee arrangement. Prime contractor or Franchisee brand will respond to the solicitation on behalf of all franchisees. All franchisees will independently sign a contract rider, accepting the terms and conditions of the awarded contract for their region, or other work. Franchisee will provide insurance documents meeting the insurance requirements of the contract. Prime will define their role and the franchisee role during their submission. However, the prime will be responsible for aggregating the cooperative contract fees and will maintain the primary contractual relationship with Coretrust and LRWRA. These responsibilities cannot be delegated. Delivery of Service to LRWRA can be performed by a Franchisee. At any time, if service under this contract is assigned to a franchisee not named in the contract or who does not have a signed rider, the prime will be responsible for any actions of a franchisee. For purposes of this agreement, the Franchisee is the Vendor.
- d. LRWRA encourages Suppliers using a complex delivery model to include as much detail as possible about the roles and responsibilities in their response for an abundance of clarity for the end users, especially regarding delivery and liability.

3. VENDOR'S EMPLOYEES AND SUBCONTRACTORS

- A. If any portion of the work will be subcontracted, the Vendor must provide the following information to LRWRA prior to the contract award and again before each renewal period. LRWRA does not require subcontractor information for participating agencies and does not need to be informed of subcontractors used for their individual orders. However, this information should be provided directly to participating agencies, as appropriate, in relation to their own orders.

- name of all subcontractors
- subcontractor's address
- subcontractor's contract information
- complete description of work to be subcontracted

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- B. Vendor must obtain the using agency's approval of subcontractor(s) prior to subcontractor performing work under this contract.
- C. LRWRA shall have the right to require the Vendor to remove an employee or subcontractor from performing work under this contract, if in LRWRA's reasonable opinion such employee or subcontractor.
- is not performing work satisfactorily
 - is failing to cooperate as required in this contract
 - is posing a security risk to the project or LRWRA
 - is otherwise breaching a term of this contract
 - their presence on the project is not in the best interest of LRWRA
 - or any other reasonable basis

Note: Participating agencies shall have the same right. However, neither the participating agency nor the vendor is required to coordinate with LRWRA.

- D. In the event of such removal, Vendor must replace employee or subcontractor with a suitable replacement subject to the approval of the using agency as instructed by LRWRA.

4. PAYMENT AND INVOICE PROVISIONS (Applicable to LRWRA Only)

- A. All invoices **shall** be forwarded to:

Little Rock Water Reclamation Authority
ATTN: Accounts Payable
11 Clearwater Drive
Little Rock, AR 72204

Or emailed to: accounts.payable@lrwra.com

- B. Payment will be made in accordance with applicable LRWRA accounting procedures upon acceptance of goods and/or services by LRWRA.
- C. LRWRA shall not be invoiced in advance of delivery and acceptance of any goods or services.
- D. Payment will be made only after the vendor has successfully satisfied LRWRA as to the reliability and effectiveness of the deliverables purchased as a whole.
- E. The vendor should invoice LRWRA by an itemized list of charges. LRWRA's bid number should be referenced on each invoice.
- F. Other sections of this solicitation may contain additional requirements for invoicing.

Note: Participating agencies will provide their own invoice and payment instructions, which the Vendor must follow when fulfilling orders under their individual contracts.

5. DEFINITION OF REQUIREMENT

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The words “must” and “shall” signify a requirement of this contract and that vendor’s agreement to and compliance with that item is mandatory.

6. PRICE STRUCTURE

- A. If, during the contract term, the vendor is unable or unwilling to meet contractual requirements in whole or in part based on the price structure of the contract, it shall immediately notify the LRWRA Procurement Department in writing. The notification shall specify the contractual requirements which cannot be met and the offending price. Such notification shall not relieve the vendor of its responsibilities under the contract. LRWRA may, but is not required to, consider an equitable adjustment in the contract terms and/or pricing.
- B. If LRWRA, in its sole discretion, determines during the contract term that (i) the contract price structure is unworkable, detrimental, or injurious to the utility, or (ii) the contract price structure results in prices which are unreasonable, excessive, or not truly reflective of current market conditions, and no adjustment in the contract terms and/or pricing is mutually agreeable, LRWRA may terminate the contract upon not less than five days’ written notice to the vendor. The effective date of termination shall be as specified in the written notification.

7. PRICE REVIEW

- A. Periodically throughout the term of the contract, LRWRA **shall** have the right to conduct market research, review pricing indexes, and use other resources to review and verify contract pricing, vendor requested increases, and vendor provided information.
- B. If a price increase is requested by the vendor, LRWRA will consider the request, provided the vendor can supply ample justification and market-based evidence to support the requested price increase. LRWRA **shall** have the right to require additional documentation and evidence from the vendor pertaining to the requested increase, and the vendor must comply with any LRWRA request.
- C. Increases solely to increase profit or margins shall not be considered.
- D. LRWRA, at its sole discretion, shall have the right to approve or deny the request based on LRWRA’s verification and shall have the right to negotiate with vendor on the requested increase. Vendor may include in their documentation evidence of price impacts on any component of contract delivery including but not limited to materials, transportation, labor, unforeseen statutory or regulatory mandates, or other impacts. Inclusion by the vendor DOES NOT guarantee an approved price adjustment. Approval in part or in total will be at LRWRA’s sole discretion.
- E. In the event a price change is authorized by LRWRA, said prices must remain firm for a period of not less than six (6) months.
- F. In the event of a price decrease, LRWRA shall be guaranteed full benefit of the price reduction for all orders on the effective date of the decrease and thereafter.

8. OTHER CONTRACT REQUIREMENTS

- A. In addition to pricing, extreme market conditions may adversely impact other aspects of contract performance. LRWRA will consider vendor documentation relating to delivery times

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and schedules, labor shortages, substitute products that meet the “equal to or better standard,” and other non-price related terms and conditions.

- B. ANY REQUEST for non-price contractual accommodations will be subject to the same rigor as outlined in the Price Review section. The vendor shall have an affirmative and proactive responsibility to address this issue in advance of the performance issue or immediately upon discovery. Any vendor who does not raise and document these issues consistent with the requirements above AND receive written LRWRA approval for any changes to contract performance expectations, **shall** be held accountable to the original terms of the contract. Approval of these contract terms **shall** be at the sole discretion of LRWRA.

9. FORCE MAJEURE

- A. A force majeure occurrence is an event or effect that cannot be reasonably anticipated or controlled and is not due to the negligence or willful misconduct of the affected party.
- B. Unless otherwise agreed in the contract between the parties expressly or impliedly, where a party to a contract fails to perform one or more of its contractual duties, the consequences set out in this clause will follow if and to the extent that the party proves: (a) that its failure to perform was caused by an impediment beyond its reasonable control; (b) that it could not reasonably have been expected to have taken the occurrence of the impediment into account at the time of the signing of the contract; and (c) that it could not reasonably have avoided or overcome the effects of the impediment.
- C. A party invoking this clause shall be presumed to have established the conditions described in the preceding paragraph in the case of the occurrence including, but not limited to, one or more of the following impediments or other similar causes beyond the control of the vendor or LRWRA in the performance of the contract where non-performance, by exercise of reasonable diligence, cannot be prevented:
- acts of God or natural disaster such as but not limited to violent storm, cyclone, typhoon, hurricane, tornado, blizzard, earthquake, volcanic activity, landslide, tidal wave, tsunami, flood, damage or destruction by lightning, drought;
 - acts of war (whether declared or not), armed conflict or the serious threat of the same (including but not limited to hostile attack, blockade, military embargo), hostilities, invasion, act of a foreign enemy, extensive military mobilization;
 - civil war, riot, rebellion, revolution, military or usurped power, insurrection, civil commotion or disorder, mob violence, act of civil disobedience;
 - acts of public enemies, acts of terrorism, sabotage or piracy;
 - **plague, epidemic, pandemic, outbreaks of infectious disease or any other public health crisis, including quarantine or other employee restrictions;**
 - act of authority whether lawful or unlawful, compliance with any law or governmental order, rule, regulation or direction, curfew restriction, expropriation, compulsory acquisition, seizure of works, requisition, nationalization;
 - explosion, fire, destruction of machines, equipment, factories and of any kind of installation, prolonged breakdown of transport, telecommunication or electric current;

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- general labor disturbance such as, but not limited to boycott, strike and lock-out, go-slow, occupation of factories and premises;
 - shortage or inability to obtain critical material or supplies to the extent not subject to the reasonable control of the subject Party.
- D. The affected party shall provide the other party with written notice of any force majeure occurrence as soon as the delay is known and provide the other party with a written contingency plan to address the force majeure occurrence, including, but not limited to, specificity on quantities of materials, tooling, people, and other resources that will need to be redirected to another facility and the process of redirecting them. Furthermore, the affected party **shall** use its commercially reasonable efforts to resume proper performance within an appropriate period of time. Notwithstanding the foregoing, if the force majeure condition continues beyond 30 days, the parties to the contract shall jointly decide on an appropriate course of action that will permit fulfillment of the parties' objectives under the contract.
- E. The vendor agrees that in the event of a delay or failure of performance by the vendor under the contract due to a force majeure occurrence:
1. LRWRA may purchase products from other sources (without recourse to and by the vendor for the costs and expenses thereof) to replace all or part of the products which are the subject of the delay, which purchases may be deducted from the contract quantities without penalty or liability to LRWRA, or
 2. The vendor will provide LRWRA with access to products first to fulfill orders placed before the force majeure event occurred.
- F. Neither the vendor nor LRWRA shall be liable to the other for any delay in or failure of performance under the contract due to a force majeure occurrence. Any such delay in or failure of performance shall not constitute default or give rise to any liability for damages. The existence of such causes of such delay or failure shall extend the period for performance to such extent as determined by the vendor and LRWRA to be necessary to enable complete performance by the contracted vendor if reasonable diligence is exercised after the cause of delay or failure has been removed.
- G. Notwithstanding the above, at the discretion of LRWRA where the delay or failure will significantly impair the value of the contract to LRWRA, LRWRA may terminate the contract or the portion thereof which is subject to delays and thereby discharge any unexecuted portion of the contract or the relative part thereof.
- H. In addition, LRWRA reserves the right, in its sole discretion, to make an equitable adjustment in the contract terms and/or pricing should extreme and unforeseen volatility in the marketplace affect pricing or the availability of supply. "Extreme and unforeseen volatility in the marketplace" is defined as market circumstances which meet the following criteria: (i) the volatility is due to causes outside the control of vendor; (ii) the volatility affects the marketplace or industry, not just the particular contract source of supply; (iii) the effect on pricing or availability of supply is substantial; and (iv) the volatility so affects vendor's performance that continued performance of the contract would result in a substantial loss to the vendor. In the event of a dispute between the vendor and LRWRA, such dispute shall be resolved in Pulaski County, Arkansas; provided, however, that nothing in this clause shall excuse the vendor from performing in accordance with the contract as changed. Equitable

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adjustment may include adjustments financially or in any terms of contract performance at LRWRA's sole discretion.

- I. Vendor shall not be entitled to an adjustment in contract price or other non-price related items caused by or within the control of vendor. Delay, disruption, and interference attributable to and within the control of a subcontractor or supplier shall be deemed to be within the control of vendor.

10. GOVERNING LAW

- A. The laws of the State of Arkansas shall govern this contract as to interpretation and performance.
- B. Any and all legal action necessary to enforce any resulting contract shall be brought in Pulaski County, Arkansas.
- C. LRWRA shall not agree to any provision of a contract which violates the federal, State, or local laws or the constitution of the State of Arkansas.

11. CONDITIONS OF CONTRACT

The vendor shall at all times observe and comply with federal and State of Arkansas laws, local laws, ordinances, orders, and LRWRA policies and regulations existing at the time of or enacted subsequent to the execution of a resulting contract which in any manner affects the completion of the work.

12. INDEMNITY

Vendor shall indemnify and save harmless LRWRA and its agents, servants, and employees from, and against, any and all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, or losses of any nature whatsoever, civil or criminal, incurred by any of them including attorney's fees arising out of a willful or negligent act, or omission, including, but not limited to actions arising under any local, state or federal environmental laws or regulations, or omissions of vendor, its officers, agents, servants, and employees; provided, however, that vendor shall not be liable for any suits, actions, legal proceedings, claims, demands, damages, costs, expenses, and attorney's fees arising out of the award of any resulting contract due to a willful or negligent act, or omission, of LRWRA, its agents, servants, and employees.

LRWRA, under Arkansas law, may not enter into a warranty, covenant, or agreement to hold a party harmless or to indemnify a party from prospective damages.

13. STATEMENT OF LIABILITY

LRWRA or participating agency will demonstrate reasonable care but shall not be liable in the event of loss, destruction, or theft of vendor-owned items to be delivered or to be used in the installation of deliverables. The vendor shall be required to retain total liability until the deliverables have been accepted by the authorized representative of LRWRA or participating agency. LRWRA and participating agencies shall not be responsible for or accept liability for any vendor-owned items.

14. NON-DISCRIMINATION

As a condition for doing business with LRWRA, the awarded contractor shall not discriminate on the basis of race, color, creed, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, genetic information, political opinions or affiliation, military status, or

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other status protected by applicable law and shall require such compliance in agreements with subcontractors and sub-subcontractors.

15. **SMALL AND VETERAN-OWNED BUSINESS POLICY**

Little Rock Water Reclamation Authority encourages participation of small business enterprises and veteran-owned businesses in the procurement of goods, services, professional services, and construction, either as a vendor, general contractor or sub-contractor. It is further requested that whenever possible, vendors or prime contractors who require sub-contractors seek qualified small and/or veteran-owned businesses to partner with them.

16. **DELEGATION AND/OR ASSIGNMENT**

Vendor shall not assign the contract or any portion thereof or delegate any of vendor's right or duties thereunder without prior written approval of LRWRA. This written approval shall not be considered as making LRWRA a party to such subcontract or subjecting LRWRA to liability of any kind to any subcontractor. No subcontract shall under any circumstances relieve vendor of liability and obligation under any resulting contract, and all transactions shall be made through vendor. Subcontractors shall be recognized and dealt with only as workers and representatives of vendor and as such shall be subject to the same requirements of character and competence as required of vendor's employees. Any purported assignment made in violation of this provision shall be void and of no force and effect and shall constitute a material breach of any resulting contract.

17. **RECORD RETENTION**

- A. The vendor shall maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and other specified LRWRA policies. Upon request, access shall be granted to LRWRA, State or Federal Government entities or any of their duly authorized representatives.
- B. Financial and accounting records shall be made available, upon request, to the LRWRA's designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.
- C. Other sections of this solicitation may contain additional Requirements regarding record retention.

18. **CONTRACT INTERPRETATION**

Should the using agency and vendor interpret specifications differently, either party may request clarification. However, if an agreement cannot be reached, the determination of using agency shall be final and controlling.

19. **CANCELLATION FOR CONVENIENCE**

- A. LRWRA shall have the right to cancel a contract, in whole or in part, in the event LRWRA no longer needs the service or commodity specified in the contract due to program changes, changes in laws, rules, or regulations, relocation of offices, lack of appropriated funding, or if it is determined to be in LRWRA's best interest to do so. LRWRA shall give the vendor written notice of cancellation, specifying the terms and the effective date of contract termination. The effective date of termination shall be 30 days from the date of notification, unless specified in the notification.

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- B. In the event LRWRA cancels a contract for one of the above reasons, LRWRA shall pay only those sums due for services and/or goods received and accepted up to the termination date as stated in the notification.
- C. The vendor may terminate any resulting contract by providing written notice of cancellation to LRWRA. Vendor must confirm with LRWRA that notice of cancellation has been received. Notice of cancellation must be provided to LRWRA a minimum of 90 days prior to termination of contract.

20. PUBLICITY

Vendor shall not issue a news release or article pertaining to this solicitation or any portion of the project, in any medium, at any time during the pendency of the solicitation or fulfillment of the terms of this contract without LRWRA's prior written approval. Vendor's failure to comply with this requirement may be cause for LRWRA's rejection of vendor's response or LRWRA's cancellation of this contract.

21. NO BOYCOTT OF ISRAEL.

By entering this Agreement, Provider certifies that it is not currently engaged in and agrees for the duration of the term of this Agreement not to engage in a boycott of Israel.

22. NO BOYCOTT OF THE ENERGY, FOSSIL FUEL, FIREARMS, AND AMMUNITION INDUSTRIES.

By entering this Agreement, Provider certifies that it is not currently engaged in and agrees for the duration of the term of this Agreement not to engage in a boycott of energy, fossil fuel, firearms, and ammunition industries.

LRWRA Standard Terms and Conditions

1. **GENERAL:** Any special terms and conditions included in the solicitation documents override these standard terms and conditions. The standard terms and conditions and any special terms and conditions become part of any contract entered into if any or all parts of the response are accepted by Little Rock Water Reclamation Authority.

Any ambiguity in any response as the result of omission, error, lack of clarity or non-compliance by the bidder with specifications, instructions, and all conditions of bidding shall be construed in the light most favorable to LRWRA.

Quality, time and probability of performance may be factors in making award.

2. **ACCEPTANCE AND REJECTION:** The LRWRC and/or their designees reserves the right to reject any and all bids, waive any and all informalities, award items, all or none, or by line item(s), and to make an award to the best bidder pursuant to law.
3. **RESPONSE SUBMISSION:** Responses must be submitted to LRWRA on this form, with all other information required within the solicitation **documents**, on or before the date and time specified for bid opening. If this form is not used, the response may be rejected. The response must be typed or printed in ink. The signature must be in ink or electronic signature. Unsigned responses will be disqualified. The person signing the response should show title or authority to bind his firm in a contract. Responses should be placed in a separate envelope completely and properly identified. Late responses will not be considered under any circumstances.

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The bid number should be stated on the face of the Sealed Response Envelope. If it is not, the envelope will have to be opened to identify.

4. PRICES:

- A. For RFQs, do not expose pricing in your response documents or during the presentation/ interview, if applicable.
- B. For RFPs, bid unit price F.O.B. destination at designated LRWRA facility in Little Rock. Charges may not be added after the bid is opened. In case of errors in extension, unit prices shall govern. Prices shall be firm and not subject to escalation unless otherwise specified in the solicitation. Unless otherwise specified, the bid must be firm for acceptance for sixty days from the bid opening date. "Discount from list" bids shall not be acceptable unless requested in the solicitation.

5. QUANTITIES: Quantities stated in **term contracts** are estimates only and shall not be guaranteed. Bid unit price on the estimated quantity and unit of measure specified. LRWRA may order more or less than the estimated quantity on term contracts. Quantities stated on **firm contracts** are actual requirements of LRWRA.

6. SPECIFICATIONS: Specifications furnished with this solicitation are intended to establish a desired quality of performance level, or other minimum dimensions and capacities, which will provide the best product available at the lowest possible price, other than designated brands and/or models approved as equal to designated products shall receive equal consideration.

7. BRAND NAME REFERENCES: Any catalog brand name or manufacturer's reference used in the solicitation is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered unless otherwise specified. If bidding on other than referenced specifications, the response must show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer's illustrations and complete descriptions of the product offered. LRWRA reserves the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified and may require the bidder to supply additional descriptive material. The bidder guarantees that the product offered will meet or exceed specifications identified in this solicitation. If the bidder takes no exception to specifications or reference data in this solicitation he will be required to furnish the product according to brand names, numbers, etc., as specified in the solicitation.

8. GUARANTY: When submitting a response, the bidder warrants to the Little Rock Water Reclamation Commission (LRWRC) by the Little Rock Water Reclamation Authority (LRWRA) that the goods and materials covered by the bid are fit for the purpose intended, and they are goods and materials free from defects in material and workmanship under normal use and service. In addition, bidder must deliver new commodities of the latest design and model, unless otherwise specified in the solicitation.

Guarantees and warranties should be submitted with the responses, as they may be considered in making an award.

9. SAMPLES: Samples, when requested, must be furnished free of expense to LRWRA. Each sample should be marked with the bidder's name and address, bid number and item number. If samples are not destroyed during reasonable **examination** they will be returned at bidder's

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expense, if requested, within thirty days following the opening of bids. If the bidder does not request the return of samples within thirty days of bid opening, they will become the property of LRWRA.

10. **AMENDMENTS:** THIS SOLICITATION MAY BE MODIFIED ONLY BY AMENDMENTS WRITTEN AND AUTHORIZED BY LITTLE ROCK WATER RECLAMATION AUTHORITY. The vendor **shall** be responsible for checking the AR Bid website at <https://ARBid.net> for any and all addenda up to the established bid opening date and time.
11. **TAXES AND TRADE DISCOUNTS:** Sales or Use Tax shall not be included in the bid price but must be added by the vendor to the invoice billing. Although Use Tax shall not be included in the bid, vendors must register and pay tax direct to the Arkansas State Revenue Department.

Discounts offered will be taken when LRWRA qualifies for such. The beginning date for computing discounts will be the date of invoice or the date of delivery and acceptance, whichever is later.
12. **AWARD: Term Contract:** A contract award will be issued to the successful bidder. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment is authorized by the receipt of a purchase order from LRWRA. **Firm Contract:** A written purchase order authorizing shipment will be furnished to the successful bidder.
13. **LENGTH OF CONTRACT:** The solicitation will show the period of time the term contract will be in effect.
14. **DELIVERY ON FIRM CONTRACTS:** The solicitation will show the number of days to place a commodity in LRWRA's designated location under normal conditions. If the bidder cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. LRWRA has the right to extend delivery if reasons appear valid. If the date is not acceptable, LRWRA may buy elsewhere and any additional cost will be borne by the vendor.
15. **DELIVERY REQUIREMENTS:** No substitutions or cancellations are permitted without written approval of LRWRA. Delivery shall be made during normal work hours only 8:00 a.m. to 4:30 p.m., unless prior approval for other delivery has been obtained from LRWRA. Packing memoranda shall be enclosed with each shipment.
16. **STORAGE:** LRWRA is responsible for storage if the contractor delivers within the time required and the agency cannot accept delivery.
17. **DEFAULT:** Vendor has defaulted, by failing or refusing to perform or observe the terms, conditions or covenants in any resulting contract or any of the rules and regulations promulgated by LRWRA pursuant thereto or has wrongfully failed or refused to comply with the instructions of LRWRA and said default is not cured within fourteen (14) days of receipt of written notice by LRWRA to do so, or if by reason of the nature of such default, the same cannot be remedied within fourteen (14) days following receipt by Vendor of written demand from LRWRA to do so, Vendor fails to commence the remedy of such default within said fourteen (14) days following such written notice or having so commenced shall fail thereafter to continue with diligence the curing thereof (with Vendor having the burden of proof to demonstrate); (a) that the default cannot be cured within fourteen (14) days, and (b) that it is proceeding with diligence to cure said default, and such default will be cured within a reasonable period of time).
18. **CANCELLATION FOR DEFAULT:** LRWRA may cancel any resulting contract because of Vendor's default by giving Vendor fourteen (14) days advance written notice.

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19. **TERMINATION:** Notwithstanding the foregoing and as supplemental and additional means of termination of any resulting contract under this Section, in the event that Vendor has frequently, regularly or repetitively defaulted in the performance of any of the material covenants and conditions required to be kept and performed by Vendor, in the opinion of LRWRA and regardless of whether Vendor has corrected each individual condition of default, Vendor shall be deemed by LRWRA to be a "habitual violator," shall forfeit the right to any further notice or grace period to correct, and all of said defaults shall be considered cumulative and collectively shall constitute a condition of irredeemable default. LRWRA shall thereupon issue Vendor a final warning citing the circumstances therefore, and any single default by Vendor of whatever nature, subsequent to the occurrence of the last of said cumulative defaults, LRWRA may terminate any resulting contract upon giving of written final notice to Vendor, such cancellation to be effective upon the date specified in LRWRA's written notice to Vendor, and all contractual payments due hereunder plus any and all charges and interest shall be payable to said date, and Vendor shall have no further rights hereunder and immediately upon the specified date in such final notice Vendor shall proceed to cease any further performance under any resulting contract and cooperate with LRWRA to turn over equipment, if any, and all records and service responsibility as otherwise required herein.

EFFECTIVE DATE: In the event of the aforesaid events specified in section 17, termination shall be effective upon the date specified in LRWRA's written notice to Vendor and upon said date any resulting contract shall be deemed immediately terminated and upon such termination all liability of LRWRA under any resulting contract to Vendor shall cease, and LRWRA shall have the right to call the performance bond (if required) and shall be free to negotiate with other Vendors for the goods and services requested in the solicitation.

20. **VARIATION IN QUANTITY:** LRWRA **assumes** no liability for commodities produced, processed or shipped in excess of the amount specified on the purchase order.
21. **INVOICING:** The contractor shall be paid upon the completion of all of the following: (1) submission of an original and the specified number of copies of a properly itemized invoice showing the bid and purchase order numbers, where itemized in the solicitation, (2) delivery and acceptance of the commodities and (3) proper and legal processing of the invoice by LRWRA. Invoices must be sent to the address identified in the solicitation.
22. **LRWRA PROPERTY:** Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the **contractor** hereunder or in contemplation hereof or developed by the contractor for use hereunder shall remain property of LRWRA, be kept confidential, be used only as expressly authorized and returned at the contractor's expense to the F.O.B. point properly identifying what is being returned.
23. **PATENTS OR COPYRIGHTS:** The contractor agrees to indemnify and hold LRWRA harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.
24. **ASSIGNMENT:** Any contract entered into pursuant to this solicitation shall not be assignable nor the duties thereunder delegable by either party without the written consent of the other party of the contract.
25. **OTHER REMEDIES:** In addition to the remedies outlined herein, the contractor and LRWRA have the right to pursue any other remedy permitted by law or in **equity**.

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26. **DISCRIMINATION:** In the event a contract is entered into pursuant to the solicitation the Firm shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, age, disability, veteran's status, national **origin** or ancestry, or any other protected category. The Firm must include in any and all subcontracts a provision similar to the above.
27. **CONTINGENT FEE:** The bidder guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide **established** commercial selling agencies maintained by the bidder for the purpose of securing business.
28. **ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this solicitation to bid, the bidder named on this solicitation, acting herein by the authorized individual or its duly authorized agent, hereby assigns, sells and transfers to LRWRA all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this state for price fixing, which causes of action have accrued prior to the date of this assignment and which relate solely to the particular goods or services purchased or produced by LRWRA pursuant to this contract.
29. **TIE BID:** In determining the award of identical bids, the Purchasing Agent shall break the tie in the following manner: A drawing or the flip of a coin shall be used to determine the successful bidder. Tie bidders shall be invited to witness the tie breaking and at least one witness must be present to verify the results of the tie breaking and shall certify the results on the bid tabulation sheet.
30. **CONSTRUCTION:**
 - a. When noted, the Contractor must supply LRWRA with evidence of having and maintaining proper and complete insurance, specifically Workman's Compensation Insurance in accordance with the laws of the State of Arkansas, Public Liability and Property Damage. All premiums and cost shall be paid by the Contractor. In no way will LRWRA be responsible in case of accident.
 - b. When noted, a certified check or bid bond in the amount of 5% of total bid shall accompany bid.
 - c. A Performance Bond equaling the total amount of any bid exceeding \$50,000.00 must be provided for any contract for the repair, alteration or erection of any public building, public structure, or public improvement (pursuant to A.C.A. §18-44-503, §18-44-501 and §18-44-506 as amended).
31. **LIQUIDATED DAMAGES:** Shall be assessed beginning on the first day following the maximum delivery or completion time entered on the bid form and/or provided for by the plans and specifications.
32. **SEVERABILITY:** If any provision of this Contract shall be declared illegal, void, or unenforceable by a court of competent jurisdiction, the other provisions shall not be affected but shall remain in full force and effect.
33. **ALTERATION OF ORIGINAL SOLICITATION DOCUMENTS:** The original written or electronic language of the solicitation documents shall not be changed or altered except by approved written addendum issued by Little Rock Water Reclamation Authority. This does not eliminate a Bidder from taking exception(s) to non-mandatory terms and conditions but does clarify that the Bidder

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cannot change the original document's written or electronic language. If the Bidder wishes to **make** exception(s) to any of the original language, it must be submitted by the Bidder in separate written or electronic language in a manner that clearly explains the exception(s). If Bidder's/Contractor's submittal is discovered to contain alterations/changes to the original written or electronic documents, the Bidder's response may be declared as non-responsible and the response shall not be considered.

- 34. **CURRENCY:** All **pricing** must be United States dollars and cents.
- 35. **LANGUAGE:** **Responses** will only be accepted in the English language.
- 36. **NOTICES:** Any notice, demand, communication, or request required or permitted hereunder shall be in writing, except where otherwise herein designated by telephone, and delivered in person or sent by certified, return receipt requested, United States Mail as follows:

Little Rock Water Reclamation Authority
Attn: CEO
11 Clearwater Drive
Little Rock, Arkansas 72204

Notices shall be effective when received at the address as specified above. Changes in the respective address to which such notice shall be directed may be made from time to time by written notice. Facsimile transmission is acceptable notice, effective when received, however, facsimile transmissions received (*i.e.*, printed) after 4:30 p.m. or on weekends or holidays will be deemed received on the next business day. The original of items which are transmitted by facsimile equipment must also be mailed as required herein.

SECTION C – FEDERAL CONTRACT TERMS AND CONDITIONS
[Attachment to Follow]

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FEDERAL CONTRACT TERMS AND CONDITIONS

When a participating agency seeks to procure goods and services using funds under a Federal grant or contract, specific Federal laws, regulations, and requirements may apply in addition to those under state law, including without limitation the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the “**Uniform Guidance**” or “**EDGAR**” requirements).

All Respondents submitting proposals must complete this Federal Contract Terms and Conditions certification form regarding Respondent’s compliance with certain requirements which may be applicable to specific participating agency purchases using Federal grant funds. This completed form shall be made available to Participating Agencies for their use while considering their purchasing options when using Federal grant funds. Participating Agencies may also require supplier partners to enter into ancillary agreements, in addition to the Master Agreement’s general terms and conditions, to address the Participating Agency’s specific contractual needs, including contract requirements for a procurement using Federal grants or contracts.

For each of the items below, Respondent should certify its agreement and ability to comply, where applicable, by having its authorized representative sign the acknowledgment at the end of this form. If Respondent fails to complete any item in this form, CoreTrust shall consider Respondent’s response to be that it is unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the supplier partner using Federal funds.

1. SUPPLIER PARTNER VIOLATION OR BREACH OF CONTRACT TERMS

Contracts for more than the simplified acquisition threshold currently set at one hundred fifty thousand dollars (\$150,000), which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where supplier partners violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any contract award shall be subject to the Master Agreement, as well as any additional terms and conditions in any purchase order, participating agency ancillary contract, or Participating Agency construction contract agreed upon by supplier partner and the Participating Agency which must be consistent with and protect the Participating Agency at least to the same extent as the Master Agreement.

The remedies under this agreement are in addition to any other remedies that may be available under law or in equity. By submitting a proposal, you agree to these supplier partner violation and breach of contract terms.

2. TERMINATION FOR CAUSE OR CONVENIENCE

When a participating agency expends Federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of ten thousand dollars (\$10,000) resulting from this procurement process in the event of a breach or default of the agreement by supplier partner in the event supplier partner fails to: (1) meet schedules, deadlines, and / or delivery dates within the time specified in the procurement solicitation, contract, and / or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and / or the procurement solicitation. Participating agency also reserves the right to terminate the contract immediately, with written notice to supplier partner, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Respondent shall be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other supplier partners when it is in participating agency’s best interest.

3. EQUAL EMPLOYMENT OPPORTUNITY

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 CFR Part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”

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The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Supplier partner agrees that such provision applies to any participating agency purchase or contract that meets the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 and supplier partner agrees that it shall comply with such provision.

4. DAVIS-BACON ACT

When required by Federal program legislation, supplier partner agrees that, for all participating agency prime construction contracts / purchases in excess of two thousand dollars (\$2,000), supplier partner shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, supplier partner is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determinate made by the Secretary of Labor. In addition, supplier partner shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Supplier partner agrees that, for any purchase to which this requirement applies, the award of the purchase to the supplier partner is conditioned upon supplier partner’s acceptance of the wage determination.

Supplier partner further agrees that it shall also comply with the Copeland “Anti-Kickback” Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States.”) The Act provides that each supplier partner or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

5. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

Where applicable, for all participating agency contracts or purchases in excess of one hundred thousand dollars (\$100,000) that involve the employment of mechanics or laborers, supplier partner agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, supplier partner is required to compute the wages of every mechanic and laborer on the basis of a standard work week of forty (40) hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one-and-a-half times the basic rate of pay for all hours worked in excess of forty (40) hours in the work week. The requirements of 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

6. RIGHT TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT

If the participating agency’s Federal award meets the definition of “funding agreement” under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance or experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts, and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

Supplier partner agrees to comply with the above requirements when applicable.

7. CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended – Contracts and subgrants of amounts in excess of one hundred fifty thousand dollars (\$150,000) must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

When required, supplier partner agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

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8. DEBARMENT AND SUSPENSION

Debarment and Suspension (Executive Orders 12549 and 12689) - A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3 CFR Part 1989 Comp. p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Supplier partner certifies that supplier partner is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier partner further agrees to immediately notify CoreTrust and all Participating Agencies with pending purchases or seeking to purchase from supplier partner if supplier partner is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

9. BYRD ANTI-LOBBYING AMENDMENT

Byrd Anti-Lobbying Amendment (31 USC 1352) - Supplier partners that apply or bid for an award exceeding one hundred thousand dollars (\$100,000) must file the required certification. Each tier certifies to the tier above that it shall not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. As applicable, supplier partner agrees to file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 USC 1352).

Signed by:  Respondent's **SIGNATURE**
F88989D7E378488...

10. PROCUREMENT OF RECOVERED MATERIALS

For participating agency purchases utilizing Federal funds, Supplier partner agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may be required to confirm estimates and otherwise comply. The requirements of Section 6002 includes procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds ten thousand dollars (\$10,000) or the value of the quantity acquired during the preceding fiscal year exceeded ten thousand dollars (\$10,000); procuring solid waste management services in a manner that maximizes energy and resource recovery, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

11. PROFIT AS A SEPARATE ELEMENT OF PRICE

For purchases using Federal funds in excess of one hundred fifty thousand dollars (\$150,000), a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.324(b). When required by a participating agency, supplier partner agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, supplier partner agrees that the total price, including profit, charged by supplier partner to the participating agency shall not exceed the awarded pricing, including any applicable discount, under supplier partner's Master Agreement.

12. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT

Supplier partner agrees that recipients and subrecipients are prohibited from obligating or expending loan or grant funds to procure or obtain, extend, or renew a contract to procure or obtain, or enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system from companies described in Public Law 115-232, section 889. Telecommunications or video surveillance equipment or services produced or provided by an entity that

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the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country are also prohibited.

13. DOMESTIC PREFERENCES FOR PROCUREMENTS

For participating agency purchases utilizing Federal funds, Respondent agrees to provide proof, where applicable, that the materials, including but not limited to, iron, aluminum, steel, cement, and other manufactured products are produced in the United States.

“**Produced in the United States**” means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

“**Manufactured products**” means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

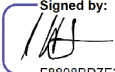
14. GENERAL COMPLIANCE AND COOPERATION WITH PARTICIPATING AGENCIES

In addition to the foregoing specific requirements, supplier partner agrees, in accepting any purchase order from a Participating Agency, it shall make a good faith effort to work with Participating Agencies to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including without limitation applicable recordkeeping and record retention requirements.

15. APPLICABILITY TO SUBCONTRACTORS

Supplier partner agrees that all contracts it awards pursuant to the Master Agreement shall be bound by the foregoing terms and conditions.

By my signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

John Sooker	Signed by:  F8898BD7E378488...	6/25/2026
<i>Printed Name of Representative</i>	<i>Signature</i>	<i>Date</i>
Servpro Commercial, LLC	801 Industrial Blvd., Gallatin, TN 37066	
<i>Company Name</i>	<i>Address</i>	<i>DUNS No. (if applicable)</i>

SECTION D – NEW JERSEY BUSINESS COMPLIANCE**New Jersey Business Compliance – Limitation of Applicability**

The New Jersey Business Compliance requirements and Attachments listed in this Section are included to ensure that the Contract can be used by New Jersey agencies in compliance with their state requirements. Their inclusion ensures that the Master Agreement may be lawfully promoted and used by New Jersey agencies.

To simplify administration, vendors are asked to complete the Attachments at the time of proposal submission. Completion in such cases is for administrative convenience only and shall not create any obligation in any state that does not permit or require such provisions.

These requirements are applicable only when a government agency located in New Jersey is acting as the procuring or Participating Agency. For all other Lead Agencies and Participating Agencies, the New Jersey requirements do not apply. Agencies outside of New Jersey are not required to complete or comply with these Attachments or statutory references as a condition of response, evaluation, or award.

The procurement laws of the Lead Agency and each Participating Agency shall govern, and any conflicting provisions in the New Jersey Business Compliance materials shall have no effect outside of New Jersey.

The inclusion of these New Jersey forms is necessary for New Jersey's participation but does not create obligations for Respondents outside New Jersey and shall have no effect on eligibility for award under this Solicitation, except where New Jersey itself is the procuring or Participating Agency.

Applicability of Attachment 3 – New Jersey Only

Attachment 3 – Affirmative Action Affidavit (P.L. 1975, c.127) is included solely to satisfy requirements under New Jersey law. This Attachment is applicable **only** to solicitations, contracts, or orders issued by government agencies located in New Jersey or other entities conducting procurements under New Jersey law.

In Arkansas, pursuant to Arkansas Code Annotated § 19-11-249 (Cooperative Purchasing) and Arkansas Act 116 of 2025 (Title 25), compliance with Attachment 3 is expressly prohibited and shall not be required. In all other states, applicability of Attachment 3 is governed exclusively by the laws of that state.

To simplify administration, vendors are asked to complete Attachment 3 at the time of proposal submission. Completion in such cases is for administrative convenience only and shall not create any obligation in Arkansas or in any state that does not permit or require such provisions.

For clarity, the inclusion of Attachment 3 does not create any obligation for vendors in Arkansas or in any other state that does not permit or require such provisions. Non-compliance with New Jersey's requirements shall have no effect on a vendor's eligibility for award or fulfillment of orders under this Solicitation, except where a government agency located in New Jersey is the procuring or Participating Agency.

[Attachments to Follow]

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NEW JERSEY BUSINESS COMPLIANCE

Respondents intending to do business in the State of New Jersey shall comply with policies and procedures required by New Jersey statutes. All Respondents must complete and submit the following forms to meet the requirements of doing business in this state. Failure to comply shall affect the ability to promote the Master Agreement in the State of New Jersey as required hereunder.

INCLUDED IN PROPOSAL	ATTACHMENT	FORM
	Attachment 1	Ownership Disclosure Form
	Attachment 2	Non-Collusion Affidavit
	Attachment 3	Affirmative Action Affidavit
	Attachment 4	Political Contribution Disclosure Form
	Attachment 5	Stockholder Disclosure Certification
	Attachment 6	Certification of Non-Involvement in Prohibited Activities in Iran
	Attachment 7	New Jersey Business Registration Certificate
	Attachment 8	Certification of Non-Involvement in Prohibited Activities in Russia or Belarus

New Jersey vendors are required to comply with the following New Jersey statutes when applicable:

- (1) All anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- (2) Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- (3) Compliance with Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- (4) Bid and Performance Security, as required by the applicable municipal or state statutes.

[Attachments to Follow]

ATTACHMENT 1 –OWNERSHIP DISCLOSURE FORM

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: Green Fleet Services SGS LLC DBA SERVPRO of Atlantic City/Hamilton/Hammonton

Organization Address: 948 Harding Hwy, Buena NJ 08310 Mailing address: 161 Boro Line Rd, King of Prussia PA 19406

Part I Check the box that represents the type of business organization:

- ☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
- ☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
- ☐ For-Profit Corporation (any type)
- ☒ Limited Liability Company (LLC)
- ☐ Partnership ☐ Limited Partnership
- ☐ Limited Liability Partnership (LLP)
- ☐ Other (be specific):

Part II

☒ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. (COMPLETE THE LIST BELOW IN THIS SECTION)

OR

☐ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. (SKIP TO PART IV)

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Address
Vincent Fabiani	1511 Lawrence Rd, Havertown PA 19083

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Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s
https://www.servpro.com	

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above**. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address

Part IV CERTIFICATION

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **[New Jersey Government Entity]** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **[NJ Government Entity]** to notify the **[NJ Government Entity]** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **[NJ Government Entity]** to declare any contract(s) resulting from this certification void and unenforceable.

coretrust | Public Sector**ATTACHMENT 2 – NON-COLLUSION AFFIDAVIT
(N.J.S.A. 52:34-15)**

Respondent Name:	Vincent Fabiani
Respondent Address:	1511 Lawrence Rd, Havertown, PA 19083

State of New Jersey
County of Atlantic

I, Vincent Fabiani, residing in Havertown in the County of Delaware, State of PA of full age, being duly sworn according to law on my oath depose and say that:

I am the President of the firm of Green Fleet Services SGS, LLC the Respondent making the Proposal for the goods, services, or public work specified under the **24COR-012 EMERGENCY DISASTER RESTORATION & CLEANUP SERVICES** attached proposal, and that I executed the said proposal with full authority to do so; that said Respondent has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal; and that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full knowledge that the Company relies upon the truth of the statements contained in said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services, or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by Green Fleet Services SGS LLC.

Subscribed and sworn to
before me this day

11th day February, 2020

Notary Public Signature

My Commission expires 07/07/2027,
20__

Signature

Vincent Fabiani

Type or print name of affiant under signature

Commonwealth of Pennsylvania - Notary Seal
Shannon Bakula, Notary Public
Montgomery County
My commission expires July 7, 2027
Commission number 1083625
Member, Pennsylvania Association of Notaries

(Seal)

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(P.L. 1975, c. 127)**

Respondent Full Name:	Vincent Fabiani	
Respondent Address:	1511 Lawrence Rd, Havertown, PA 19083	

Proposal Certification: Indicate below your company's compliance with the New Jersey Affirmative Action regulations. Respondent's proposal shall be accepted even if not in compliance at this time. No contract and / or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Documentation:

Respondent shall submit with its proposal:

(1) Letter of Federal Affirmative Action Plan Approval

OR

(2) Certificate of Employee Information Report

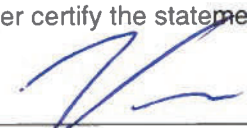
OR

(3) Employee Information Report Form AA302

Public Work – Project Cost over \$50,000:

- (1) If Respondent has no approved Federal or New Jersey Affirmative Action Plan, Company shall complete New Jersey Form AA-201 upon award; or
- (2) Respondent has a federal or New Jersey Affirmative Action Plan, and the certificate is enclosed.

I further certify the statements and information contained herein are complete and correct to the best of my knowledge and belief.



Authorized Signature

Vincent Fabiani

Printed Name

President

Title

02/11/2026

Date

MANDATORY AFFIRMATIVE ACTION LANGUAGE**N.J.S.A. 10:5-31 et seq. (P.L. 1975, c. 127)****N.J.A.C. 17:27****PROCUREMENT, PROFESSIONAL, AND SERVICE CONTRACTS**

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, shall not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor shall take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable shall, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants shall receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, shall send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it shall discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading, and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).



Signature of Respondent

ATTACHMENT 4 – C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**Public Agency Instructions**

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information is available in Local Finance Notice 2006-1 (https://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html).

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission shall not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This shall assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a) The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at https://www.state.nj.us/dca/divisions/dlgs/programs/pay_2_play.html. They shall be updated from time-to-time as necessary.
 - b) A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c) Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d) The form may be used “as-is”, subject to edits as described herein.
 - e) The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f) The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This shall assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract. (See Local Finance Notice 2006-7 for additional information on this obligation) A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE: This section is not applicable to Boards of Education.**

ATTACHMENT 4 – C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**Contractor Instructions**

Business entities (contractors) receiving contracts from a public agency in the state of New Jersey that are NOT awarded pursuant to a “fair and open” process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract;
 - of that county in which that public entity is located;
 - of another public entity within that county; or
 - of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county.

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees (PACs).

When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This shall assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

*N.J.S.A. 19:44A-3(s): “The term “legislative leadership committee” means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”

ATTACHMENT 4 – C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM
Required Pursuant to N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	Green Fleet Services SGS LLC		
Address:	948 Harding Hwy		
City:	Buena	State: NJ	Zip: 08310

The undersigned, being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

	Vincent Fabiani	President
Signature of Vendor	Printed Name	Title

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than \$300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐ Check here if disclosure is provided in electronic form.

Contributor Name	Recipient Name	Date	Dollar Amount
			\$

☐ Check here if the information is continued on subsequent page(s).

ATTACHMENT 4

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

County Clerk

Sheriff

{County Executive}

Surrogate

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM THE PAY TO PLAY SECTION OF THE
DLGS WEBSITE A COUNTY-BASED, CUSTOMIZABLE FORM.

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ATTACHMENT 5 – STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business: Vincent Fabiani

☒ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

☐ I certify that no one stockholders owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

- | | | |
|---|---|--|
| ☐ Partnership | ☐ Corporation | ☐ Sole Proprietorship |
| ☐ Limited Partnership | ☒ Limited Liability Corporation | ☐ Limited Liability Partnership |
| ☐ Subchapter S Corporation | | |

Sign and notarize the form below and, if necessary, complete the stockholder list below. Use more space as necessary.

Stockholders:

Name: _____
Home Address: _____

Name: _____
Home Address: _____

Name: _____
Home Address: _____

Name: _____
Home Address: _____

Subscribed and sworn to
before me this day

11th day February, 2020

[Signature]
Notary Public Signature

My Commission expires 07/07/2027, 20

[Signature]
Affiant
Vincent Fabiani
Type or print name of affiant under signature

Commonwealth of Pennsylvania - Notary Seal
Shannon Bakula, Notary Public
Montgomery County
My commission expires July 7, 2027
Commission number 1083625
Member, Pennsylvania Association of Notaries

(Seal)

ATTACHMENT 6 - CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN IRAN

Pursuant to N.J.S.A. 52:32-58, Suppliers must certify that neither Supplier, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32-56(e)(3)), is listed on the Department of Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32-56(f).

Suppliers wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:

<https://www.nj.gov/treasury/purchase/forms/DisclosureofInvestmentActivitiesinIran.pdf>

Suppliers should submit the above completed form as part of their proposal.

**ATTACHMENT 7 – NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A 52:32-44)**

Suppliers wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate as part of their proposal. Failure to do so shall disqualify Supplier from offering products or services in New Jersey through any resulting contract.

[State of NJ - Department of the Treasury - Division of Revenue Business Registration Certificate](#)

Registration Date: 12/17/2025
Expiration Date: 12/16/2026

Certificate Number
736796



State of New Jersey

Department of Labor and Workforce Development Division of Wage and Hour Compliance

Public Works Contractor Registration Act

Pursuant to N.J.S.A. 34:11-56.48, et seq. of the Public Works Contractor Registration Act, this certificate of registration is issued for purposes of bidding on any contract for public work or for engaging in the performance of any public work to:

SERVPRO of Atlantic City/Hamilton/Hammonton
2025

Responsible Representative(s):

Vince Fabiani, President

A handwritten signature in black ink, appearing to read "Robert Asaro-Angelo".

Robert Asaro-Angelo, Commissioner
Department of Labor and Workforce Development

NON TRANSFERABLE

This certificate may not be transferred or assigned and may be revoked for cause by the Commissioner of Labor and Workforce Development.

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ATTACHMENT 8 – CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS

Pursuant to N.J.S.A. 52:32-60.1, et seq. ([L. 2022, c. 3](#)) any person or entity (hereinafter “Vendor”) that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: <https://sanctionssearch.ofac.treas.gov/>. If the Department of the Treasury finds that a Vendor has made a certification in violation of the law, it shall take any action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, certify that I have read the definition of “Vendor” below, and have reviewed the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, and having done so certify:

(Check the Appropriate Box)

☒ A. That the Vendor is not identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#) on account of activity related to Russia and/or Belarus.

OR

☐ B. That I am unable to certify as to “A” above, because the Vendor is identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#) on account of activity related to Russia and/or Belarus.

OR

☐ C. That I am unable to certify as to “A” above, because the Vendor is identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#). However, the Vendor is engaged in activity related to Russia and/or Belarus consistent with federal law, regulation, license or exemption. A detailed description of how the Vendor’s activity related to Russia and/or Belarus is consistent with federal law is set forth below.

(Attach Additional Sheets If Necessary.)

Green Fleet Services SGS LLC
DBA Servpro of Atlantic City
Company Name

87-1693356
FEID Number


Signature of Authorized Agent

Vincent Fabiani
Typed Name

02/11/2026
Date

Vendor means: (1) A natural person, corporation, company, limited partnership, limited liability partnership, limited liability company, business association, sole proprietorship, joint venture, partnership, society, trust, or any other nongovernmental entity, organization, or group; (2) Any governmental entity or instrumentality of a government, including a multilateral development institution, as defined in Section 1701(c)(3) of the International Financial Institutions Act, 22 U.S.C. 262(c)(3); or (3) Any parent, successor, subunit, direct or indirect subsidiary, or any entity under common ownership or control with, any entity described in paragraph (1) or (2).

SECTION E – STATE NOTICE ADDENDUM

[Attachment to Follow]

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STATE NOTICE ADDENDUM

Pursuant to certain state notice provisions, including but not limited to Oregon Revised Statutes Chapter 279A.220, the following public agencies and political subdivisions of the referenced public agencies are eligible to register with CoreTrust and access the Master Agreement made pursuant to this solicitation, and hereby given notice of the foregoing solicitation for purposes of complying with the procedural requirements of said statutes:

Nationwide:

State of Alabama	State of Hawaii	Commonwealth of Massachusetts	State of New Mexico	State of South Dakota
State of Alaska	State of Idaho	State of Michigan	State of New York	State of Tennessee
State of Arizona	State of Illinois	State of Minnesota	State of North Carolina	State of Texas
State of Arkansas	State of Indiana	State of Mississippi	State of North Dakota	State of Utah
State of California	State of Iowa	State of Missouri	State of Ohio	State of Vermont
State of Colorado	State of Kansas	State of Montana	State of Oklahoma	Commonwealth of Virginia
State of Connecticut	Commonwealth of Kentucky	State of Nebraska	State of Oregon	State of Washington
State of Delaware	State of Louisiana	State of Nevada	Commonwealth of Pennsylvania	State of West Virginia
State of Florida	State of Maine	State of New Hampshire	State of Rhode Island	State of Wisconsin
State of Georgia	State of Maryland	State of New Jersey	State of South Carolina	State of Wyoming
District of Columbia	Commonwealth of Puerto Rico			

Lists of political subdivisions, local governments, and tribal governments in the above referenced states / districts may be found at <https://www.usa.gov/state-governments>. Notwithstanding anything to the contrary herein, the aforementioned lists are not exhaustive; to the extent any new public agency, entity, or political subdivision is formed after the publication date of this solicitation, such new agency, entity, or subdivision shall be deemed contemplated hereunder.

[Remainder of page intentionally left blank.]

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CITIES, TOWNS, VILLAGES, AND BOROUGHS INCLUDING BUT NOT LIMITED TO:

BAKER CITY GOLF
COURSE, OR
CITY OF ADAIR VILLAGE,
OR
CITY OF ASHLAND, OR
CITY OF AUMSVILLE, OR

CITY OF AURORA, OR
CITY OF BAKER, OR
CITY OF BATON ROUGE, LA
CITY OF BEAVERTON, OR
CITY OF BEND, OR
CITY OF BOARDMAN, OR
CITY OF BONANAZA, OR
CITY OF BOSSIER CITY, LA
CITY OF BROOKINGS, OR
CITY OF BURNS, OR
CITY OF CANBY, OR
CITY OF CANYONVILLE, OR
CITY OF CLATSKANIE, OR
CITY OF COBURG, OR
CITY OF CONDON, OR
CITY OF COQUILLE, OR
CITY OF CORVALLI, OR
CITY OF CORVALLIS

PARKS AND RECREATION
DEPT., OR
CITY OF COTTAGE GROVE,
OR
CITY OF DONALD, OR
CITY OF EUGENE, OR
CITY OF FOREST GROVE,
OR
CITY OF GOLD HILL, OR
CITY OF GRANTS PASS, OR
CITY OF GRESHAM, OR
CITY OF HILLSBORO, OR
CITY OF INDEPENDENCE,
OR
CITY AND COUNTY OF
HONOLULU, HI
CITY OF KENNER, LA
CITY OF LA GRANDE, OR
CITY OF LAFAYETTE, LA
CITY OF LAKE CHARLES,
OR
CITY OF LEBANON, OR
CITY OF MCMINNVILLE, OR
CITY OF MEDFORD, OR
CITY OF METAIRIE, LA
CITY OF MILL CITY, OR
CITY OF MILWAUKIE, OR
CITY OF MONROE, LA
CITY OF MOSIER, OR
CITY OF NEW ORLEANS, LA
CITY OF NORTH PLAINS,
OR
CITY OF OREGON CITY, OR
CITY OF PILOT ROCK, OR

CITY OF PORTLAND, OR
CITY OF POWERS, OR
CITY OF PRINEVILLE, OR
CITY OF REDMOND, OR
CITY OF REEDSPORT, OR
CITY OF RIDDLE, OR CITY
OF ROGUE RIVER, OR
CITY OF ROSEBURG, OR
CITY OF SALEM, OR
CIT OF SANDY, OR

CITY OF SCAPPOOSE, OR
CITY OF SHADY COVE, OR
CITY OF SHERWOOD, OR
CITY OF SHREVEPORT, LA
CITY OF SILVERTON, OR
CITY OF SPRINGFIELD, OR
CITY OF ST. HELENS, OR
CITY OF ST. PAUL, OR
CITY OF SULPHUR, LA
CITY OF TIGARD, OR
CITY OF TROUTDALE, OR
CITY OF TUALATIN, OR
CITY OF WALKER, LA
CITY OF WARRENTON, OR
CITY OF WEST LINN, OR
CITY OF WILSONVILLE, OR
CITY OF WINSTON, OR
CITY OF WOODBURN, OR

LEAGUE OF OREGON
CITES
THE CITY OF HAPPY
VALLEY OREGON
ALPINE, UT
ALTA, UT
ALTAMONT, UT
ALTON, UT
AMALGA, UT
AMERICAN FORK CITY, UT
ANNABELLA, UT
ANTIMONY, UT
APPLE VALLEY, UT
AURORA, UT
BALLARD, UT
BEAR RIVER CITY, UT
BEAVER, UT
BICKNELL, UT
BIG WATER, UT
BLANDING, UT
BLUFFDALE, UT
BOULDER, UT
CITY OF BOUNTIFUL, UT
BRIAN HEAD, UT
BRIGHAM CITY
CORPORATION, UT
BRYCE CANYON CITY, UT
CANNONVILLE, UT
CASTLE DALE, UT
CASTLE VALLEY, UT
CITY OF CEDAR CITY, UT
CEDAR FORT, UT
CITY OF CEDAR HILLS, UT
CENTERFIELD, UT

CENTERVILLE CITY
CORPORATION, UT
CENTRAL VALLEY, UT
CHARLESTON, UT
CIRCLEVILLE, UT
CLARKSTON, UT
CLAWSON, UT
CLEARFIELD, UT
CLEVELAND, UT
CLINTON CITY

CORPORATION, UT
COALVILLE, UT
CORINNE, UT
CORNISH, UT
COTTONWOOD HEIGHTS,
UT
DANIEL, UT
DELTA, UT
DEWEYVILLE, UT
DRAPER CITY, UT
DUCHESNE, UT
EAGLE MOUNTAIN, UT
EAST CARBON, UT
ELK RIDGE, UT
ELMO, UT
ELSINORE, UT
ELWOOD, UT
EMERY, UT

ENOCH, UT
ENTERPRISE, UT
EPHRAIM, UT
ESCALANTE, UT
EUREKA, UT
FAIRFIELD, UT
FAIRVIEW, UT
FARMINGTON, UT
FARR WEST, UT
FAYETTE, UT
FERRON, UT
FIELDING, UT
FILLMORE, UT
FOUNTAIN GREEN, UT
FRANCIS, UT
FRUIT HEIGHTS, UT
GARDEN CITY, UT
GARLAND, UT
GENOLA, UT
GLENDALE, UT
GLENWOOD, UT
GOSHEN, UT
GRANTSVILLE, UT
GREEN RIVER, UT
GUNNISON, UT
HANKSVILLE, UT
HARRISVILLE, UT
HATCH, UT
HEBER CITY
CORPORATION, UT
HELPER, UT
HENEFER, UT
HENRIEVILLE, UT
HERRIMAN, UT

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HIDEOUT, UT
 HIGHLAND, UT
 HILDALE, UT
 HINCKLEY, UT
 HOLDEN, UT
 HOLLADAY, UT
 HONEYVILLE, UT
 HOOPER, UT
 HOWELL, UT
 HUNTINGTON, UT
 HUNTSVILLE, UT
 CITY OF HURRICANE, UT
 HYDE PARK, UT
 HYRUM, UT
 INDEPENDENCE, UT
 IVINS, UT
 JOSEPH, UT
 JUNCTION, UT
 KAMAS, UT
 KANAB, UT
 KANARRAVILLE, UT
 KANOSH, UT
 KAYSVILLE, UT
 KINGSTON, UT
 KOOSHAREM, UT
 LAKETOWN, UT
 LA VERKIN, UT
 LAYTON, UT
 LEAMINGTON, UT
 LEEDS, UT
 LEHI CITY CORPORATION,
 UT
 LEVAN, UT
 LEWISTON, UT
 LINDON, UT
 LOA, UT
 LOGAN CITY, UT
 LYMAN, UT
 LYNNDYL, UT
 MANILA, UT
 MANTI, UT
 MANTUA, UT
 MAPLETON, UT
 MARRIOTT-SLATERVILLE,
 UT
 MARYSVALE, UT
 MAYFIELD, UT
 MEADOW, UT
 MENDON, UT
 MIDVALE CITY INC., UT
 MIDWAY, UT
 MILFORD, UT
 MILLVILLE, UT
 MINERSVILLE, UT
 MOAB, UT
 MONA, UT
 MONROE, UT
 CITY OF MONTICELLO, UT
 MORGAN, UT
 MORONI, UT
 MOUNT PLEASANT, UT

MURRAY CITY
 CORPORATION, UT
 MYTON, UT
 NAPLES, UT
 NEPHI, UT
 NEW HARMONY, UT
 NEWTON, UT
 NIBLEY, UT
 NORTH LOGAN, UT
 NORTH OGDEN, UT
 NORTH SALT LAKE CITY,
 UT
 OAK CITY, UT
 OAKLEY, UT
 OGDEN CITY
 CORPORATION, UT
 OPHIR, UT
 ORANGEVILLE, UT
 ORDERVILLE, UT
 OREM, UT
 PANGUITCH, UT
 PARADISE, UT
 PARAGONAH, UT
 PARK CITY, UT
 PAROWAN, UT
 PAYSON, UT
 PERRY, UT
 PLAIN CITY, UT
 PLEASANT GROVE CITY,
 UT
 PLEASANT VIEW, UT
 PLYMOUTH, UT
 PORTAGE, UT
 PRICE, UT
 PROVIDENCE, UT
 PROVO, UT
 RANDOLPH, UT
 REDMOND, UT
 RICHFIELD, UT
 RICHMOND, UT
 RIVERDALE, UT
 RIVER HEIGHTS, UT
 RIVERTON CITY, UT
 ROCKVILLE, UT
 ROCKY RIDGE, UT
 ROOSEVELT CITY
 CORPORATION, UT
 ROY, UT
 RUSH VALLEY, UT
 CITY OF ST. GEORGE, UT
 SALEM, UT
 SALINA, UT
 SALT LAKE CITY
 CORPORATION, UT
 SANDY, UT
 SANTA CLARA, UT
 SANTAQUIN, UT
 SARATOGA SPRINGS, UT
 SCIPPIO, UT
 SCOFIELD, UT
 SIGURD, UT
 SMITHFIELD, UT

SNOWVILLE, UT
 CITY OF SOUTH JORDAN,
 UT
 SOUTH OGDEN, UT
 CITY OF SOUTH SALT
 LAKE, UT
 SOUTH WEBER, UT
 SPANISH FORK, UT
 SPRING CITY, UT
 SPRINGDALE, UT
 SPRINGVILLE, UT
 STERLING, UT
 STOCKTON, UT
 SUNNYSIDE, UT
 SUNSET CITY CORP, UT
 SYRACUSE, UT
 TABIONA, UT
 CITY OF TAYLORSVILLE,
 UT
 TOOEELE CITY
 CORPORATION, UT
 TOQUERVILLE, UT
 TORREY, UT
 TREMONTON CITY, UT
 TRENTON, UT
 TROPIC, UT
 UINTAH, UT
 VERNAL CITY, UT
 VERNON, UT
 VINEYARD, UT
 VIRGIN, UT
 WALES, UT
 WALLSBURG, UT
 WASHINGTON CITY, UT
 WASHINGTON TERRACE,
 UT
 WELLINGTON, UT
 WELLSVILLE, UT
 WENDOVER, UT
 WEST BOUNTIFUL, UT
 WEST HAVEN, UT
 WEST JORDAN, UT
 WEST POINT, UT
 WEST VALLEY CITY, UT
 WILLARD, UT
 WOODLAND HILLS, UT
 WOODRUFF, UT
 WOODS CROSS, UT
COUNTIES AND PARISHES
INCLUDING BUT NOT
LIMITED TO:
 ASCENSION PARISH, LA
 ASCENSION PARISH, LA,
 CLEAR OF COURT
 CADDO PARISH, LA
 CALCASIEU PARISH, LA
 CALCASIEU PARISH
 SHERIFF'S OFFICE, LA
 CITY AND COUNTY OF
 HONOLULU, HI
 CLACKAMAS COUNTY, OR

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CLACKAMAS COUNTY DEPT
OF TRANSPORTATION, OR
CLATSOP COUNTY, OR
COLUMBIA COUNTY, OR
COOS COUNTY, OR
COOS COUNTY HIGHWAY
DEPARTMENT, OR
COUNTY OF HAWAII, OR
CROOK COUNTY, OR
CROOK COUNTY ROAD
DEPARTMENT, OR
CURRY COUNTY, OR
DESCHUTES COUNTY, OR
DOUGLAS COUNTY, OR
EAST BATON ROUGE
PARISH, LA
GILLIAM COUNTY, OR
GRANT COUNTY, OR
HARNEY COUNTY, OR
HARNEY COUNTY
SHERIFFS OFFICE, OR
HAWAII COUNTY, HI
HOOD RIVER COUNTY, OR
JACKSON COUNTY, OR
JEFFERSON COUNTY, OR
JEFFERSON PARISH, LA
JOSEPHINE COUNTY
GOVERNMENT, OR
LAFAYETTE
CONSOLIDATED
GOVERNMENT, LA
LAFAYETTE PARISH, LA
LAFAYETTE PARISH
CONVENTION & VISITORS
COMMISSION
LAFOURCHE PARISH, LA
KAUAI COUNTY, HI
KLAMATH COUNTY, OR
LAKE COUNTY, OR
LANE COUNTY, OR
LINCOLN COUNTY, OR
LINN COUNTY, OR
LIVINGSTON PARISH, LA
MALHEUR COUNTY, OR
MAUI COUNTY, HI
MARION COUNTY, SALEM,
OR
MORROW COUNTY, OR
MULTNOMAH COUNTY, OR
MULTNOMAH COUNTY
BUSINESS AND
COMMUNITY SERVICES,
OR
MULTNOMAH COUNTY
SHERIFFS OFFICE, OR
MULTNOMAH LAW
LIBRARY, OR
ORLEANS PARISH, LA
PLAQUEMINES PARISH, LA
POLK COUNTY, OR
RAPIDES PARISH, LA

SAINT CHARLES PARISH,
LA
SAINT CHARLES PARISH
PUBLIC SCHOOLS, LA
SAINT LANDRY PARISH, LA
SAINT TAMMANY PARISH,
LA
SHERMAN COUNTY, OR
TERREBONNE PARISH, LA
TILLAMOOK COUNTY, OR
TILLAMOOK COUNTY
SHERIFF'S OFFICE, OR
TILLAMOOK COUNTY
GENERAL HOSPITAL, OR
UMATILLA COUNTY, OR
UNION COUNTY, OR
WALLOWA COUNTY, OR
WASCO COUNTY, OR
WASHINGTON COUNTY, OR
WEST BATON ROUGE
PARISH, LA
WHEELER COUNTY, OR
YAMHILL COUNTY, OR
COUNTY OF BOX ELDER,
UT
COUNTY OF CACHE, UT
COUNTY OF RICH, UT
COUNTY OF WEBER, UT
COUNTY OF MORGAN, UT
COUNTY OF DAVIS, UT
COUNTY OF SUMMIT, UT
COUNTY OF DAGGETT, UT
COUNTY OF SALT LAKE, UT
COUNTY OF TOOELE, UT
COUNTY OF UTAH, UT
COUNTY OF WASATCH, UT
COUNTY OF DUCHESNE,
UT
COUNTY OF Uintah, UT
COUNTY OF CARBON, UT
COUNTY OF SANPETE, UT
COUNTY OF JUAB, UT
COUNTY OF MILLARD, UT
COUNTY OF SEVIER, UT
COUNTY OF EMERY, UT
COUNTY OF GRAND, UT
COUNTY OF BEVER, UT
COUNTY OF PIUTE, UT
COUNTY OF WAYNE, UT
COUNTY OF SAN JUAN, UT
COUNTY OF GARFIELD, UT
COUNTY OF KANE, UT
COUNTY OF IRON, UT
COUNTY OF WASHINGTON,
UT
**OTHER AGENCIES
INCLUDING
ASSOCIATIONS, BOARDS,
DISTRICTS, COMMISSIONS,
COUNCILS, PUBLIC
CORPORATIONS, PUBLIC
DEVELOPMENT**

**AUTHORITIES,
RESERVATIONS AND
UTILITIES INCLUDING BUT
NOT LIMITED TO:**
BANKS FIRE DISTRICT, OR
BATON ROUGE WATER
COMPANY
BEND METRO PARK AND
RECREATION DISTRICT
BIENVILLE PARISH FIRE
PROTECTION DISTRICT 6,
LA
BOARDMAN PARK AND
RECREATION DISTRICT
CENTRAL CITY ECONOMIC
OPPORTUNITY CORP, LA
CENTRAL OREGON
INTERGOVERNMENTAL
COUNCIL
CITY OF BOGALUSA
SCHOOL BOARD, LA
CLACKAMAS RIVER WATER
CLATSKANIE PEOPLE'S
UTILITY DISTRICT CLEAN
WATER SERVICES
CONFEDERATED TRIBES
OF THE UMATILLA INDIAN
RESERVATION
COOS FOREST
PROTECTIVE ASSOCIATION
CHEHALEM PARK AND
RECREATION DISTRICT
DAVID CROCKETT STEAM
FIRE COMPANY #1, LA
EUGENE WATER AND
ELECTRIC BOARD
HONOLULU
INTERNATIONAL AIRPORT
HOODLAND FIRE DISTRICT
#74
HOUSING AUTHORITY OF
PORTLAND
ILLINOIS VALLEY FIRE
DISTRICT
LAFAYETTE AIRPORT
COMMISSION, LA
LAFOURCHE PARISH
HEALTH UNIT – DHH-OPH
REGION 3
LOUISIANA PUBLIC
SERVICE COMMISSION, LA
LOUISIANA WATER WORKS
MEDFORD WATER
COMMISSION
MELHEUR COUNTY JAIL,
OR
METRO REGIONAL
GOVERNMENT
METRO REGIONAL PARKS
METROPOLITAN
EXPOSITION RECREATION
COMMISSION

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METROPOLITAN SERVICE DISTRICT (METRO)
 MULTNOMAH EDUCATION SERVICE DISTRICT
 NEW ORLEANS REDEVELOPMENT AUTHORITY, LA
 NORTHEAST OREGON HOUSING AUTHORITY, OR
 PORT OF BRANDON, OR
 PORT OF MORGAN CITY, LA
 PORTLAND DEVELOPMENT COMMISSION, OR
 PORTLAND FIRE AND RESCUE
 PORTLAND HOUSING CENTER, OR
 OREGON COAST COMMUNITY ACTION
 OREGON HOUSING AND COMMUNITY SERVICES
 OREGON LEGISLATIVE ADMINISTRATION
 ROGUE VALLEY SEWER, OR
 SAINT LANDRY PARISH TOURIST COMMISSION
 SAINT MARY PARISH REC DISTRICT 2
 SAINT MARY PARISH REC DISTRICT 3
 SAINT TAMMANY FIRE DISTRICT 4, LA
 SALEM MASS TRANSIT DISTRICT
 SEWERAGE AND WATER BOARD OF NEW ORLEANS, LA
 SOUTH LAFOURCHE LEVEE DISTRICT, LA
 TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON
 TUALATIN HILLS PARK & RECREATION DISTRICT
 TUALATIN VALLEY FIRE & RESCUE
 TUALATIN VALLEY WATER DISTRICT
 WILLAMALANE PARK AND RECREATION DISTRICT
 WILLAMETTE HUMANE SOCIETY
K-12 INCLUDING BUT NOT LIMITED TO:
 ACADIA PARISH SCHOOL BOARD
 BEAVERTON SCHOOL DISTRICT

BEND-LA PINE SCHOOL DISTRICT
 BOGALUSA HIGH SCHOOL, LA
 BOSSIER PARISH SCHOOL BOARD
 BROOKING HARBOR SCHOOL DISTRICT
 CADDO PARISH SCHOOL DISTRICT
 CALCASIEU PARISH SCHOOL DISTRICT
 CANBY SCHOOL DISTRICT
 CANYONVILLE CHRISTIAN ACADEMY
 CASCADE SCHOOL DISTRICT
 CASCADES ACADEMY OF
 CENTRAL OREGON CENTENNIAL SCHOOL DISTRICT
 CENTRAL CATHOLIC HIGH SCHOOL
 CENTRAL POINT SCHOOL DISTRICT NO.6
 CENTRAL SCHOOL DISTRICT 13J
 COOS BAY SCHOOL DISTRICT NO.9
 CORVALLIS SCHOOL DISTRICT 509J
 COUNTY OF YAMHILL SCHOOL DISTRICT 29
 CULVER SCHOOL DISTRICT
 DALLAS SCHOOL DISTRICT NO.2
 DAVID DOUGLAS SCHOOL DISTRICT
 DAYTON SCHOOL DISTRICT NO.8
 DE LA SALLE N CATHOLIC HS
 DESCHUTES COUNTY SCHOOL DISTRICT NO.6
 DOUGLAS EDUCATIONAL DISTRICT SERVICE
 DUFUR SCHOOL DISTRICT NO.29
 EAST BATON ROUGE PARISH SCHOOL DISTRICT
 ESTACADA SCHOOL DISTRICT NO.10B
 FOREST GROVE SCHOOL DISTRICT
 GEORGE MIDDLE SCHOOL
 GLADSTONE SCHOOL DISTRICT
 GRANTS PASS SCHOOL DISTRICT 7
 GREATER ALBANY PUBLIC SCHOOL DISTRICT

GRESHAM BARLOW JOINT SCHOOL DISTRICT
 HEAD START OF LANE COUNTY
 HIGH DESERT EDUCATION SERVICE DISTRICT
 HILLSBORO SCHOOL DISTRICT
 HOOD RIVER COUNTY SCHOOL DISTRICT
 JACKSON CO SCHOOL DIST NO.9
 JEFFERSON COUNTY SCHOOL DISTRICT 509-J
 JEFFERSON PARISH SCHOOL DISTRICT
 JEFFERSON SCHOOL DISTRICT
 JUNCTION CITY SCHOOLS, OR
 KLAMATH COUNTY SCHOOL DISTRICT
 KLAMATH FALLS CITY SCHOOLS
 LAFAYETTE PARISH SCHOOL DISTRICT
 LAKE OSWEGO SCHOOL DISTRICT 7J
 LANE COUNTY SCHOOL DISTRICT 4J
 LINCOLN COUNTY SCHOOL DISTRICT
 LINN CO. SCHOOL DIST. 95C
 LIVINGSTON PARISH SCHOOL DISTRICT
 LOST RIVER JR/SR HIGH SCHOOL
 LOWELL SCHOOL DISTRICT NO.71
 MARION COUNTY SCHOOL DISTRICT
 MARION COUNTY SCHOOL DISTRICT 103
 MARIST HIGH SCHOOL, OR
 MCMINNVILLE SCHOOL DISTRICT NOAO
 MEDFORD SCHOOL DISTRICT 549C
 MITCH CHARTER SCHOOL
 MONROE SCHOOL DISTRICT NO.1J
 MORROW COUNTY SCHOOL DIST, OR
 MULTNOMAH EDUCATION SERVICE DISTRICT
 MULTISENSORY LEARNING ACADEMY
 MYRTLE PINT SCHOOL DISTRICT 41
 NEAH-KAH-NIE DISTRICT NO.56

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NEWBERG PUBLIC
SCHOOLS
NESTUCCA VALLEY
SCHOOL DISTRICT NO. 101
NOBEL LEARNING
COMMUNITIES
NORTH BEND SCHOOL
DISTRICT 13
NORTH CLACKAMAS
SCHOOL DISTRICT
NORTH DOUGLAS SCHOOL
DISTRICT
NORTH WASCO CITY
SCHOOL DISTRICT 21
NORTHWEST REGIONAL
EDUCATION SERVICE
DISTRICT
ONTARIO MIDDLE SCHOOL
OREGON TRAIL SCHOOL
DISTRICT NOA6
ORLEANS PARISH SCHOOL
DISTRICT
PHOENIX-TALENT SCHOOL
DISTRICT NOA
PLEASANT HILL SCHOOL
DISTRICT
PORTLAND JEWISH
ACADEMY
PORTLAND PUBLIC
SCHOOLS
RAPIDES PARISH SCHOOL
DISTRICT
REDMOND SCHOOL
DISTRICT
REYNOLDS SCHOOL
DISTRICT
ROGUE RIVER SCHOOL
DISTRICT
ROSEBURG PUBLIC
SCHOOLS
SCAPPOOSE SCHOOL
DISTRICT 1J
SAINT TAMMANY PARISH
SCHOOL BOARD, LA
SEASIDE SCHOOL
DISTRICT 10
SHERWOOD SCHOOL
DISTRICT 88J
SILVER FALLS SCHOOL
DISTRICT 4J
SOUTH LANE SCHOOL
DISTRICT 45J3
SOUTHERN OREGON
EDUCATION SERVICE
DISTRICT
SPRINGFIELD PUBLIC
SCHOOLS
SUTHERLIN SCHOOL
DISTRICT
SWEET HOME SCHOOL
DISTRICT NO. 55

TERREBONNE PARISH
SCHOOL DISTRICT
THE CATLIN GABEL
SCHOOL
TIGARD-TUALATIN SCHOOL
DISTRICT
UMATILLA MORROW ESD
WEST LINN WILSONVILLE
SCHOOL DISTRICT
WILLAMETTE EDUCATION
SERVICE DISTRICT
WOODBURN SCHOOL
DISTRICT
YONCALLA SCHOOL
DISTRICT
ACADEMY FOR MATH
ENGINEERING & SCIENCE
(AMES), UT
ALIANZA ACADEMY, UT
ALPINE DISTRICT, UT
AMERICAN LEADERSHIP
ACADEMY, UT
AMERICAN PREPARATORY
ACADEMY, UT
BAER CANYON HIGH
SCHOOL FOR SPORTS &
MEDICAL
SCIENCES, UT
BEAR RIVER CHARTER
SCHOOL, UT
BEAVER SCHOOL
DISTRICT, UT
BEEHIVE SCIENCE &
TECHNOLOGY ACADEMY
(BSTA), UT
BOX ELDER SCHOOL
DISTRICT, UT
CBA CENTER, UT
CACHE SCHOOL DISTRICT,
UT
CANYON RIM ACADEMY, UT
CANYONS DISTRICT, UT
CARBON SCHOOL
DISTRICT, UT
CHANNING HALL, UT
CHARTER SCHOOL LEWIS
ACADEMY, UT
CITY ACADEMY, UT
DAGGETT SCHOOL
DISTRICT, UT
DAVINCI ACADEMY, UT
DAVIS DISTRICT, UT
DUAL IMMERSION
ACADEMY, UT
DUCHESNE SCHOOL
DISTRICT, UT
EARLY LIGHT ACADEMY AT
DAYBREAK, UT
EAST HOLLYWOOD HIGH,
UT
EDITH BOWEN
LABORATORY SCHOOL, UT

EMERSON ALCOTT
ACADEMY, UT
EMERY SCHOOL DISTRICT,
UT
ENTHEOS ACADEMY, UT
EXCELSIOR ACADEMY, UT
FAST FORWARD HIGH, UT
FREEDOM ACADEMY, UT
GARFIELD SCHOOL
DISTRICT, UT
GATEWAY PREPARATORY
ACADEMY, UT
GEORGE WASHINGTON
ACADEMY, UT
GOOD FOUNDATION
ACADEMY, UT
GRAND SCHOOL DISTRICT,
UT
GRANITE DISTRICT, UT
GUADALUPE SCHOOL, UT
HAWTHORN ACADEMY, UT
INTECH COLLEGIATE HIGH
SCHOOL, UT
IRON SCHOOL DISTRICT,
UT
ITINERIS EARLY COLLEGE
HIGH, UT
JOHN HANCOCK CHARTER
SCHOOL, UT
JORDAN DISTRICT, UT
JUAB SCHOOL DISTRICT,
UT
KANE SCHOOL DISTRICT,
UT
KARL G MAESER
PREPARATORY ACADEMY,
UT
LAKEVIEW ACADEMY, UT
LEGACY PREPARATORY
ACADEMY, UT
LIBERTY ACADEMY, UT
LINCOLN ACADEMY, UT
LOGAN SCHOOL DISTRICT,
UT
MARIA MONTESSORI
ACADEMY, UT
MERIT COLLEGE
PREPARATORY ACADEMY,
UT
MILLARD SCHOOL
DISTRICT, UT
MOAB CHARTER SCHOOL,
UT
MONTICELLO ACADEMY,
UT
MORGAN SCHOOL
DISTRICT, UT
MOUNTAINVILLE
ACADEMY, UT
MURRAY SCHOOL
DISTRICT, UT

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NAVIGATOR POINTE
ACADEMY, UT
NEBO SCHOOL DISTRICT,
UT
NO UT ACAD FOR MATH
ENGINEERING & SCIENCE
(NUAMES), UT
NOAH WEBSTER ACADEMY,
UT
NORTH DAVIS
PREPARATORY ACADEMY,
UT
NORTH SANPETE SCHOOL
DISTRICT, UT
NORTH STAR ACADEMY,
UT
NORTH SUMMIT SCHOOL
DISTRICT, UT
ODYSSEY CHARTER
SCHOOL, UT
OGDEN PREPARATORY
ACADEMY, UT
OGDEN SCHOOL DISTRICT,
UT
OPEN CLASSROOM, UT
OPEN HIGH SCHOOL OF
UTAH, UT
OQUIRRH MOUNTAIN
CHARTER SCHOOL, UT
PARADIGM HIGH SCHOOL,
UT
PARK CITY SCHOOL
DISTRICT, UT
PINNACLE CANYON
ACADEMY, UT
PIUTE SCHOOL DISTRICT,
UT
PROVIDENCE HALL, UT
PROVO SCHOOL DISTRICT,
UT
QUAIL RUN PRIMARY
SCHOOL, UT
QUEST ACADEMY, UT
RANCHES ACADEMY, UT
REAGAN ACADEMY, UT
RENAISSANCE ACADEMY,
UT
RICH SCHOOL DISTRICT,
UT
ROCKWELL CHARTER HIGH
SCHOOL, UT
SALT LAKE ARTS
ACADEMY, UT
SALT LAKE CENTER FOR
SCIENCE EDUCATION, UT
SALT LAKE SCHOOL
DISTRICT, UT
SALT LAKE SCHOOL FOR
THE PERFORMING ARTS,
UT
SAN JUAN SCHOOL
DISTRICT, UT

SEVIER SCHOOL DISTRICT,
UT
SOLDIER HOLLOW
CHARTER SCHOOL, UT
SOUTH SANPETE SCHOOL
DISTRICT, UT
SOUTH SUMMIT SCHOOL
DISTRICT, UT
SPECTRUM ACADEMY, UT
SUCCESS ACADEMY, UT
SUCCESS SCHOOL, UT
SUMMIT ACADEMY, UT
SUMMIT ACADEMY HIGH
SCHOOL, UT
SYRACUSE ARTS
ACADEMY, UT
THOMAS EDISON - NORTH,
UT
TIMPANOGOS ACADEMY,
UT
TINTIC SCHOOL DISTRICT,
UT
TOOELE SCHOOL
DISTRICT, UT
TUACAHN HIGH SCHOOL
FOR THE PERFORMING
ARTS, UT
UINTAH RIVER HIGH, UT
UINTAH SCHOOL DISTRICT,
UT
UTAH CONNECTIONS
ACADEMY, UT
UTAH COUNTY ACADEMY
OF SCIENCE, UT
UTAH ELECTRONIC HIGH
SCHOOL, UT
UTAH SCHOOLS FOR DEAF
& BLIND, UT
UTAH STATE OFFICE OF
EDUCATION, UT
UTAH VIRTUAL ACADEMY,
UT
VENTURE ACADEMY, UT
VISTA AT ENTRADA
SCHOOL OF PERFORMING
ARTS AND
TECHNOLOGY, UT
WALDEN SCHOOL OF
LIBERAL ARTS, UT
WASATCH PEAK ACADEMY,
UT
WASATCH SCHOOL
DISTRICT, UT
WASHINGTON SCHOOL
DISTRICT, UT
WAYNE SCHOOL DISTRICT,
UT
WEBER SCHOOL DISTRICT,
UT
WEILENMANN SCHOOL OF
DISCOVERY, UT

HIGHER EDUCATION INCLUDING, BUT NOT LIMITED TO:

ARGOSY UNIVERSITY
BATON ROUGE
COMMUNITY COLLEGE, LA
BIRTHINGWAY COLLEGE
OF MIDWIFERY
BLUE MOUNTAIN
COMMUNITY COLLEGE
BRIGHAM YOUNG
UNIVERSITY - HAWAII
CENTRAL OREGON
COMMUNITY COLLEGE
CENTENARY COLLEGE OF
LOUISIANA
CHEMEKETA COMMUNITY
COLLEGE
CLACKAMAS COMMUNITY
COLLEGE
COLLEGE OF THE
MARSHALL ISLANDS
COLUMBIA GORGE
COMMUNITY COLLEGE
CONCORDIA UNIVERSITY
GEORGE FOX UNIVERSITY
KLAMATH COMMUNITY
COLLEGE DISTRICT
LANE COMMUNITY
COLLEGE
LEWIS AND CLARK
COLLEGE
LINFIELD COLLEGE
LINN-BENTON COMMUNITY
COLLEGE
LOUISIANA COLLEGE, LA
LOUISIANA STATE
UNIVERSITY
LOUISIANA STATE
UNIVERSITY HEALTH
SERVICES
MARYLHURST UNIVERSITY
MT. HOOD COMMUNITY
COLLEGE
MULTNOMAH BIBLE
COLLEGE
NATIONAL COLLEGE OF
NATURAL MEDICINE
NORTHWEST CHRISTIAN
COLLEGE
OREGON HEALTH AND
SCIENCE UNIVERSITY
OREGON INSTITUTE OF
TECHNOLOGY
OREGON STATE
UNIVERSITY
OREGON UNIVERSITY
SYSTEM
PACIFIC UNIVERSITY
PIONEER PACIFIC
COLLEGE

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PORTLAND COMMUNITY COLLEGE
 PORTLAND STATE UNIVERSITY
 REED COLLEGE
 RESEARCH CORPORATION OF THE UNIVERSITY OF HAWAII
 ROGUE COMMUNITY COLLEGE
 SOUTHEASTERN LOUISIANA UNIVERSITY
 SOUTHERN OREGON UNIVERSITY (OREGON UNIVERSITY SYSTEM)
 SOUTHWESTERN OREGON COMMUNITY COLLEGE
 TULANE UNIVERSITY
 TILLAMOOK BAY COMMUNITY COLLEGE
 UMPQUA COMMUNITY COLLEGE
 UNIVERSITY OF HAWAII BOARD OF REGENTS
 UNIVERSITY OF HAWAII - HONOLULU COMMUNITY COLLEGE
 UNIVERSITY OF OREGON - GRADUATE SCHOOL
 UNIVERSITY OF PORTLAND
 UNIVERSITY OF NEW ORLEANS
 WESTERN OREGON UNIVERSITY
 WESTERN STATES CHIROPRACTIC COLLEGE
 WILLAMETTE UNIVERSITY
 XAVIER UNIVERSITY

UTAH SYSTEM OF HIGHER EDUCATION, UT
 UNIVERSITY OF UTAH, UT
 UTAH STATE UNIVERSITY, UT
 WEBER STATE UNIVERSITY, UT
 SOUTHERN UTAH UNIVERSITY, UT
 SNOW COLLEGE, UT
 DIXIE STATE COLLEGE, UT
 COLLEGE OF EASTERN UTAH, UT
 UTAH VALLEY UNIVERSITY, UT
 SALT LAKE COMMUNITY COLLEGE, UT
 UTAH COLLEGE OF APPLIED TECHNOLOGY, UT

STATE AGENCIES INCLUDING BUT NOT LIMITED TO:
 ADMIN. SERVICES OFFICE
 BOARD OF MEDICAL EXAMINERS
 HAWAII CHILD SUPPORT ENFORCEMENT AGENCY
 HAWAII DEPARTMENT OF TRANSPORTATION
 HAWAII HEALTH SYSTEMS CORPORATION
 OFFICE OF MEDICAL ASSISTANCE PROGRAMS
 OFFICE OF THE STATE TREASURER
 OREGON BOARD OF ARCHITECTS
 OREGON CHILD DEVELOPMENT COALITION

OREGON DEPARTMENT OF EDUCATION
 OREGON DEPARTMENT OF FORESTRY
 OREGON DEPT OF TRANSPORTATION
 OREGON DEPT. OF EDUCATION
 OREGON LOTTERY
 OREGON OFFICE OF ENERGY
 OREGON STATE BOARD OF NURSING
 OREGON STATE DEPT OF CORRECTIONS
 OREGON STATE POLICE
 OREGON TOURISM COMMISSION
 OREGON TRAVEL INFORMATION COUNCIL
 SANTIAM CANYON COMMUNICATION CENTER
 SEIU LOCAL 503, OPEU
 SOH- JUDICIARY
 CONTRACTS AND PURCH
 STATE DEPARTMENT OF DEFENSE, STATE OF HAWAII
 STATE OF HAWAII
 STATE OF HAWAII, DEPT. OF EDUCATION
 STATE OF LOUISIANA
 STATE OF LOUISIANA DEPT. OF EDUCATION
 STATE OF LOUISIANA, 26TH JUDICIAL DISTRICT ATTORNEY
 STATE OF UTAH

APPENDIX B – BEST VALUE SOLICITATION

SECTION F – BACKGROUND & SCOPE

1. INTRODUCTION

Nationwide Cooperative Contract for Emergency Disaster Restoration & Cleanup Services

Lead Agency: Little Rock Water Reclamation Authority (“LRWRA”)

Little Rock Water Reclamation Authority, serving as the Lead Agency in partnership with CoreTrust Purchasing Group, is issuing this solicitation for Emergency Disaster Restoration & Cleanup Services on behalf of a nationwide cooperative purchasing contract. This solicitation is a Best Value RFP, meaning proposals will be evaluated not solely on cost but on the overall value, including quality, technical capability, past performance, and the ability to meet cooperative contract needs.

The selected vendor must provide a scalable, innovative solution that meets the needs of various participating agencies, including municipalities, counties, school districts, and political subdivisions.

This RFP seeks proposals that address the requirements of this cooperative agreement, demonstrate experience with similar contracts, and offer competitive, transparent pricing for all agencies. Proposals must clearly describe the solution's capabilities, scalability, and cooperative contract support services.

At the time of this solicitation, the number of Participating Agencies is unknown.

2. OVERVIEW

This best value solicitation (“**solicitation**”) is published by the Little Rock Water Reclamation (“**Lead Agency**” or “**LRWRA**”) for the purpose of awarding a master cooperative purchasing agreement (the “**Master Agreement**”) and creating a cooperative purchasing program for Suppliers with related products and services (the “**Program**”) that shall be available to Participating Agencies (as defined below). Companies and organizations which respond to this solicitation (“**Respondents**”) and are awarded a Master Agreement are referred to throughout this solicitation and supporting documentation as a “**Supplier**.”

By purchasing Products & Services (as defined herein) under the Master Agreement through the Program administered by CoreTrust Purchasing Group LLC (“**CoreTrust**”), a public entity is a “**Participating Agency**” and agrees to be bound by the terms of the Master Agreement, which includes and is subject to the **Master Intergovernmental Cooperative Purchasing Agreement** attached hereto as **Section L**. Each Participating Agency may be required to acknowledge or certify its agreement to additional statutory terms in writing as may be required by CoreTrust and/or Lead Agency. Where any public entity pursuing benefits of the Program hereunder is previously registered with or is otherwise an existing member of CoreTrust’s cooperative purchasing program, the terms of this solicitation (and all documents attached hereto) shall control over all prior agreements with respect to such public entity’s enrollment in CoreTrust’s cooperative purchasing program and the benefits afforded to members thereof.

CoreTrust is a cooperative purchasing organization working together with public procurement leaders to create high quality, cooperative contracts that optimize cost savings, drive compliance and efficiency, and provide effective outcomes to public sector agencies. CoreTrust cooperative contracts also actively support local labor markets, ensuring a holistic approach to sustainable growth and impact.

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By leveraging the CoreTrust suite of cooperative contracts, public agencies will gain access to contracts and discounts from leading suppliers of products and services across a wide variety of industries and benefit from a streamlined procurement process.

3. PURPOSE

Proposals are being sought from qualified vendors to provide Emergency Disaster Restoration and Cleanup Services on an as needed basis. The awarded vendor shall provide a comprehensive solution designed to support municipalities, government agencies, and political subdivisions. The resulting Contract will be administered by CoreTrust and available as a national cooperative contract for various participating agencies nationwide.

4. TERM OF CONTRACT

- A. The anticipated starting date for any resulting contract is February or March 2026, except that the actual contract start date may be adjusted unilaterally by LRWRA for up to three (3) calendar months. By submitting a signed proposal in response to the solicitation, the Prospective Supplier represents and warrants that it will honor its proposal as being held open as irrevocable for this period.
- B. The initial term of a resulting contract, or contracts, will be for three (3) years. Upon mutual agreement by the Contractor and LRWRA, the contract may be renewed by LRWRA for up to four (4) additional one-year terms or portions thereof, not to exceed a total aggregate contract term of seven (7) consecutive years.

5. MASTER AGREEMENT

- A. Master Agreement. A response to this solicitation is an offer to establish a Master Agreement with Lead Agency. This Master Agreement defines: (i) the terms of the relationship between Lead Agency and Supplier; and (ii) the terms, conditions, and pricing of Products & Services and related capabilities offered to Participating Agencies. The form of **Master Agreement** is attached hereto as Section I. The products and services made available in this contract are defined by the contents of Supplier's Cost Proposal submission ("**Products & Services**"). Any contract with Supplier resulting from the issuance of this solicitation is subject to the terms and conditions as provided in this solicitation and Master Agreement. Many of the terms and conditions contained in the Master Agreement template are required by state and federal law; however, Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the **Master Agreement Acceptance Form** provided in Section J of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.

The Respondent must submit a signed **Master Agreement Signature Form** with the response.

6. ADMINISTRATION AGREEMENT

- A. Administration Agreement. CoreTrust and Supplier shall enter into a separate Administration Agreement which defines the roles and obligations of each of CoreTrust and Supplier with respect to the marketing and selling of the Program to prospective Participating Agencies and the financial terms between CoreTrust and Supplier. The form of **Administration Agreement** is provided as Section K hereto.

7. CONTRACT AS AN ASSET IN CORPORATE CHANGES

- A. The Contractor must consider this contract as an asset. If the Contractor is being acquired or undergoing a change in corporate structure, the Contractor must include CoreTrust and the lead agency in discussions prior to any change in legal status. This contract must be regarded as an asset and included in the transfer of assets plan.

8. PRODUCTS AND SERVICES

The Products & Services contemplated under this solicitation are as described below:

Product & Service Category
<u>NAICS Codes</u> 561790 - Other Services to Buildings and Dwellings 562910 - Remediation Services 624230 - Emergency and Other Relief Services <u>NIGP Codes (National Institute of Governmental Purchasing)</u> 926-930 - Emergency Clean-Up Services 968-47 - Installation and Removal Services for Emergency Barriers, Sandbags, etc. 962-22 - Disaster Recovery Services (incl. planning and logistics) 910-39 - Fire and Water Damage Restoration Services 968 20 - Disaster Relief and Cleanup Services

9. SCHEDULE OF EVENTS

The schedule provided in this solicitation is subject to change. The issuing party reserves the right to modify the timeline, including but not limited to deadlines for submission, evaluation periods, and the announcement of results. Any amendments or updates to the schedule will be communicated to all participants promptly through the official communication channels.

Event	Date
Advertise	January 18, 2026; January 25, 2026
Issue Solicitation	January 18, 2026
Pre-Proposal Conference	January 29, 2026 @ 2:00 p.m. CT
Deadline for Questions	February 6, 2026
Deadline for Answers	February 19, 2026
Proposal Due Date	March 5, 2026 @ 2:00 p.m. CT
Approval Date	TBD
Contract Effective Date	TBD

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10. ON-LINE PRE-PROPOSAL CONFERENCE

- A. An online pre-proposal conference will be held for this solicitation as shown under the Schedule of Events. This conference allows potential bidders to ask questions and seek clarifications regarding the solicitation.
- B. **Registration:** Interested bidders should register for the pre-proposal conference. To register, please email Procurement@LRWRA.com.
- C. **Pre-Proposal Conference Link:** [Fire Restoration pre-bid meeting | Meeting-Join | Microsoft Teams](#)
- D. **Important Notes:**
- *Attendance at the pre-bid* conference is not mandatory but is highly recommended.
 - All questions and answers discussed during the conference will be documented and posted along with the solicitation documents.
 - Any changes or clarifications to the solicitation resulting from the conference will be issued as an addendum.

11. INTERCHANGEABLE TERMS

- A. For the purposes of this solicitation, the following terms are used interchangeably:
- Proposer
 - Supplier
 - Vendor
 - Offeror
 - Bidder
 - Respondent

These terms all refer to any individual or entity submitting a Bid, Proposal, or Response to this solicitation. The use of one term shall be understood to include all others unless a different meaning is clearly indicated by the context

- B. For the purposes of this solicitation, the following terms are used interchangeably:
- Bid
 - Proposal
 - Response

These terms refer to any formal submission by a respondent in reply to this solicitation, regardless of the procurement method (e.g., Invitation to Bid, Request for Proposal, Request for Qualifications). The use of any one of these terms shall be construed to include the others unless the context clearly indicates otherwise.

- C. The above lists are a good-faith effort to include all relevant terms, but please note that some items may have been inadvertently missed.

12. BACKGROUND

The intent of this solicitation is to establish a Master Agreement available to Participating Public Agencies nationwide for Emergency Disaster Restoration & Cleanup Services.

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13. SCOPE OF WORK

This solicitation seeks goods, equipment, or services on an as-needed basis during the duration of the resulting term contract, where such may include, without limitation, forms of contracts typically known as term price agreements, blanket agreements, or term blanket contracts.

A. Minimum Performance Requirements

1. The contractor shall furnish emergency disaster restoration and cleanup services on an as-needed basis. Services shall include but not be limited to damage from natural disasters, water, fire, mold, and contamination due to sewer waste that is a consequence of building systems, infrastructure, or utility failures. When events of this nature occur, a rapid cleanup and restoration response greatly decreases damage.
2. The contractor shall remove all materials, debris, and rubbish from the site when the restoration included in each specific job under this contract is completed, and leave the site in a neat, restored "like new" condition for rebuilding or construction. This solicitation does not include building or rebuilding services. Governments often require separate solicitations for construction services or services defined as public work. Because this contract will be available nationally, construction, reconstruction, and public work will be determined locally.
 - a. Definition of restoration in terms of this solicitation is, at a minimum, cleanup and restoration of a structure or worksite after natural disaster, water, fire, smoke, mold, storm sewer backup, etc. Restoration is to put the site back to the original condition or "like new," but if damaged beyond the ability of restoration it needs to be returned to a safe condition for rebuilding or construction.
3. The contractor may be required to board up damaged structures until debris removal is performed. The contractor shall provide all materials and labor to perform this function.
4. The contractor shall be responsible for removal of debris from public rights-of-way if the disaster situation creates such debris. The contractor shall ensure that any damage to property that occurs because of this action will be repaired, and the property be restored to its pre-emergency status.
5. Removal of debris from private properties shall be directed by the contracting agency only when an imminent threat to life, safety, and health is present. The contractor shall ensure that any damage the occurs because of this action will be repaired, and the property be restored to its pre-emergency condition.
6. The maximum emergency response time (to at least have a contractor representative on-site to assess and evaluate the remediation, cleanup, and restoration scope) is one (1) hour after notification from the contracting agency for sites in Little Rock Water Reclamation Authority. Maximum emergency response time will vary for each participating agency, per the using agency's scope.
7. Actual work shall begin in a reasonable amount of time as agreed between the contractor and the participating agency.
8. The contractor shall provide a cost estimate based on the rates provided in the contractor's proposal and subsequent contract. The contractor shall begin work as quickly as possible. A final invoice shall be provided to the contracting agency that requested the service.
9. The Contractor will offer all types of equipment with adequate capacity for the jobs required. Set-ups will be performed to allow for the continued operation and repair of the structure, or the demolition of the structure as needed. A listing of many types of equipment is provided in

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the pricing section of this solicitation document.

10. Example types of remediation:

- a. Mold remediation shall be medically cleared and fit tested per 29 CFR (Code of Federal Regulations) 1910.134 for respirators and trained for proper use of PPEs (Personal Protective Equipment). Proper protocols must be followed in remediation and restoration projects to completely mitigate the damage and remove any contaminants. At the request of the contracting agency, testing will be provided by an independently certified laboratory to confirm air quality is within acceptable limits.
- b. The Contractor shall provide trained and certified staff to perform water/moisture removal in accordance with the state, county, and local laws of the contracting agency. The Contractor will provide high pressure extraction truck mount units with enough vacuum hoses to service a multi-story building and will have portable extraction units. The Contractor will use a thermal imaging camera for water intrusion identification, as required by the contracting agency.
- c. The Contractor shall provide adequate evidence that staff performing soot, odor, and smoke removal has received adequate training on proper mitigation practices from smoke or fire losses. The Contractor will clean, and seal affected areas, applying all acceptable industry practices for these functions.

11. The Contractor shall ensure no secondary damage shall occur during the remediation and restoration process on all projects.

12. The Contractor shall provide temporary emergency power with its own equipment or will procure rental equipment for use at a disaster site.

13. Other services that may be required include but are not limited:

- a. Demolition of damaged structures.
- b. Remove debris from buildings and structures, including dumpster delivery, load, and haul away.
- c. Remove debris from trees, tree stumps, limbs, and other brush debris resulting from a natural disaster.
- d. Temporary barriers/infection control/dust control.
- e. Specialty cleaning as defined for a particular disaster situation.
- f. Air duct/HVAC cleaning to include pandemic/epidemic sanitation and/or sterilization.
- g. Document restoration, which may include but not be limited to vacuum freeze drying or other methods approved by the contracting agency.
- h. Temporary document storage may be required of the contractor, depending on the emergency. Security and confidentiality concerns shall be addressed by the contracting agency with the contractor as needed. Non-disclosure documentation may be required of the contractor.
- i. Vandalism/graffiti.
- j. General cleaning that is necessary for full restoration, to include but not be limited to:
 - Carpet/upholstery
 - Ceiling/floors/walls
 - Drapes/blinds

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- k. Removal of abandoned vehicles as necessary; the contractor shall be responsible for selecting a legal site for disposal.
- l. Removal of animal carcasses as necessary; the contractor shall be responsible for selecting a legal site for disposal.

B. Contractor Requirements

1. Prevailing wage rates, in addition to Davis-Bacon, as required by the contracting agency.
2. The contractor shall obtain, at no additional cost to the contracting agency, all qualifications, licenses, and permits necessary to perform the contract work.
3. The contractor shall be responsible for complying with all OSHA provisions, rules, regulations, and requirements of the contracting agency, including all applicable Covid-19 rules and regulations, as well as requirements of all other laws, rules and regulations pertaining to employee health, safety, and accident prevention. All workers must adhere to all required safety measures when working in any building or on any worksite.
4. The contractor shall provide all labor, materials, and equipment to load, transport and dispose of refuse; the contractor shall be responsible for selecting a legal site for disposal of refuse and rubbish.
5. The Contractor shall keep the worksite premises free from the accumulation of waste materials and rubbish. All debris shall be removed by the Contractor as the work progresses. The contractor shall remove debris daily and dispose of debris off site.
6. The contractor is responsible for all appropriate signage necessary when working.
7. The contractor represents and warrants that it is familiar with all federal, state, county, and municipal laws, ordinances, and regulations, which may in any way affect the work or those employed therein, including, but not limited to, any special acts relating to the work or to the project of which it is a part.
8. The contractor shall coordinate work with the public utilities at the worksites as needed.
9. No use of drugs or alcoholic beverages is allowed by the contractor or its personnel while on duty.
10. It is the contractor's responsibility to maintain its equipment and supplies to be consistent with applicable safety and health codes.
11. The contractor shall provide a 24/7 emergency telephone hotline with after-hours monitoring, to the contracting agency.
12. The contractor shall provide its employees with photo ID that shall be always worn while on contracting agency property.
13. Detailed invoicing shall be provided with every job, including individual workforce hours and rates, materials list, markups, and accompanying certified payroll records that are required to comply with prevailing wage laws.
14. The contractor shall provide daily reporting to the contracting agency for the duration of the emergency remediation, cleanup, and restoration job.
15. The contractor and its employees shall comply with the contracting agencies' laws that prohibit smoking at worksites.
16. All contractor employees and foremen must have their 10-hour OSHA card, and 30-hour OSHA card, respectively, before working on contracting agency property.

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17. A project manager/supervisor shall be assigned to every project by the contractor to serve as a point of contact for each project.

C. Commitment to Cooperative Value

In an emergency there is often competition for resources. Therefore, suppliers must be able to demonstrate a strong ability to perform without being dependent on third parties or otherwise able to resist this competition for resources.

Cooperative contracts work best when they are used by as many public agencies as possible. It is imperative that this contract drive as many individual transactions as possible across as many government agencies as possible to be successful. The supplier must discuss its plan to advertise and promote the contract and to prioritize government spending on this contract.

2. Provide a detailed ninety-day plan that will begin on the award date of the *Master Agreement* describing the strategy to immediately implement the *Master Agreement* as supplier's primary go-to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:
 - a. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within the first 10 days.
 - b. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the CoreTrust team within first 90 days.
3. Provide a detailed ninety-day plan beginning from award date of the *Master Agreement* describing the strategy to market the *Master Agreement* to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:
 - a. Creation and distribution of a co-branded press release to trade publications.
 - b. Announcement, contract details and contact information published on the Supplier's website within first 90 days.
 - c. Design, publication and distribution of co-branded marketing materials within the first 90 days.
 - d. Commitment to attendance and participation with CoreTrust at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the *Master Agreement*.
 - e. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by CoreTrust for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by CoreTrust.
 - f. Design and publication of national and regional advertising in trade publications throughout the term of the *Master Agreement*.
 - g. Ongoing marketing and promotion of the *Master Agreement* throughout its term (case studies, collateral pieces, presentations, promotions, etc.).
 - h. Dedicated CoreTrust internet web-based homepage on Supplier's website with:
 - CoreTrust standard logo
 - Copy of original solicitation for proposals

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- Copy of contract and amendments between Lead Procurement Agency and Supplier
 - Summary of services and pricing
 - Marketing Materials
 - Electronic link to CoreTrust website including the online registration page
 - A dedicated toll-free number and email address for CoreTrust
- i. Describe how Supplier will transition any existing Public Agency customers' accounts to the *Master Agreement* available nationally through CoreTrust. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the *Master Agreement* will be positioned among the other cooperative agreements.
 - j. Acknowledge Supplier agrees to provide its logo(s) to CoreTrust and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of CoreTrust logo will require permission for reproduction, as well, by requesting in writing to CoreTrust.
 - k. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow-up to leads established by CoreTrust. All sales materials are to use the CoreTrust logo. At a minimum, the Supplier's sales initiatives should communicate:
 - *Master Agreement* was competitively solicited and publicly awarded by a Lead Procurement Agency
 - Best government pricing
 - No cost to participate
 - Non-exclusive contract
4. Confirm Supplier will train its national sales force on the *Master Agreement*. At a minimum, sales training should include:
 - a. Key features of *Master Agreement*
 - b. Working knowledge of the solicitation process
 - c. Awareness of the range of Public Agencies that can use the *Master Agreement* through CoreTrust
 - d. Knowledge of benefits of the use of cooperative contracts
 5. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team. Provide the name, title, email, and phone number for the person(s) who will be responsible for:
 - Executive Support
 - Marketing
 - Sales
 - Sales Support
 - Financial Reporting
 - Accounts Payable
 - Contracts
 6. Explain in detail how the sales teams will work with the CoreTrust team to implement, grow, and service the national program, including ongoing coordination of marketing and sales efforts, timely new participating public agency account set-up, timely contract administration, etc.
 7. State the amount of the supplier's public agency sales for the previous fiscal year. Provide a

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list of the supplier's top 10 public agency customers, the total purchases for each for the previous fiscal year along with a key contact person for each.

8. Describe the supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.
9. The supplier must discuss its plan to migrate government spend to this contract.

D. Supply Chain Security

1. The supplier will detail how much equipment is owned and stored, ready to deploy.
2. The supplier will identify contractual safeguards guaranteeing access to equipment, materials, and labor.
3. The supplier will identify the in-house labor force available and its availability nationwide.
4. The supplier will identify stockpile levels and ability to provide chemicals and other consumables if and when the international supply chain experiences a significant disruption.
5. The supplier will identify their ability to maintain supply and pricing during a projected tariff driven environment.
6. The supplier will identify any additional supply chain safeguards, and the benefits those safeguards provide to the government customer.

E. Response Time

The supplier shall provide a guaranteed timeline for first contact response onsite, cost estimates, approvals and work schedule.

F. Project Management

The supplier will detail its project management strategy, escalation, and red flag management and the level of executive managing the event.

G. Training

On a national cooperative contract, it is important that participating agencies across the country have similar positive experiences. Suppliers should discuss how their training across the country is uniform, how performance is tracked and treated consistently, and how project success is tracked. In addition, please include how project challenges or failures are used to eliminate risk on future projects.

H. Professionalism

1. The government benefits from using highly trained and specialized labor for emergency repairs. This provides confidence to the public, while often more expensive by the hour, provides a less expensive overall solution. Suppliers must identify the licenses and formal training their current employees have and must commit to maintaining the same (within 10%) training, license, and certification levels across all staffing throughout the life of the contract. Suppliers will provide details on the number of current employees carrying each certification, license, or other third-party validation.
2. The government has a responsibility to compare similar labor titles and categories to fairly evaluate pricing and technical responsiveness. Suppliers must identify the description, the required experience, and the required competencies for each title offered in the response.

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These examples are given to provide a better explanation for evaluating professionalism:

Example A: When evaluating proposals received, if a title for Project Manager 1 is used by multiple respondents, the lead agency will review both job descriptions and qualifications and reserves the right to normalize the titles to compare apples to apples.

Example B: Supplier A offers a project manager requiring 10 years of experience and no less than 50 projects. Supplier B offers a project manager description requiring 3 years of experience and no minimum project number. These are significantly different. Supplier A also proposed a project Manager in training, which requires 4 years' experience and only 3 projects. This is much closer to the actual job description offered by Supplier B, so the lead agency can compare the similar titles during evaluation.

I. Cost and Risk Management

When procuring a service like fire and emergency restoration, the government should prioritize value over simple pricing. For example, having a highly efficient team at \$200 dollars per hour where the project takes 10 hours to complete is a better value than an average team at \$100 per hour where the project takes 50 hours. The government benefits significantly by picking the best value instead of the simple lowest cost.

Suppliers should detail how their response model drives cost avoidance for the government customer, how the pricing model and operational model will reduce the time from first contact to restoration, how the model handles scope changes, why the scope might change, and how the supplier's model will minimize the impact of the incident on government property, people, and services.

J. Capacity

This solicitation is designed for use by many jurisdictions nationwide. This means that a supplier's capacity to handle multiple restoration projects simultaneously is critical.

1. Suppliers must identify how they maintain multiple projects, in multiple jurisdictions at the same time. Where possible, highlight the order of magnitude of the number of projects managed concurrently for public sector customers and private sector customers.
2. Suppliers must demonstrate the ability to respond to unconnected emergencies nationwide when the emergencies occur at the same time.
3. Suppliers must demonstrate the ability to reallocate assets for a large scale or multi-jurisdiction regional emergency. For example, an earthquake would affect the cities, towns, villages, school districts, state assets, etc. in a region simultaneously.
4. Suppliers must identify how many locations they have nationally and how many locations, nationwide, that are more than 300 miles from locations that are owned by the supplier.
5. What percentage of the nation is covered by established locations for the supplier?
6. How much of the country will you have to cover using third party contractors?

K. Sustainability

Because the contracts will be used nationwide, many jurisdictions will be interested in the sustainability of their contract operations, which includes financial, operational, and environmental impacts of activities. Examples of sustainability include environmentally friendly

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cleaning products, reduction of plastics, reduction of greenhouse gases, diversion of waste to recycling, whole life support of products, and so on.

1. What are the sustainability goals you have as an organization?
2. How do you measure success?
3. What has been the progress to attain and maintain your goals?
4. How do you help your customers be more sustainable?

L. Community

1. Contract(s) resulting from this solicitation will be leveraged by many communities or organizations with disparate community level commitments. To accommodate these organizations, all suppliers will need to articulate their opportunity to support these community-based initiatives during the contract terms.
 - a. How do you support community involvement?
 - b. How do you support community investment?
2. CoreTrust recognizes that a local government can and should accomplish socio-economic goals for their community when they decide how to prioritize spending and contracting requirements. For example, driving resources into the local economy to support generational wealth and the reduction of one-shot benefits and financial support infrastructure for communities is a legitimate use of the contracting and procurement process.

Where required by a local government, please detail how you can match their preferences for local, veteran-owned, woman-owned, minority-owned, disadvantaged, small, or other community-based preferences (including preferences regarding matching government contractors to the communities they will be serving), if requested. Are there additional costs to meet these requirements and how should those costs be accounted for in the pricing?

M. Operational

The government has a responsibility to be transparent to taxpayers about what to expect when using a contract. It is, therefore, ideal for there to be no hidden or unexpected costs in a vendor relationship.

1. Suppliers should identify any extreme conditions such as epidemics, pandemics, or other extraordinary events and how these will be handled related to pricing.
2. Suppliers should identify standard and overtime rates in all categories.
3. Suppliers should identify all mobilization costs and detail how they will be charged.
4. Some areas of the country produce unique risks related to pricing. Little Rock Water Reclamation Authority has identified these as Prime Areas. Please define your Prime Areas and offer alternate pricing in the pricing pages.
5. The contract(s) that will come from this solicitation will be a national contract(s). Please identify how you will handle negotiated or mandated labor rates greater than the quoted price.
6. Identify any charges for tools or equipment not on the pricing chart.
7. Please confirm that all charges are uniform for full-time staff as well as any labor that is subcontracted.

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8. Please identify how you will handle specialty and licensed trades nationally.
9. Please identify any other charges not stated in this solicitation.
10. Please identify and provide details as to whether the government can provide onsite services, such as dumpster services, through its own staff or contracted services instead of the supplier providing them with a markup.
11. Please identify all service or labor markups not specifically asked about in the solicitation.
12. Please identify how additional specialty products will be charged if not on the defined price list; suppliers are encouraged to add as many items as possible to the contract catalogue during the solicitation and this should only be used for specialty items specific to restoration.
13. Please provide details as to whether you offer a discount for prompt payment.
14. Please identify if you accept payment by credit card, wire transfer, etc. and any conditions or restrictions for these payment methods.
15. Please identify costs for offsite mobilization charges, taxes, permit fees, etc.
16. Please identify any costs to accommodate a request from a participating agency for a bond related to a specific project, e.g. performance bond.
17. Please identify the process you use to validate invoices before they are sent to the government agency, to ensure the invoices conform to the contract and project specifics.
18. Identify all the insurance and liability obligations you offer that provide protection for government clients, above and beyond the minimum requirements in the solicitation. Please confirm that these additional benefits do not incur additional cost.

14. INSURANCE REQUIREMENTS

- A. The Vendor **shall** secure and maintain throughout the duration of the contract, insurance of such types and in such amounts as may be necessary to protect itself and the interest of LRWRA against all hazards or risks of loss as hereinafter specified.
- B. All insurers **must** have at least an A- (excellent) rating by A.M. Best and be qualified to do business in the state of Arkansas. The form and limits of such insurance, together with the underwriter thereof in each case, **must** be acceptable to LRWRA but regardless of such acceptance it **shall** be the responsibility of the Vendor to maintain adequate insurance coverage at all times. Failure of the Vendor to maintain adequate coverage **shall not** relieve it of any contractual responsibility or obligation.
- C. Satisfactory certificates of insurance **shall** be provided to LRWRA prior to award and prior to any subsequent renewal. The certificate **shall** state that ten (10) days' advance written notice will be given to LRWRA before any policy covered thereby is changed or canceled. LRWRA will provide written notification and a required timeframe for submittal. The Vendor **must** submit the certificates within the timeframe as required by LRWRA.
- D. **Workers' Compensation and Employer's Liability:** This insurance **shall** protect the Vendor against all claims under applicable state workers' compensation laws. The Vendor **shall** also be protected against claims for injury, disease, or death of employees, which, for any reason, may not fall within the provisions of workers' compensation law. This policy **shall** include "all states" endorsement. The liability limits **shall not** be less than:

Workers' Compensation & Disability Statutory
Employer's Liability \$1,000,000 each Accident

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\$1,000,000 Each Employee for Injury by Disease

\$1,000,000 Aggregate for Injury by Disease

- E. **Commercial General Liability Insurance:** The Vendor **shall** maintain during the life of this contract such Liability Insurance as **shall** protect it against claims for damages resulting from (a) bodily injury, including wrongful death, and (b) property damage, which may arise from operations under the contract whether such operations be by itself or by any subcontractor or anyone directly or indirectly employed by either of them. The minimum acceptable limits of liability to be provided by such Public Liability Insurance **shall** be as follows:

\$1,000,000 Each Occurrence Limit (Bodily Injury and Property Damage)

\$2,000,000 General Aggregate per Project

\$2,000,000 Products & Completed Operations Aggregate

\$1,000,000 Personal and Advertising Injury Limit

1. It is expressly understood that it is the intent that any insurance obtained by the Vendor is deemed excess, non-contributory and not co-primary in relation to the coverage(s) procured by LRWRA.
2. To the fullest extent permitted by applicable state law, a Waiver of Subrogation Clause **shall** be added to the General Liability, Automobile and Workers' Compensation policies in favor of LRWRA.

- F. **Commercial Automobile Liability Insurance:** The Vendor **shall** take out and maintain during the life of the contract such commercial automobile (vehicle) liability insurance as **shall** protect it against claims for damages resulting from (1) bodily injury, including wrongful death, and (2) property damage, which may arise from the operations of any owned, hired or non-owned vehicles used by or for it in any capacity in connection with carrying out of the contract. The minimum acceptable limits of liability to be provided by such vehicle liability insurance **shall** be as follows:

\$1,000,000 combined single limit per accident

Commercial Auto Policy shall include CA-9948 Pollution Extension

- G. **Umbrella Policy:** This insurance **shall** protect Vendor against all claims in excess of the limits provided under the Compensation, Comprehensive Automobile Liability, and the Comprehensive General Liability. The liability limits of the Umbrella will be in the name of LRWRA and maintained in force for the duration of the contract by the Vendor. Policy **shall** provide a liability limit of not less than \$3,000,000 and **shall** protect LRWRA against any and all claims and liabilities for injury to or death of person, or damage to property caused in whole or in part by the negligent acts of omissions of Vendor, his agents, employees, or subcontractors, in connection with or resulting from the operations performed under the terms of the contract.

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SECTION G – SUBMISSION PROTOCOL; EVALUATION; AWARD

1. PROPOSAL SUBMISSION

A. All Respondents must complete and submit a proposal consisting of all required forms and attachments referenced in this solicitation. Respondent's complete proposal must be submitted no later than the submission deadline date specified on the cover page of this solicitation. Proposals must be prepared and submitted in accordance with the instructions found in this Section G.

B. Each proposal should be prepared simply and economically, providing a straightforward and concise description of the vendor's ability to meet the requirements of this RFP. Emphasis should be on completeness, clarity of content and responsiveness to the RFP evaluation criteria.

C. **Original Response Packet** (a.k.a., "Technical Written Response")

1. Vendor's original response packet **must be delivered to LRWRA in a sealed opaque package** on or before the established bid opening date and time.
2. The original response should be clearly marked "ORIGINAL" and **must** include the following
 - Original signed response. The required signature page is included as the last page of the document.
 - Response to *Section R2-Evaluation Criteria* included in the *Response Packet and Award Information* document of the response packet
 - Other documents and/or information as may be expressly required in this solicitation
3. The original response should include pages 6 and 7 of the ARBid Invitation document.
4. **DO NOT** include any other documents or ancillary information, such as a cover letter or promotional/marketing information.

D. **Official Bid Price Sheet** (See Pricing below)

Vendor's original *Official Bid Price Sheet* **must** be sealed separately from the technical proposal and **must** be submitted in hard copy format.

- a. Vendor should also submit one (1) electronic copy of the *Official Bid Price Sheet*, preferably on a flash drive. A CD will also be acceptable.
- b. The *Official Bid Price Sheet*, including the hard copy and electronic copy, **must** be separately sealed and should be clearly marked as "Pricing". Vendor **must not** include any pricing in the hard copies or other electronic copies of their Proposal Packet. **DO NOT** submit any ancillary information not related to actual pricing in the sealed pricing package.

E. **Additional Copies and Redacted Copy of the Response Packet**

In addition to the original response, vendor should submit the following items:

- a. Additional copies of the Response Packet
 - Five (5) additional complete hard copies (marked "COPY") of the response.

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- One (1) digital copy of the original hard copy response, preferably on a flash drive.
 - All additional hard copies and digital copies **must** be identical to the original hard copy *Response Packet*. In case of a discrepancy, the original hard copy response **shall** govern.
 - If LRWRA requests additional copies of the response, the copies **must** be delivered within twenty-four (24) hours of request or as stated in LRWRA's request.
- b. One (1) redacted copy (marked "REDACTED") of the original bid response, preferably on a flash drive.

F. Delivery of Response

1. Vendor's response should be properly marked with the information listed below. If the packaging is not properly marked, it may be opened for bid identification purposes.
 - Bid number
 - Date and time of the bid opening
 - Vendor's name and return address
2. Vendor's original sealed response **must be delivered to LRWRA, at the address below, in a sealed opaque package** on or before the established bid opening date and time.

Little Rock Water Reclamation Authority
 ATTN: Procurement Department
 11 Clearwater Drive
 Little Rock, AR 72204

Note: Delivery providers USPS, UPS, and FedEx deliver mail to LRWRA's street address on a schedule determined by each individual provider. These providers will deliver to LRWRA based solely on the street address. Vendor(s) who choose to hand deliver a bid response should take it to the permits desk in the Clearwater Administration Building which is located at 11 Clearwater Drive.

G. ORGANIZATION OF RESPONSE DOCUMENTS

It is strongly recommended that vendors adhere to the following format and suggestions when preparing a response. The original response and all copies should be indexed and tabbed, and should be arranged in the following order

- Completed and signed *Signature Page*.
- Signed Addenda, if applicable.
- List of subcontractors, if applicable
- Other documents and/or information as may be expressly required in this solicitation. Label documents and/or information to reference the solicitation item number.
- Response to the Evaluation *Criteria*

H. PRICING

1. Vendor **must** include all pricing on the *Official Price Bid Sheet* only. Vendor's monthly cost **must** include all scheduled services for each location. Any cost not identified by the successful vendor but subsequently incurred in order to achieve successful operation **shall** be borne by the vendor. The *Official Bid Price Sheet* is provided as a separate excel file posted with this solicitation.

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2. The *Official Bid Price Sheet*, including the hard copy and electronic copy, **must** be separately sealed and should be clearly marked as "Pricing". Vendor **must not** include any pricing in the hard copies or other electronic copies of their Technical Response. DO NOT submit any ancillary information not related to actual pricing in the sealed pricing package.
3. Vendor **must not** include any pricing in the hard copies or electronic copies of their Technical Proposal. Should hard copies or electronic copies of their Technical Proposal contain any pricing, the proposal **shall** be disqualified.
4. All pricing **must** be in ink or typewritten. Mistakes may be crossed out and corrections inserted adjacent thereto. Corrections should be initialed in ink by the person signing the proposal.
5. Failure to complete and submit the *Official Bid Price Sheet* **shall** result in disqualification.
6. All proposal pricing **must** be in United States dollars and cents.
7. The *Official Bid Price Sheet* may be reproduced as needed.

I. PROPRIETARY INFORMATION

1. Response documents pertaining to this solicitation will become the property of LRWRA and **shall** be subject to the Arkansas Freedom of Information Act (FOIA).
 2. One (1) complete copy of the original bid response from which any proprietary and/or confidential information has been redacted should be submitted online through AR Bid or submitted on a flash drive in the vendor's response for traditional hardcopy responses.
 3. Except for the redacted information, the redacted copy **must** be identical to the original hard copy, reflecting the same pagination as the original and showing the space from which information was redacted.
 4. The vendor **shall** be responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
 5. The redacted copy **shall** be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the vendor.
 6. If a redacted copy of the submission documents is not provided with vendor's bid response, a copy of the non-redacted documents, with the exception of financial data (other than pricing), **shall** be released in response to any request made under the Arkansas Freedom of Information Act (FOIA).
 7. If LRWRA deems redacted information to be subject to FOIA, the vendor will be contacted prior to release of the documents.
- J. All proposals shall be valid for a period of 180 days from the date the proposals are received by Lead Agency in compliance with the submission instructions set forth above.
- K. Subject to the requirements set forth in Sections A and B of the solicitation, during the period between the date Lead Agency issues this solicitation and the selection of Supplier, if any, Lead Agency must restrict all contact with Lead Agency and its personnel and shall direct any and all questions regarding this solicitation to the personnel identified in the solicitation Contact section below in the manner specified in such section. Contact with any prohibited individuals after

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issuance of this solicitation and before selection is made may result in disqualification of the Respondent.

- L. Respondents may submit questions regarding this solicitation in writing to the contact listed in Section 2 of this Section G during the Q&A Period outlined in the estimated timetable in Section F above. All questions and answers will be posted with the solicitation at www.arbid.net. Respondents may be required to affirmatively acknowledge receipt of answers in the manner specified by Lead Agency. Respondents are responsible for regularly viewing the website to review all questions and answers prior to submitting proposals. Oral communication concerning this solicitation shall not be binding and shall in no way excuse a Respondent of the obligations set forth in this solicitation. For each question submitted, Prospective Contractor should reference the specific Solicitation item number to which the question refers.
- M. In the event Lead Agency decides to conduct negotiations, exclusive or concurrent negotiations may be conducted with multiple respondents reasonably susceptible for award. Except to the extent otherwise required by law, during negotiations, no Respondent's proposal, including pricing, shall be revealed to any other party or to any other person who is not involved with the evaluation process.
- N. In the event Lead Agency in its sole discretion deems negotiations are not progressing, Lead Agency may formally terminate negotiations and may enter into subsequent exclusive or concurrent negotiations with the next most-qualified Respondent.
- O. **Lead Agency shall consider all proposals voluntarily submitted in response to this solicitation to be free of trade secrets and such proposals shall, in their entirety, be made a part of the public record in compliance with applicable open records policies and laws.** However, notwithstanding the foregoing, if a proposal is submitted in response to this solicitation, and the proposal contains trade secret information as defined under applicable law, then such trade secret information is entitled to all protections granted under applicable law or, if such applicable law requires such information to be expressly identified, such trade secret information must be clearly and conspicuously marked and/or identified as "Trade Secret Information" at the time that such proposal is submitted. If such trade secret information is so marked and/or identified, then, in accordance with applicable state law, Lead Agency shall designate such information as trade secret information and shall maintain and keep such trade secret information if allowed by open records laws. Subject to the foregoing, all proposals and any other documents submitted in response to this solicitation shall become the property of Lead Agency. This solicitation and proposals submitted in response to the solicitation, except for all CoreTrust and/or Respondent pricing, processes, and information that qualifies as trade secret information under applicable law and such portions, sections, or parts of a proposal that are clearly and conspicuously marked and/or identified as Trade Secret Information, are deemed to be public records pursuant to applicable state law. For purposes of this Section, "**proposal**" shall mean both the forms submitted by the Respondent in connection with this solicitation and any attachments, addenda, appendices, or sample products. Except to the extent any information contained in a proposal is considered trade secret information under applicable law, any proposal submitted in response to this or any Lead Agency solicitation that fails to clearly and conspicuously mark and/or identify trade secret information at the time that such proposal is submitted to Lead Agency for consideration shall be deemed and considered by Lead Agency to not contain trade secret information and such proposals shall be deemed to be public records in their entirety in accordance with this Section and applicable state law.
- P. Lead Agency may, in its sole discretion, waive minor errors or omissions in a Respondent's proposals when those errors do not unreasonably obscure the meaning of the content, or the competitive nature of the proposal submitted in response to this solicitation.

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- Q. CoreTrust and/or Lead Agency, in their sole discretion, may request Respondents reasonably susceptible for award, to submit a best-and-final offer. In such case, Respondents shall submit their best-and-final offers in writing. If a Respondent does not respond to the request for a best-and-final offer, that Respondent's most recent submission will be considered its best-and-final offer.
- R. By submitting a proposal, Respondent expressly agrees to waive any claim it has or may have against CoreTrust, its directors, officers, members, managers, employees, or agents arising out of or in connection with: (i) the administration, evaluation, or recommendation of any proposal; (ii) any requirements under the solicitation, proposal package, or related documents; (iii) the rejection of any proposal or any part of any proposal; and/or (iv) the award of a contract, if any. CoreTrust shall not be responsible or liable for any costs incurred by Respondents or the successful Respondent in connection with responding to the solicitation, preparing for oral presentations, preparing and submitting a proposal, entering or negotiating the terms of a contract, or any other expenses incurred by a Respondent. The Respondent is wholly responsible for any such costs and expenses and shall not be reimbursed in any manner by CoreTrust.

2. SOLICITATION CONTACT

A. Key Contact.

Blane Ridings, Procurement Administrator
Procurement@lrwra.com
 501-688-1444

3. REPRESENTATIONS. The Respondent hereby represents the following:

- A. It has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with this proposal and any subsequent award.
- B. It shall include in the Technical Proposal a complete description of any and all relationships that might be considered a conflict of interest in doing business with Lead Agency.
- C. To the best of Respondent's knowledge, the proposal has been arrived at independently and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other respondents or potential respondents in any award resulting from this solicitation.
- D. It is not currently delinquent in the payment of any franchise taxes.
- E. The individual signing the submittal (whether electronically or in paper form) is an authorized agent of the Respondent and has the authority to bind the Respondent to the Award.
- F. Where the solicitation contains a specification that states no substitutions, no deviation from this requirement shall be permitted. The Respondent shall comply with the true intent of the specifications and drawings and not take advantage of any unintentional error or omission. In cases where no type and kind of product is specified, specifications have been developed to indicate minimal standards as to the usage, materials, and contents based on the needs of the Participating Agencies. References to manufacturer's specifications ("**Specifications**") are to be considered informative to give Lead Agency information as to the general style, type, and kind requested. Lead Agency shall, in its sole discretion, determine whether proposed goods, materials, or equipment are substantially equivalent to the Specifications, considering quality,

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workmanship, economy of operation, and suitability for the purpose intended. Respondents should include all documentation required to evaluate whether their proposed goods, materials, or equipment are substantially equivalent to the Specifications.

- G. Respondent shall state the brand name and number of the materials being provided. If none is indicated, it is understood that the Respondent is proposing the exact brand name and number specified or mentioned in the solicitation. However, unless specifically stated otherwise, comparable substitutions shall be permitted in cases where the material is equal to that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended.
- H. Lead Agency reserves the right to award contract(s) to multiple Respondents. The decision to award multiple contracts, award only one contract, or to make no awards rests solely with Lead Agency. No exclusivity is implied in connection with this solicitation unless expressly stated otherwise. Lead Agency reserves the right to obtain like goods and services from other sources.

4. EVALUATION PROCESS AND CRITERIA

A. Verification of Submission Requirements

All proposals shall be reviewed for responsiveness to the material requirements of the solicitation. A proposal that is not materially responsive shall not be eligible for further consideration and the Respondent shall receive notice of the non-award of its proposal from Lead Agency.

B. Response Score and Evaluation

1. Vendor Acceptance of Evaluation Technique

- a. Vendor **must** agree to all evaluation processes and procedures as defined in this solicitation.
- b. The submission of a response to this solicitation **shall** signify the vendor's understanding and agreement that subjective judgments **shall** be made during the evaluation and scoring of the responses.
- c. LRWRA's decision **shall** be final.

2. Evaluation of Written Response

- a. A LRWRA-appointed Evaluation Committee will evaluate and score qualifying responses. Evaluation will be based on Vendor's response to *Evaluation Criteria* included in this solicitation. Other agencies, consultants, and experts may also examine documents at the discretion of LRWRA.
- b. The maximum available score for a vendor's response to *Evaluation Criteria* is 1,000 points.
- c. The total score received for written responses **shall** determine only the initial ranking of Vendors. This score will not be added to the Phase 2 Presentations/Interview Score. Only Vendors scoring at least the required minimum score of 700 **shall** move forward to Phase 2 of the evaluation process.
- d. Written responses that **do not** receive a minimum score of 700 **shall not** move forward in the solicitation process and **shall not** be considered.

C. Cost Score (300 points)

1.

When pricing is opened for scoring, the maximum amount of cost points will be given to the vendor with the lowest grand total as shown on the *Official Bid Price Sheet*. (See *Grand Total Score* for maximum points possible for cost score.)
2.

The amount of cost points given to the remaining vendors will be allocated by using the following formula:

$$(A/B)*(C) = D$$

A = Lowest Total Cost

B = Second (third, fourth, etc.) Lowest Total Cost

C = Maximum Points for Lowest Total Cost

D = Total Cost Points Received

D. Grand Total Score

The Technical Score and Cost Score will be added together to determine the Grand Total Score for the vendor. The vendor with the highest Grand Total Score will be selected as the apparent successful vendor. (See *Award Process*.)

	Maximum Points Possible
Technical Proposal	700
Cost	300
Maximum Possible Grand Total Score	1,000

1.

Proposal Responsiveness and Presentation (15%)

• Organization, clarity, and professionalism of the proposal submission

• Adherence to submission guidelines, including inclusion of all required components, forms, responses to all questions and fields throughout the documents

• Responsiveness to specific questions and criteria outlined in the solicitation documents
2.

Organizational Experience (20%)

• Respondent’s company statistics

• Proven track record in delivering emergency disaster restoration and cleanup services, particularly to municipalities or public agencies

• Evidence of relevant certifications that demonstrate the ability to perform required work

• Depth of expertise in serving diverse emergency disaster situations

• Quantity of employees
3.

Service Delivery Plan (20%)

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- Clarity and detail in the description of services provided to demonstrate the ability to deliver timely services as required
- Ability to meet service requirements, including 24/7/365 emergency response availability
- Submission of a detailed **Quality Assurance Plan (QAP)** outlining processes for performance of disaster recovery and restoration
- Sustainability solutions and practices

4. **Commitment to Social Equity (9%)**

- Demonstrated efforts to subcontract or partner with historically marginalized vendors (e.g., minority-owned, women-owned businesses, et al)
- Listing of potential qualified subcontractors that can perform work
- Ability to use local resources and community-based organizations in addition to the contractor's normal employee complement

5. **References and Past Performance (6%)**

- List at least three client references, preferably municipalities, counties, or public agencies; respondents must provide complete contact information (name of contact, agency name, phone number, email address, at a minimum)
- Credibility and evidence of successfully completed projects of similar scale and scope

6. **Pricing (30%)**

- Submission of a transparent and detailed pricing schedule, including regular and emergency rates
- Cost competitiveness relative to the scope and quality of services provided; lowest cost that meets the minimum requirements of this solicitation
- Future contract costs and risks

E. A Respondent's performance and actions under previously awarded contracts to schools, local, state, or federal agencies are relevant in determining whether the Respondent is likely to provide quality Products & Services to Participating Agencies; including the administrative aspects of performance; the Respondent's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the Respondent's businesslike concern for the interests of the customer.

F. Information Requirements. The Respondent shall provide the information, documentation, forms, and other materials required in Section N ("**Technical Proposal**").

G. Estimated Quantities. Estimated quantity IDIQ. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among Lead Agency and other Participating Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through the Program and volume growth into other public agency members through a coordinated marketing approach between Supplier and CoreTrust.

H. Cost Proposal Requirements. The Respondent shall provide a detailed cost proposal in the form required in Section O ("**Cost Proposal**").

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- I. Pricing Information. The below details should be taken into consideration when developing any cost proposal in connection with this solicitation and the Cost Proposal.
 1. Complete Proposal. It is the responsibility of the Respondent to provide a complete Cost Proposal that includes pricing based on a verifiable pricing methodology for all Products & Services to be considered part of the final Master Agreement offered to the Participating Agencies.
 2. Value. Lead Agency requests that Respondents offer Products & Services at lower prices that are scalable and with better value than what they would ordinarily offer to a single government agency, educational institution, or regional cooperative.
 3. Maximum Price. Lead Agency requests that pricing be submitted as not-to-exceed. The Respondent may adjust pricing lower if needed but cannot exceed the pricing submitted. Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to public agencies nationwide and further commits that if a Participating Agency is eligible for lower pricing through a national, state, regional, or local or cooperative contract, Supplier shall match such lower pricing to that Participating Agency under the Master Agreement.
 4. Indefinite Quantity. This solicitation requests pricing for an indefinite quantity of Products & Services.
 5. Total Acquisition Cost. The pricing included in the Cost Proposal must be clearly understood, complete, and fully describe the total cost of acquisition (e.g., cost of the proposed equipment, products, and services delivered and operational for its intended purpose in the Participating Agency's location).
 6. Prevailing Wage. Supplier and any of its subcontractors agree to comply with all laws regarding prevailing wage rates applicable to construction of public work, and any related federal requirements, including the Davis-Bacon Act, applicable to this solicitation and Participating Agencies.
 7. Administrative Fee. Pricing provided shall include the administrative fee payable to CoreTrust.
 8. Descriptions. All line items included in your Cost Proposal should be described by, but not limited to, characteristics such as manufacture name, stock or part number, size, or functionality.
 9. Discounts. Discounts shall be clearly defined. Pricing with multiple discounts levels based on quantity, sales volume, or any other factor is allowable and must be based on a fixed or defined price or sales range or configuration of Products & Services.
 10. No Cost-Plus Pricing. Cost-Plus Pricing is not acceptable as the primary pricing methodology for the solutions provided in your Cost Proposal. Cost-Plus Pricing can be defined as adding a markup to the cost of goods or services to arrive at a selling price. Using this pricing methodology is not accepted by Participating Agencies using Federal grant funds to purchase the Products & Services offered by Supplier.
- J. Lead Agency reserves the right to make additional investigations as it deems necessary to establish the capability of any Respondent.

5. PRICING SCHEDULE

An award shall be made to the respondent(s) that provide(s) the best value proposal. It is imperative that the respondents provide detailed pricing, how the pricing was calculated, and any additional information to enable selection of the best value contractor.

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The awarded Contractor(s) proposed pricing shall become Section O - Cost Proposal in the resulting Contract. Respondent's pricing schedule must include, at a minimum, the following:

- A. Regular hourly rates based on the scope of work and the respondents' proposed scope of services for emergency disaster restoration and cleanup services
- B. Emergency hourly rates based on the scope of work and the respondents' proposed scope of services for emergency disaster restoration and cleanup services
- C. Additional rates as specified by the respondent in its proposal should be based on the proposed scope of services, such as mileage, et al
- D. Rates for rental equipment used for emergency disaster restoration and cleanup services shall be at cost; cost plus pricing will not be accepted
- E. Respondents must use the pricing schedule attached to this solicitation document titled "Restoration Pricing Pages Proposed". This is an Excel document with multiple tabs that include:
 - 1. Labor (page 1)
 - 2. Consumables (pages 2-5)
 - 3. Equipment (pages 6-7)
- F. Pricing should be NTE (not to exceed) pricing/fixed price in US dollars not exceeding two decimal places (ex \$19.99); pricing should reflect total acquisition cost.

6. AWARD

- A. Depending upon the proposals received in a given category, Lead Agency may need to organize responses into subcategories based on specific geographies, products, or services in order to provide the broadest coverage of the requests in scope of this solicitation. Awards may be based on a subcategory.
- B. Lead Agency is under no obligation to issue a contract as a result of this solicitation if, in the opinion of Lead Agency and the proposal review team, none of the proposals are sufficiently responsive to the objectives and needs of Lead Agency. Lead Agency reserves the right to not select any Respondent should Lead Agency decide not to proceed for any reason.
- C. In the event a Respondent's proposal is not selected, Respondent may, simultaneous to or in lieu of a protest, request in writing that Lead Agency and Respondent engage in a debriefing process, the purpose of which is to provide Lead Agency's general feedback on the Respondent's proposal in order to aid the Respondent in preparing future proposals.
- D. Successful Vendor Selection: The ranking of vendors **shall** be determined by the grand total score each response receives in evaluation. The vendor(s) receiving the highest-ranking score for their response **shall** be selected as the apparent successful vendors.
- E. Negotiations
 - 1. LRWRA will enter pricing negotiations with the highest-ranking vendor after completion of the evaluation process.
 - 2. If LRWRA so chooses, it **shall** also have the right to enter discussions with the highest-ranking vendor to further define contract details. All negotiations **shall** be conducted at the sole discretion of LRWRA. LRWRA **shall** solely determine the items to be negotiated.

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3. If LRWRA and vendor cannot reach an agreement regarding contractual matters, including pricing, LRWRA **shall** declare the vendor as non-responsive and will begin the negotiation process with the next highest-ranking vendor. The negotiation process will be repeated until an anticipated successful vendor has been determined, or until such time LRWRA decides not to move forward with an award.
- F. Little Rock Water Reclamation Commission Approval: Any resultant contract of this solicitation **shall** be subject to LRWRA approval processes which may include LRWRC review and approval.
 - G. Issuance of a Contract: A LRWRA Procurement Official, with approval by the LRWRC, shall be responsible for award and administration of any resulting contract. A contract shall not be effective prior to award being made by a LRWRA Procurement Official.

7. PROTESTS

- A. Subject to the requirements set forth in Sections A and B of the solicitation, a protest may be filed by a prospective or actual Respondent alleging improprieties in the issuance of the solicitation or any other event preceding the deadline for proposal submission. The protest must be sent to the Procurement@lrwra.com and prior to the proposal due date.
- B. Any potential or actual Respondent objecting to the award of a contract resulting from the issuance of this solicitation may file a protest of contract award and must be submitted no later than 12:00 PM Central on the eighth (8th) calendar day after the public announcement of contract award.
 1. The protest must be filed in writing and must contain the following information:
 - a. The name, address, and telephone number of the protestor;
 - b. The name and number of the solicitation being protested;
 - c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 - d. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.
 2. Must be filed by sending to one of the following:

Email: Procurement@LRWRA.com

Mail or Delivery: Little Rock Water Reclamation Authority
11 Clearwater Drive
Little Rock, AR 72204
- C. An untimely protest may be considered by Lead Agency, if Lead Agency, in its sole discretion, determines that the protest raises issues significant to Lead Agency's procurement methodology. An untimely protest is one received by Lead Agency after the time periods set forth in this Section.

8. OTHER REQUIRED INFORMATION

- A. **Applicability of Section 9 (Other Required Information) – State-Specific Requirements**

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The requirements contained in this are included to address compliance obligations that may be imposed under the laws of certain states. These provisions apply only in those states where they are required by law or regulation and do not automatically apply to the Lead Agency or Participating Agencies located in states that do not impose such obligations.

Suppliers are responsible for complying with the certifications, licenses, and other requirements of the jurisdiction(s) in which they are conducting business under this Contract. States that currently require, or may require, additional certifications, licenses, registrations, or diverse business documentation under provisions such as those found in this Section include, but are not limited to: California, Texas, New York, Illinois, and Ohio.

Other states may also have comparable requirements. Suppliers are required to meet those obligations only when contracting with, receiving an award from, or fulfilling orders placed by the Lead Agency or a Participating Agency located in that state. If there is any conflict between the provisions in this Section and the laws of the Lead Agency's or a Participating Agency's state, the procurement laws of that Agency will govern and take precedence.

The inclusion of these provisions in this Section is necessary to ensure that this Contract may be lawfully used by Participating Agencies in states where such requirements exist. However, they do not create obligations for Suppliers in jurisdictions that do not require them, and failure to provide such documentation will not affect eligibility for award or use of this Contract outside the applicable state.

- B. **Certifications And Licenses:** Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

Does vendor agree?

 Initial

(Initials of Authorized Representative)

C. Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

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Contractor shall comply with governing board policy of the Participating entities in which work is being performed.

 Signed by:
F8898BD7E378488... Respondent Signature

D. Fingerprint & Criminal Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

 Signed by:
F8898BD7E378488... Respondent Signature

E. ANTITRUST CERTIFICATION STATEMENTS

(Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

 Signed by:
F8898BD7E378488... Respondent Signature

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F. IMPLEMENTATION OF HOUSE BILL 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Starting on January 1, 2016, the commission will make available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form and have the form notarized. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The commission will post the completed Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency.

Information regarding how to use the filing application will be available on this site starting on January 1, 2016.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

G. BOYCOTT CERTIFICATION

Respondent must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

Does vendor agree? _____

 Initial

(Initials of Authorized Representative)

Respondent must certify that it does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and will not discriminate during the term of the contract against a firearm entity or firearm trade association. Respondent must also certify that it does not boycott energy companies; and will not boycott energy companies during the term of the contract.

Does vendor agree?  (Initials of Authorized Representative)

H. TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

Does vendor agree?  (Initials of Authorized Representative)

I. FEMA REQUIREMENTS

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). Additionally, Appendix II to Part 200 authorizes FEMA to require or recommend additional provisions for contracts.

All respondents submitting proposals must complete this FEMA Recommended Contract Provisions Form regarding respondent's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using FEMA funds. This completed form will be made available to Members for their use while considering their purchasing options when using FEMA grant funds. Members may also require Supplier Partners to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Respondent should certify Respondent's agreement and ability to comply, where applicable, by having respondents authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a Respondent fails to complete any item in this form, it will be considered that the Respondent's response will be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, may impact the ability of a participating agency to purchase from the Supplier using federal funds.

1. Access to Records

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For All Procurements

The Winning Supplier agrees to provide the participating agency, the pass-through entity (if applicable), the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

The Winning Supplier agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The Winning Supplier agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

Does vendor agree?  (Initials of Authorized Representative)

For Contracts Entered into After August 1, 2017 Under a Major Disaster or Emergency Declaration

In compliance with section 1225 of the Disaster Recovery Reform Act of 2018, the participating agency, and the Winning Supplier acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States."

Does vendor agree?  (Initials of Authorized Representative)

2. Changes

FEMA recommends that all contracts include a changes clause that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may depend on the nature of the contract and the procured item(s) or service(s). The participating agency should also consult their servicing legal counsel to determine whether and how contract changes are permissible under applicable state, local, or tribal laws or regulations.

Does vendor agree?  (Initials of Authorized Representative)

3. Use of DHS Seal, Logo, and Flags

The Winning Supplier shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. The contractor shall include this provision in any subcontracts.

Does vendor agree?  (Initials of Authorized Representative)

4. Compliance with Federal Law, Regulations, And Executive Orders and Acknowledgement of Federal Funding

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This is an acknowledgement that when FEMA financial assistance is used to fund all or a portion of the participating agency's contract with the Winning Supplier, the Winning Supplier will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.

Does vendor agree?  (Initials of Authorized Representative)

5. No Obligation by Federal Government

The federal government is not a party to this or any contract resulting from this or future procurements with the participating agencies and is not subject to any obligations or liabilities to the non-federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

Does vendor agree?  (Initials of Authorized Representative)

6. Program Fraud and False or Fraudulent Statements or Related Acts

The Winning Supplier acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor's actions pertaining to this contract.

Does vendor agree?  (Initials of Authorized Representative)

7. Affirmative Socioeconomic Steps

If subcontracts are to be let, the Winning Supplier is required to take all necessary steps identified in 2 C.F.R. § 200.321(b)(1)-(5) to ensure that small and minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

Does vendor agree?  (Initials of Authorized Representative)

8. License and Delivery of Works Subject to Copyright and Data Rights

The Winning Supplier grants to the participating agency, a paid-up, royalty-free, nonexclusive, irrevocable, worldwide license in data first produced in the performance of this contract to reproduce, publish, or otherwise use, including prepare derivative works, distribute copies to the public, and perform publicly and display publicly such data. For data required by the contract but not first produced in the performance of this contract, the Winning Supplier will identify such data and grant to the participating agency or acquires on its behalf a license of the same scope as for data first produced in the performance of this contract. Data, as used herein, shall include any work subject to copyright under 17 U.S.C. § 102, for example, any written reports or literary works, software and/or source code, music, choreography, pictures or images, graphics, sculptures, videos, motion pictures or other audiovisual works, sound and/or video recordings, and architectural works. Upon or before the completion of this contract, the Winning Supplier will deliver to the participating agency data first produced in the performance of this contract and data required by the contract but not first produced in the performance of this contract in formats acceptable by the (insert name of the non-federal entity).

Does vendor agree?  (Initials of Authorized Representative)

SECTION H – REQUIREMENTS FOR NATIONAL COOPERATIVE CONTRACT

1. NATIONAL OFFERING. This Section H defines the expectations for qualifying Suppliers based on CoreTrust's and Lead Agency's requirements to market the resulting Master Agreement nationally to potential Participating Agencies. All transactions, purchase orders, invoices, and payments shall occur directly between Supplier and each Participating Agency, individually, and neither CoreTrust nor Lead Agency, including their respective agents, directors, employees, or representatives, shall be liable to Supplier for any acts, liabilities, damages, etc., of or incurred by any other Participating Agency. Supplier is responsible for knowing the tax laws in each state. These requirements are incorporated into and are considered an integral part of this solicitation and are hereby incorporated into the Administration Agreement and Master Agreement. CoreTrust reserves the right to determine whether to make the Master Agreement awarded by Lead Agency available to any Participating Agency, in its sole and absolute discretion, and any party submitting a response to this solicitation acknowledges that any award by Lead Agency does not obligate CoreTrust to make the Master Agreement available to Participating Agencies.

2. AUTHORIZATION OF CONTRACTORS, SUBCONTRACTORS, DEALERS, RESELLERS, AND DISTRIBUTORS. If Lead Agency or Respondent requires the use of contractors, subcontractors, dealers, resellers, or distributors to sell or service the Products & Services included in their proposal, the proposal should provide a list of or direct the proposal review team to where they can locate a list of the Respondent's dealers, resellers, or subcontractors who shall be authorized to sell through the contract in the event the Respondent receives a contract award. In the event Respondent receives a contract award and, during the term of such Master Agreement, additional or different contractors, subcontractors, dealers, resellers, or distributors are required by Lead Agency, Participating Agency, and/or Respondent (as applicable), the use of such additional or different contractors, subcontractors, dealers, resellers, or distributors shall be subject to the other party's consent (which approval shall not be unreasonably withheld, conditioned, or delayed) as evidenced in a writing signed by an authorized representative of each of Respondent and Lead Agency.

3. AWARD BASIS. The award of any Master Agreement resulting from this solicitation made by Lead Agency shall be the basis through which CoreTrust makes available the Master Agreement on a national level through the CoreTrust national cooperative contract program. If multiple Respondents are awarded by Lead Agency under the Master Agreement, those same Respondents shall be required to extend the Master Agreement to Participating Agencies through CoreTrust. Utilization of the Master Agreement by Participating Agencies shall be at the discretion of the individual Participating Agency. Certain terms of the Master Agreement specifically applicable to Lead Agency (e.g. governing law) are subject to modification for each Participating Agency as Supplier, such Participating Agency, and CoreTrust shall agree without being in conflict with the Master Agreement. Participating Agencies may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement (*i.e.* invoice requirements, order requirements, specialized delivery, diversity requirements such as minority and woman owned businesses, historically underutilized business, governing law, etc.). It shall be the responsibility of Supplier to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the Participating Agency. It shall further be the responsibility of Supplier to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of the Master Agreement and adjust wage rates accordingly. Any supplemental agreement developed as a result of the Master Agreement is exclusively between the Participating Agency and Supplier (contract sales are reported to CoreTrust).

4. MARKETING, SALES, AND ADMINISTRATIVE SUPPORT. CoreTrust shall provide marketing, sales, and administrative support to Supplier as determined by CoreTrust to market and promote the Products & Services on a national level. Such support and Supplier obligations shall be further detailed in the Administrative Agreement and may include, without limitation, training support, marketing collateral,

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website materials, participation in pitches and sales calls, trade shows, advertising, and social media campaigns.

5. ADMINISTRATIVE FEE. Suppliers shall be obligated to remit an Administrative Fee to CoreTrust in consideration of CoreTrust's support of the Program. Such Administrative Fee shall be paid by Supplier in accordance with the terms of the Administration Agreement.

[Remainder of page intentionally left blank.]

SECTION I

– FORM OF MASTER AGREEMENT

[Attachment to Follow]

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MASTER COOPERATIVE PURCHASING AGREEMENT

THIS MASTER COOPERATIVE PURCHASING AGREEMENT (this “**Master Agreement**”) is entered into as of the Effective Date (as defined herein) by and between Lead Agency and Supplier (each a “**Party**” and together the “**Parties**”).

RECITALS

WHEREAS, Little Rock Water Reclamation Authority serves as a lead agency (a “**Lead Agency**”) for CoreTrust Purchasing Group LLC (“**CoreTrust**”), a national cooperative purchasing organization, by publicly procuring Master Agreements for products and services (the “**Program**”) to be made available to current and prospective CoreTrust cooperative purchase program participants (“**Program Participant**”);

WHEREAS, CoreTrust is Lead Agency’s third-party procurement administrator and duly authorized agent managing procurement, contract management, marketing, sales, reporting, and financial activities of, for, and on behalf of Lead Agency;

WHEREAS, any Public Sector Entity may participate in the Program as a Program Participant to the extent permitted by applicable state, region, territory, and/or national law. The term “**Public Sector Entity**” includes without limitation state, county, city, special district, and/or local government entities, school districts, private and public educational institutions, political subdivisions, state/regional/territorial agencies, state/regional/territorial governments, and other entities receiving financial support from tax monies and/or public funds;

WHEREAS, CoreTrust makes its Master Agreements available through groups and associations (“**Association Partners**”) that contract with CoreTrust to provide additional benefits to such Association Partners’ members;

WHEREAS, Program Participants, Association Partners, and Association Partners’ members are referred to herein as “**CoreTrust Participants**,”

WHEREAS, Lead Agency issued a best value solicitation (“**solicitation**”) on behalf of CoreTrust Participants and solicited responses from companies (“**Respondent(s)**”) for Emergency Disaster Restoration & Cleanup Services with related products and services, as further described in Supplier’s cost proposal submission (collectively, “**Products & Services**”), and awarded a contract to Supplier; and

WHEREAS, CoreTrust shall make available this Master Agreement to Program Participants for procurement of Supplier’s Products & Services, and Supplier shall provide the same to Program Participants subject to this Master Agreement.

AGREEMENT

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the Parties agree as follows:

1. PERSONNEL; EQUIPMENT. Supplier shall provide the Products & Services to all Program Participants at the prices set forth in its cost proposal submission delivered in response to the solicitation. Supplier shall engage such subcontractors, personnel, and/or specialized equipment necessary to furnish Products & Services to all Program Participants throughout the Term of this Master Agreement.

2. SUPPLEMENTAL AGREEMENTS. No separate agreement shall apply to the Products & Services ordered under this Master Agreement.

3. PRICING

a. Charges. All amounts to be paid by Program Participants for Products & Services are provided in the cost proposal attached to the solicitation as Section O (“**Cost Proposal**”). Supplier agrees that there are no other rates, fees, charges, or other monetary incentives for Products & Services except those listed in Supplier’s Cost Proposal.

b. Restrictions. All pricing is “Not-To-Exceed,” where Program Participants shall receive pricing that does not exceed the per-unit pricing provided in Respondent’s Cost Proposal. No price increases are permitted within the first ninety (90) days after the Effective Date hereof. Thereafter, Supplier shall notify CoreTrust in writing immediately upon Supplier’s determination of any price increase, and all price increases shall be requested in writing to Lead Agency. Supplier shall deliver to Lead Agency manufacturer documentation or a formal cost justification letter simultaneous with such request. For clarity, price increases must be approved in writing by Lead Agency’s authorized representative in order to take effect, and no payment for additional materials or services beyond the amount

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stipulated in the Cost Proposal shall be paid without such prior approval. Supplier shall maintain all current pricing on file with CoreTrust, and shall provide to CoreTrust all price changes using the same format as was accepted in the original awarded contract.

4. TERM; TERMINATION

a. Term. This Master Agreement commences as of the effective date ("**Effective Date**") identified in the Master Agreement Acceptance Form attached to the solicitation as Section J ("**Master Agreement Acceptance Form**") and continues for the later of: (i) three (3) years; and (ii) the expiration date identified in the Master Agreement Acceptance Form ("**Termination Date**") unless extended, terminated, or canceled as set forth herein ("**Initial Term**"). Thereafter, Lead Agency may opt to renew his Master Agreement for four (4) additional one (1) year period(s) (each, a "**Renewal Term**") unless this Master Agreement is earlier terminated as set forth herein. By the Parties' mutual written consent, the Term of this Master Agreement may be extended beyond the Initial and Renewal Term(s) ("**Extended Term**"). The Initial Term together with all Renewal Terms and Extended Terms exercised are hereinafter collectively referred to as the "**Term**."

b. Termination. Each Party may terminate this Master Agreement: (i) at any time upon mutual written consent of all Parties' respective authorized representatives; (ii) upon ten (10) additional days' written notice in the event another Party breaches a material obligation hereunder, and (if such breach is curable) such Party fails to cure the breach or provide acceptable reassurance to the non-breaching Party(ies) within thirty (30) calendar days of receiving written notice thereof; and/or (iii) upon five (5) business days' written notice: (1) if another Party is adjudged insolvent or bankrupt or makes any assignment for the benefit of creditors; (2) upon the appointment of a receiver, liquidator, or trustee of another Party's property or assets; or (3) upon liquidation, dissolution, or winding up of another Party's business.

c. Effect of Termination. Upon termination of this Master Agreement for any reason, all Confidential Information shall be promptly returned to the Disclosing Party. Supplier shall immediately cease all sales of Products & Services to any Program Participant under and through the terms of this Master Agreement. Following the effective date of termination, Supplier shall not be precluded from selling its products and services to individuals, businesses, and entities that were Program Participants when this Master Agreement was in effect, either directly or through some other contract vehicle. Following the effective date of termination, Lead Agency and CoreTrust shall not be precluded from transitioning individuals, businesses, and entities that were Program Participants when this Master Agreement was in effect to another agreement or supplier.

5. CONFIDENTIALITY. This Section 5 shall apply solely to the extent permitted by applicable law. The non-public nature and details of the business relationship established hereunder, and each Party's ("**Disclosing Party**") non-public business information to which another Party (the "**Receiving Party**") becomes privy during the Term, constitute the Disclosing Party's confidential and proprietary information ("**Confidential Information**"), the disclosure, copying, or distribution of which in breach of this Master Agreement could result in harm to the Disclosing Party. Each Party shall maintain the other Parties' Confidential Information in the strictest confidence and shall not disclose, copy, or distribute the other Parties' Confidential Information, whether orally or in writing, directly or indirectly, in whole or in part, except to those of the Receiving Party's employees, agents, subcontractors, consultants, and suppliers with a need to know the Confidential Information who are bound: (a) in writing to these confidentiality obligations; and/or (b) by a professional duty of confidentiality. The foregoing shall not limit a Receiving Party, for purposes of marketing, from informing actual or potential CoreTrust Participants of the existence of a general contractual relationship between the Parties. The confidentiality obligations set forth in this Section shall continue in effect for the Term and thereafter for so long as permitted under applicable law. For clarity, "Confidential Information" shall not include information: (i) which is or becomes generally available to the public other than through the fault of the Receiving Party or a third party acting on the Receiving Party's behalf; (ii) which was available on a non-confidential basis prior to its disclosure by the Disclosing Party; and/or (iii) which becomes available to a Receiving Party on a non-confidential basis from a source other than the Disclosing Party or its representatives (provided, such source is not known by the Receiving Party to be subject to any prohibition against transmitting the information). Notwithstanding anything to the contrary herein, if a Receiving Party is required by applicable law, legal process, and/or court of competent jurisdiction to disclose the Disclosing Party's Confidential Information, the Receiving Party shall: (1) promptly notify the Disclosing Party in writing (to the extent legally permitted) so that the Disclosing Party may seek a protective order or other appropriate remedy; (2) furnish only that portion of the Confidential Information which is legally required; and (3) reasonably cooperate with the Disclosing Party's defense against such compelled disclosure (if any), at the Disclosing Party's expense and written request.

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6. INDEMNIFICATION. Supplier shall hold the CoreTrust harmless from, and indemnify CoreTrust against, any and all claims, demands, and actions based upon or arising out of any activities the Supplier and its employees and agents may perform under this Master Agreement and any related contracts or orders thereunder. Supplier shall defend any and all actions brought against CoreTrust based upon any such claims or demands.

7. INSURANCE. During the Term and for two (2) years following expiration or termination of this Master Agreement, Supplier at its own expense shall maintain, and shall require its agents, subcontractors, and suppliers engaged in Supplier's performance of its duties hereunder to maintain, general liability insurance, property insurance, and automobile insurance (at a minimum, in the amount of \$1,000,000 per occurrence/\$5,000,000 annual aggregate) applicable to any claims, liabilities, damages, costs, and expenses arising out of its performance under this Master Agreement and with respect to, or arising out of, Supplier's provision of Products & Services to Program Participants. Lead Agency, CoreTrust, and their respective officers, directors, employees, and agents shall be named as certificate holders on Supplier's related insurance policies. All such insurance policies shall incorporate a provision requiring written notice to Lead Agency and CoreTrust at least thirty (30) days prior to the cancellation, non-renewal, and/or material modification of any such policies. Supplier shall submit to CoreTrust within ten (10) calendar days after the Effective Date, and prior to furnishing Products & Services to any Program Participants, valid certificates evidencing the effectiveness of the foregoing insurance policies. Supplier shall provide such valid certificates on an annual basis until the terms of this Section are no longer applicable.

8. AUDIT. Lead Agency, whether directly or through an independent auditor or accounting firm, may perform audits of Supplier materials, including inspection of books, records, and computer data relevant to Supplier's provision of Products & Services to Program Participants pursuant to this Master Agreement, to ensure that pricing, inventory, quality, process, and business controls are maintained; provided, such inspections and audits shall be conducted upon reasonable notice to Supplier and in a manner not unreasonably interfering with Supplier's ordinary business operations.

9. MISCELLANEOUS

a. Submission Review. Lead Agency shall review proposed Respondent contract documents. Respondent's contract document shall not become part of Lead Agency's and CoreTrust's contract with Respondent unless and until an authorized representative of each of Lead Agency and CoreTrust reviews and approves it in writing.

b. General. This Master Agreement, together with all solicitation components of the solicitation, the components of Supplier's proposal, attachments, appendices, and exhibits hereto, constitutes the Parties' entire agreement with respect to the subject matter hereof and supersedes all prior oral or written representations and agreements with regard to the same. Supplier's complete and final solicitation response is hereby incorporated into and made part of this Master Agreement. No release, discharge, abandonment, waiver, alteration, or modification of any provision of this Master Agreement shall be binding upon any Party unless set forth in a writing signed by authorized representatives of the Parties. This Master Agreement should be construed without regard to any rule requiring interpretation against the drafting Party. Waiver by any Party(ies) of or the failure of any Party(ies) hereto to enforce at any time its rights with regard to any breach or failure to comply with any provision of this Master Agreement by the other Party(ies) may not be construed as, or constitute, a continuing waiver of such provision, or a waiver of any other future breach of or failure to comply with the same provision or any other provision of this Master Agreement. If any provision hereof is found by a court of competent jurisdiction to be invalid or unenforceable, it shall be enforced to the extent permissible and the remainder of this Master Agreement shall remain in full force and effect. This Master Agreement may be executed in one or more counterparts, each of which shall be deemed an original. For purposes of this Master Agreement, a facsimile, scanned, or electronic signature shall be deemed an original signature. In the event of conflict between terms in this Master Agreement and the terms of the solicitation or any section or attachment thereto, the following order of precedence applies: (i) the terms in the body of this Master Agreement; (ii) specifications and scope of work, as awarded; (iii) attachments and exhibits to the Master Agreement; (iv) the solicitation and all attachments thereto; and (v) Respondent's proposal and all attachments thereto.

c. Force Majeure. The Parties' obligations hereunder shall be temporarily suspended during any period a Party is unable to carry out its obligations under this Master Agreement by reason of a Force Majeure Event. For purposes of this Master Agreement, a "**Force Majeure Event**" means an occurrence negatively affecting a Party's performance hereunder and which is beyond such Party's reasonable control, including an act of God or public enemy, act of terrorism, pandemic or epidemic, fire, flood, civil commotion, or closing of the public highways. No Party shall have any responsibility to the other Party for a delay in performance nor failure to perform to the extent this Master Agreement is so temporarily suspended; provided: (i) nothing contained herein shall apply to payment obligations

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with respect to obligations which have already been performed under this Master Agreement; and (ii) the affected Party: (1) promptly notifies the other Party of such Force Majeure Event and the reasonably expected duration thereof; (2) exercises commercially reasonable efforts to promptly remedy, remove, or mitigate the effects of such Force Majeure Event to the extent reasonably possible; and (3) promptly resumes performance of any suspended obligation upon cessation of such Force Majeure Event.

d. Assignment. This Master Agreement and the rights and obligations hereunder are not assignable by any Party hereto without the prior written consent of the other Parties, which consent shall not be unreasonably withheld, conditioned, or delayed; provided, Supplier may assign its respective rights and obligations under this Master Agreement without the consent of the other Parties in the event Supplier undergoes a corporate reorganization, consolidation, merger, sale, or transfer of all or substantially all of its assets to another entity. Subject to the preceding sentence, this Master Agreement shall be binding upon, inure to the benefit of, and be enforceable by the Parties and their respective successors and assigns. Any instrument purporting to make an assignment in violation of this Section shall be null and void. This Master Agreement may be extended to additional entities affiliated with the Parties upon the mutual written agreement of the Parties' authorized representatives; provided, no such extension shall relieve the extending Party of its rights and obligations under this Master Agreement.

e. Relationship. Nothing contained in this Master Agreement creates any agency, partnership, or other joint enterprise between the Parties. The Parties shall at all times be independent contractors. No Party has authority to contract for or bind another Party in any manner whatsoever except as expressly permitted under this Master Agreement. This Master Agreement is made solely for the benefit of the Parties, and no third party shall acquire or have any right under or by virtue of this Master Agreement.

f. Governing Law. This Master Agreement shall be governed by and construed in accordance with the laws of the State of ARKANSAS and the United States of America, without regard to their respective conflict of laws principles. THE PARTIES EACH EXPRESSLY SUBMIT AND CONSENT TO THE JURISDICTION OF ANY COURT HAVING JURISDICTION OVER PULASKI, ARKANSAS WITH RESPECT TO ANY LEGAL PROCEEDING ARISING OUT OF, OR RELATING TO, THIS MASTER AGREEMENT. EACH PARTY EXPRESSLY WAIVES ANY OBJECTION THAT IT MAY HAVE BASED UPON LACK OF PERSONAL JURISDICTION, IMPROPER VENUE, OR *FORUM NON CONVENIENS*. In the event any Party initiates a suit and that suit is adjudicated by a court of competent jurisdiction, the prevailing Party shall be entitled to pursue recovery of reasonable attorneys' fees and costs from the non-prevailing Party, in addition to any other relief to which such court determines the prevailing Party is entitled or awarded.

g. Survival. In addition to those provisions which by their nature survive the expiration or termination of this Master Agreement, Sections 2 and 4 through 9 shall so survive.

h. Notice. All notices, claims, certificates, requests, demands, and other communications required or permitted hereunder must be in writing and shall be deemed effective: (i) when delivered personally to the recipient; (ii) the next business day following deposit with a nationally recognized overnight courier service; and/or (iii) three (3) days following deposit with the U.S. Postal Service if by certified or registered mail, return receipt requested and postage prepaid. The Parties agree that the day-to-day business communications may be made via electronic communication. Written notices to Supplier shall be sent to the remittance address provided with Supplier's proposal, and written notices to Lead Agency shall be sent to the below address(es), as may be updated from time to time pursuant to this Section.

If to Lead Agency:

Little Rock Water Reclamation Authority
ATTN: CEO
11 Clearwater Drive
Little Rock, AR 72204

With a copy to:

CoreTrust Purchasing Group LLC
Attn: Drew Tuller, Senior Director Sales, Public Sector or designee
Senior Director Sales, Public Sector
601 11th Avenue North, 7th Floor
Nashville, Tennessee 37203

SECTION J – MASTER AGREEMENT ACCEPTANCE FORM

[Attachment to Follow]

MASTER AGREEMENT ACCEPTANCE FORM

RESPONDENTS MUST SUBMIT THIS FORM COMPLETED AND SIGNED WITH THEIR RESPONSE IN ORDER TO BE CONSIDERED FOR AN AWARD.

The undersigned hereby proposes and agrees to furnish Products & Services in strict compliance with the terms, specifications, and conditions contained within this solicitation and the Master Agreement at the prices proposed within the submitted proposal, unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent, and that the contents of this proposal as to prices, terms, or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Company Name	Servpro Commercial, LLC
Address	801 Industrial Boulevard
City/State/ZIP	Gallatin, TN 37066
Phone Number	(615) 451-0200
Email Address	AnnaLeigh Warmack Kone AWKone@servpro.com
Printed Name	John Sooker
Job Title	President

Master Agreement Effective Date	6/29/2026
Master Agreement Termination Date	6/28/2029
Contract Number	24COR-012 Emergency Disaster Restoration & Cleanup Services

SERVPRO COMMERCIAL, LLC

Signed by:



F8898BD7E378488...

Authorized Signature

John Sooker

Printed Name

CEO

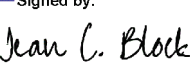
Title

6/25/2026

Date

LITTLE ROCK WATER RECLAMATION AUTHORITY

Signed by:



171730B464B744D...

Authorized Signature

Jean C. Block

Printed Name

Chief Executive Officer

Title

6/26/2026 | 3:26 PM CDT

Date

SECTION K – FORM OF ADMINISTRATION AGREEMENT

[Attachment to Follow]

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ADMINISTRATION AGREEMENT

THIS ADMINISTRATION AGREEMENT, including the Terms and Conditions attached hereto as Attachment A (collectively, this “**Admin Agreement**”) is entered into as of June 29, 2026 (“**Effective Date**”) by and between CoreTrust Purchasing Group LLC, a Delaware limited liability company (“**CoreTrust**”) and the Party identified in the table below (“**Supplier**”) (each a “**Party**” and together the “**Parties**”).

This Admin Agreement sets forth certain terms between CoreTrust and Supplier that apply to Supplier’s provision of Products & Services to governmental agencies participating in CoreTrust’s national cooperative purchasing program (“**Participating Agencies**”). For purposes of this Admin Agreement, any lead agency shall also be a Participating Agency.

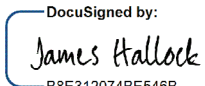
Supplier Full Name:	Servpro Commercial, LLC
Supplier Address:	801 Industrial Boulevard, Gallatin, TN 37066

Supplier National Account Manager:		Notice Address(es)* per Section 6(f):
Name:	AnnaLeigh Warmack Kone	With a copy to: Attn: Chief Legal Officer Servpro Commercial, LLC 801 Industrial Boulevard Gallatin, TN 37066 <i>*Please identify above any additional addresses to which a simultaneous copy should be sent.</i>
Title:	Director, Public Sector	
Telephone:	615-451-0200	
Email:	AWKone@servpro.com	

CoreTrust Point of Contact:		Notice Address(es) per Section 6(f):
Name:	Drew Tuller	CoreTrust Purchasing Group LLC Attn: Chief Revenue Officer 601 11th Avenue North, 7th Floor Nashville, Tennessee 37203 With a copy to: CoreTrust Purchasing Group LLC Attn: General Counsel 601 11th Avenue North, 7th Floor Nashville, Tennessee 37203
Title:	Senior Director Sales, Public Sector	
Telephone:	518-538-1948	
Email:	Drew.Tuller@coretrustpg.com	

IN WITNESS WHEREOF, CoreTrust and Supplier have signed this Admin Agreement by their duly authorized representatives as of the Effective Date.

CORETRUST PURCHASING GROUP LLC

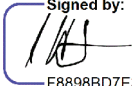
DocuSigned by:

B8E312074BE546B...

Authorized Signature

James Hallock

Printed Name

SUPPLIER

Signed by:

F8898BD7E378488...

Authorized Signature

John Sooker

Printed Name

ATTACHMENT A – TERMS AND CONDITIONS

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1. PARTY OBLIGATIONS

a. Mutual. Each Party shall cooperate in good faith to reasonably enable each Participating Agency's procurement of the Products & Services as contemplated hereunder.

b. CoreTrust. In addition to and without limiting Sections 1(a) and 4, CoreTrust shall conduct the following activities pursuant to this Admin Agreement and (as applicable) the Plan:

(i) Supplier Sales Training. CoreTrust shall during the Term develop, as appropriate and subject to Supplier approval (which approval shall not be unreasonably withheld, conditioned, or delayed), various sales training materials, sales tools, and marketing collateral to promote Supplier's Products & Services. In addition to the foregoing, CoreTrust shall (as appropriate) during the Term, and subject to CoreTrust's scheduling requirements: (1) conduct periodic sales trainings with Supplier sales representatives assigned to sell Products & Services; (2) provide such sales representatives with marketing collateral and sales tools to utilize with the Organizations, with particular focus on CoreTrust's procurement process and Organizations' legal ability in any applicable state (as further described in the Attachments) to purchase Products & Services without having to conduct their own bid or solicitation process; and (3) attend at least one Supplier company-wide sales and / or leadership meeting per year.

(ii) General Sales Support. CoreTrust shall, subject to CoreTrust's scheduling requirements, engage in Supplier sales efforts as agreed in writing between the Parties through participating in: (1) individual sales calls; (2) joint sales calls; (3) communications and customer service; (4) discussions and communication with Organizations during the sales process to address questions related to CoreTrust's procurement process, legal authority to purchase through the Cooperative Program, and Cooperative Program design; (5) trainings for Participating Agencies' teams; (6) regular business reviews to monitor Cooperative Program success; and (7) general contract administration.

(iii) Marketing. CoreTrust shall incorporate information about the Products & Services into CoreTrust's website and general collateral materials. CoreTrust and Supplier shall jointly develop and approve marketing materials to promote Products & Services, such as website content, print materials, talking points, press releases, and general correspondence. Subject to CoreTrust's scheduling requirements, CoreTrust shall market the Products & Services to Organizations as part of CoreTrust's ongoing Cooperative Program and other marketing activities, which may consist of: (1) general marketing of all of CoreTrust's master agreements, including Supplier's Products & Services; (2) marketing of Supplier's Products & Services specifically and / or as part of a package of selected master agreements to targeted Organizations; and (3) attending trade shows, conferences, and meetings, among other activities in CoreTrust's reasonable discretion.

c. Supplier. In addition to and without limiting Sections 1(a) and 4, Supplier shall conduct the following activities pursuant to this Admin Agreement and (as applicable) the Plan:

(i) Contract Administrator; Registration. Supplier shall identify a national account manager on the Cover Page and a separate executive corporate sponsor, each of whom is responsible for the overall management of this Admin Agreement, and notify CoreTrust promptly in writing following any change to such designee(s). Supplier is responsible for ensuring that each Organization has completed CoreTrust's registration process as designated by CoreTrust to Supplier prior to processing such Organization's first order.

(ii) Sales Commitment. Supplier shall market the Cooperative Program in the public sector as more thoroughly described in this Admin Agreement and the Plan. Supplier shall make available to interested Organizations such price lists or quotes as may be necessary for such Organizations to evaluate potential purchases of Products & Services, including without limitation publicizing and directly marketing to the Organizations (through print materials, appearances at conferences and promotional events, and other advertising and marketing activities) the benefits of CoreTrust's Cooperative Program and purchasing Products & Services through Supplier. Where Supplier has an existing contractual relationship for Products & Services with a state, Supplier shall notify such state of the Cooperative Program and transition the state to the pricing, terms, and conditions of a CoreTrust master agreement upon the state's request; provided, regardless of whether the state decides to transition to such master agreement, Supplier shall offer such master agreement to all Organizations located within the state.

(iii) Marketing and Training Commitment. Supplier shall, as more thoroughly set forth in the Plan (as applicable): (1) conduct training and education services about the Cooperative Program for the Organizations according to CoreTrust's reasonable scheduling requirements; (2) provide CoreTrust access to and use of Supplier's documents, presentations, and other materials applicable to this Admin Agreement and the services contemplated hereunder to enable CoreTrust to promote its Cooperative Program as contemplated hereunder; and (3) upon CoreTrust's reasonable request, provide information about the Participating Agencies' procurement of Products & Services which CoreTrust may use to improve its procurement processes.

(iv) Plan. Supplier shall work with CoreTrust to develop a Plan within the first ninety (90) days of the Term.

(v) Supplier Content. As requested by CoreTrust, Supplier shall provide Supplier Content for use on CoreTrust websites and for general marketing and publicity purposes as contemplated hereunder. During the Term, Supplier hereby grants to CoreTrust and its affiliates a non-exclusive, worldwide, royalty-free, transferable and sublicensable right and license to

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reproduce, modify, distribute, publicly perform, publicly display, and use Supplier Content to perform CoreTrust's obligations under this Admin Agreement.

(vi) Performance Review. During the Term, upon CoreTrust's reasonable request, Supplier shall participate in a performance review meeting with CoreTrust to evaluate Supplier's performance hereunder with respect to the marketing of the Program.

2. TERM; TERMINATION

a. Term. The Term of this Admin Agreement up to seven (7) years.

b. Termination. Supplier's failure to maintain its covenants and commitments contained in this Admin Agreement shall constitute a material breach of this Admin Agreement. If such breach is not cured within thirty (30) days of written notice to Supplier, in addition to any and all remedies available at law or equity, CoreTrust shall have the right to terminate this Admin Agreement, at CoreTrust's sole discretion.

c. Effects of Termination. Upon termination of this Admin Agreement for any reason: (i) Supplier shall continue making Administrative Fee payments to CoreTrust generated by Participating Agencies' purchase of Products & Services to the extent that Supplier continues to generate revenue from each Participating Agency's purchase of such Products & Services; and (ii) each Party shall immediately cease use of the other Party's trademarks, names, and logos.

3. FEES

a. Administrative Fee. Supplier shall pay CoreTrust the Administrative Fee for the preceding calendar month no later than thirty (30) days following the end of such calendar month. The Administrative Fee is payable in U.S. Dollars via wire to the payment account designated in writing by CoreTrust. All Administrative Fees not paid when due shall bear interest at a rate equal to the lesser of one-and-one-half percent (1.5%) per month or the maximum rate permitted by law until paid in full.

b. Reporting. No later than thirty (30) days after the end of each calendar month during the Term, Supplier shall deliver to CoreTrust the Administrative Fee Report. CoreTrust may compare Supplier's Administrative Fee Report with Participating Agencies' records and, if CoreTrust identifies a material discrepancy, CoreTrust shall notify Supplier in writing, and Supplier shall have thirty (30) days thereafter to resolve such discrepancy to CoreTrust's reasonable satisfaction. If such resolution requires payment of additional Administrative Fee amounts, Supplier shall remit payment of such balance to CoreTrust no later than fifteen (15) days thereafter; provided, if Supplier disputes CoreTrust's finding(s) of a discrepancy and / or the underlying Participating Agency documentation, the Parties shall engage an independent auditor to evaluate such discrepancy, and the cost of such independent audit shall be borne by Supplier. Additionally, in an effort to provide Participating Agencies transparency, Supplier will work with CoreTrust in providing transactional reporting via SFTP process or API connection ("**Agency Report**"). The Agency Report will capture itemized spend information, to the extent possible, identified by a Participating Agency, and will occur at a cadence set by CoreTrust, not to exceed monthly.

c. Audit. CoreTrust, whether directly or through an independent auditor or accounting firm, shall have the right to perform audits of Supplier's records related to its performance under this Admin Agreement, including inspection of books, records, and computer data relevant to Supplier's provision of Products & Services to Participating Agencies, to ensure that pricing, inventory, quality, process, and business controls are maintained; provided, such inspections and audits shall be conducted upon reasonable notice to Supplier and so as not to unreasonably interfere with Supplier's business or operations.

4. LEAD AGENCY COMPENSATION

a. Consideration. In consideration of the Lead Agency's role in developing, issuing, evaluating, and awarding the cooperative solicitation and resulting Master Agreement(s), CoreTrust Purchasing Group LLC ("CoreTrust") agrees to remit to the Lead Agency five percent (5%) of the total administrative fees collected by CoreTrust from Participating Suppliers under this Agreement.

b. Payment Schedule. Payments shall be made quarterly, within thirty (30) days following CoreTrust's receipt of the applicable administrative fees and shall be accompanied by a summary statement identifying the total fees received and the corresponding amount remitted to the Lead Agency.

c. Audit and Reconciliation. All such payments shall be subject to reconciliation and audit under Section 3(c) of this Agreement. CoreTrust's obligation is limited to the amount of administrative fees actually collected from Participating Suppliers.

d. No Impact on Participating Agencies or Suppliers. This provision applies solely between CoreTrust and the Lead Agency and imposes no cost, deduction, or obligation on any Participating Agency or Supplier.

5. REPRESENTATIONS & WARRANTIES

a. Mutual. Each Party hereby represents, warrants, and covenants that it does as of the Effective Date and shall during the Term comply with all applicable federal, state, and local laws, rules, regulations, and ordinances.

b. By Supplier. Supplier hereby represents and warrants that: (i) this Admin Agreement has received all necessary corporate authorizations and support of Supplier's executive management; (ii) it shall promote and market CoreTrust's Cooperative Program to Organizations; (iii) its sales force shall be trained, engaged, and committed to offering a master agreement to Organizations

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through CoreTrust in the geographies agreed between the Parties; (iv) all sales under such master agreement shall be accurately and timely reported to CoreTrust; (v) its sales force shall be compensated, including sales incentives, for sales to Participating Agencies under the master agreement in a consistent or better manner compared to sales to Organizations if Supplier were not awarded such master agreement; (vi) it is the owner of or otherwise has the unrestricted right to grant the rights in and to Supplier Content as contemplated hereunder; and (vii) Supplier Content and any other materials or services provided to CoreTrust as contemplated hereunder shall not infringe, misappropriate, or otherwise violate the intellectual property or proprietary rights of any third party.

6. INDEMNIFICATION; LIMITATION OF LIABILITY

- a. Indemnification. Supplier shall hold CoreTrust harmless from, and indemnify CoreTrust against, any and all claims, demands, and actions based upon or arising out of any activities the Supplier and its employees and agents may perform under this Admin Agreement and any related contracts or orders thereunder. Supplier shall defend any and all actions brought against CoreTrust based upon any such claims or demands.
- b. Disclaimer. With respect to any purchases by any Participating Agency, CoreTrust shall not be: (i) construed as a dealer, re-marketer, representative, partner, or agent of any type of Supplier or any Participating Agency; (ii) obligated by, liable for, or in any way responsible for the Products & Services or any order of Products & Services made by any Participating Agency or any employee thereof or for any payment required to be made with respect to such order for Products & Services; and / or (iii) obligated by, liable for, or in any way responsible for any failure by any Participating Agency to comply with procedures or requirements of applicable law or to obtain the due authorization and approval necessary to purchase Products & Services. CoreTrust makes no representation or guaranty with respect to any minimum purchases by any Participating Agency, whether individually or collectively, or any employee thereof under this Admin Agreement. CORETRUST EXPRESSLY DISCLAIMS ALL EXPRESS AND IMPLIED REPRESENTATIONS AND WARRANTIES REGARDING CORETRUST'S PERFORMANCE AS A CONTRACT ADMINISTRATOR. CORETRUST SHALL NOT BE LIABLE IN ANY WAY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, OR RELIANCE DAMAGES, EVEN IF CORETRUST IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. The terms of this Section 5 shall survive the termination of this Admin Agreement.

7. MISCELLANEOUS

a. General. This Admin Agreement constitutes the entire agreement of the Parties with respect to the subject matter hereof, and supersedes all prior agreements, arrangements, representations, and understandings relating to the same (written or oral). All Attachments hereto are hereby incorporated and made a part of Admin Agreement. Any conflict among the terms and conditions of any document associated herewith shall be resolved in the following order of precedence: (i) any Attachment; (ii) these Terms and Conditions; and (iii) any other such associated document. This Admin Agreement may be amended, modified, or supplemented only by a written document expressly indicating such intent of the Parties that is executed and delivered by an authorized representative of each Party. No failure or delay by a Party in exercising any right, power, or privilege hereunder shall operate as a waiver, nor shall any single or partial exercise thereof preclude any further exercise of any right, power, or privilege. If a court of competent jurisdiction finds any provision of this Admin Agreement unenforceable or invalid, then such provision shall be ineffective to the extent of the court's ruling, and all remaining portions of the Admin Agreement remain in full force and effect. This Admin Agreement may be executed in two or more counterparts, and manually-executed counterparts may be delivered in electronic form, each of which is deemed an original, and all of which together constitute one and the same instrument. Paragraph headings contained herein are for reference only and are not substantive parts of this Admin Agreement. The use of the singular or plural shall include the other form. As used in this Admin Agreement, all references to "include" or "including" mean inclusive by way of example, and not restrictive by way of limitation, and all references to "day(s)" mean calendar days unless otherwise indicated. This Admin Agreement shall not be construed as prepared by one Party, but rather as if the Parties jointly prepared the same.

b. Relationship. Nothing contained in this Admin Agreement creates any agency, partnership, or other joint enterprise between the Parties. The Parties shall at all times be independent contractors. Neither Party has authority to contract for or bind the other in any manner whatsoever except as expressly set forth in this Admin Agreement. This Admin Agreement is made solely for the benefit of the Parties, and no other persons shall acquire or have any right under or by virtue of this Admin Agreement. Except as otherwise provided herein, all representations, warranties, covenants, and agreements of the Parties shall remain in full force and effect regardless of any termination of this Admin Agreement, in whole or in part.

c. Assignment. Supplier shall not assign this Admin Agreement nor its rights or obligations hereunder without CoreTrust's advance written consent. CoreTrust may in its sole discretion assign this Admin Agreement and / or its rights or obligations hereunder, if to a legal entity that has the authority and capacity to perform CoreTrust's obligations under this Admin Agreement. Any assignment in violation of this Section shall be null and void. This Admin Agreement shall bind upon and inure to the benefit of the Parties, their successors, and permitted assigns.

d. Governing Law. This Admin Agreement shall be governed by and construed in accordance with the laws of the State of Tennessee and the United States of America, without regard to their respective conflict of laws principles. SUPPLIER AND CORETRUST EACH EXPRESSLY SUBMIT AND CONSENT TO THE JURISDICTION OF ANY TENNESSEE STATE COURT SITTING IN NASHVILLE, TENNESSEE OR THE UNITED STATES DISTRICT COURT FOR THE MIDDLE DISTRICT OF

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TENNESSEE WITH RESPECT TO ANY LEGAL PROCEEDING ARISING OUT OF, OR RELATING TO, THIS ADMIN AGREEMENT. EACH PARTY EXPRESSLY WAIVES ANY OBJECTION THAT IT MAY HAVE BASED UPON LACK OF PERSONAL JURISDICTION, IMPROPER VENUE, OR *FORUM NON CONVENIENS*.

e. **Force Majeure.** The Parties' obligations hereunder shall be temporarily suspended during any period a Party is unable to carry out its obligations under this Admin Agreement by reason of a Force Majeure Event. Neither Party shall have any liability to the other Party for a delay in performance nor failure to perform to the extent this Admin Agreement is so temporarily suspended; provided: (i) nothing contained herein shall apply to payment obligations with respect to obligations which have already been performed under this Admin Agreement; and (ii) the affected Party: (1) promptly notifies the other Party of such Force Majeure Event and the reasonably expected duration thereof; (2) exercises commercially reasonable efforts to promptly remedy, remove, or mitigate the effects of such Force Majeure Event to the extent reasonably possible; and (3) promptly resumes performance of any suspended obligation upon cessation of such Force Majeure Event.

f. **Notices.** Each Party shall deliver all notices hereunder to the respective address provided on the Cover Page (as a Party may update pursuant to this [Section 6\(f\)](#)), by: (i) personal h, effective on delivery; (ii) certified mail, return receipt requested and postage prepaid, effective three (3) days following deposit with the U.S. Postal Service; or (iii) nationally recognized overnight courier service, effective the next business day following deposit therewith. The Parties may exchange correspondence via email concerning ordinary business matters hereunder; provided, formal notices due under this Admin Agreement are not effective unless sent pursuant to this [Section 6\(f\)](#).

g. **Publicity.** A Party may issue press releases or other public announcements with respect to this Admin Agreement only with the prior written consent of the other Party's authorized representative. CoreTrust may use Supplier's trademarks, names, and logos as provided by Supplier to CoreTrust. CoreTrust authorizes Supplier to use CoreTrust's trademarks, names, and logos solely as provided by CoreTrust to Supplier and for the purposes of this Admin Agreement. Each Party's use of the other Party's trademarks, names, and logos shall be limited to standard communication, including correspondence, newsletters, and website material, and joint marketing efforts, including, but not limited to, utilizing the same on correspondence, collateral, agreements, websites, newsletters, or other marketing materials promoting the Products & Services pursuant to this Admin Agreement. Notwithstanding the foregoing, the Parties understand and agree that except as provided herein, no Party shall have any right, title, or interest in the other Party's trademarks, names, and/or logos.

8. DEFINITIONS

(a) "**Administrative Fee**" means an amount equal to three percent (3%) of the total sales price of all Products & Services purchased by the Participating Agencies and billed by Supplier (excluding taxes).

(b) "**Administrative Fee Report**" means an electronic report summarizing all sales made under the Cooperative Program during the preceding calendar month, in the form attached hereto as [Schedule 1](#).

(c) "**Attachment**" means the appendices attached hereto and made a part of this Admin Agreement.

(d) "**Force Majeure Event**" means an occurrence negatively affecting a Party's performance hereunder and which is beyond a Party's reasonable control, including an act of God or public enemy, act of terrorism, pandemic or epidemic, fire, flood, civil commotion, or closing of the public highways.

(e) "**Cooperative Program**" means CoreTrust's group purchasing organization operations, including without limitation its arrangements with certain vendors, strategic service partners, and other group purchasing entities.

(f) "**Organization(s)**" means (collectively) state, county, city, special district, and / or local government entities, school districts, private and public educational institutions, political subdivisions, state / regional / territorial agencies, state / regional / territorial governments, and other governmental agencies and nonprofit organizations.

(g) "**Plan**" means the sales and marketing plan through which the Parties shall advertise the Cooperative Program and benefits associated therewith to the Organizations, which plan shall include without limitation details concerning: (i) issuing co-branded press releases; (ii) publishing Cooperative Program details and contact information on both CoreTrust and Supplier websites; (iii) scheduling and holding training on any master purchasing agreement for the sales teams of both CoreTrust and Supplier; (iv) jointly participating in national and regional conferences; (v) jointly attending national and regional Participating Agency networking events; and (vi) designing, publishing, and distributing co-branded marketing materials; (vii) engaging in ongoing marketing and promotion of the Cooperative Program for the entire Term (e.g., developing and presenting case studies, collateral pieces, and presentations).

(h) "**Products & Services**" means those products and services provided or otherwise made available by Supplier under this Admin Agreement.

(i) "**Supplier Content**" means graphics, media, and other content Supplier provides or otherwise makes available to CoreTrust hereunder.

SCHEDULE 1 TO ATTACHMENT A - FORM OF ADMINISTRATIVE FEE REPORT

	File Type:	ADMIN	Lead Agency ID:	
	Supplier Name:		Related Check/Wire #:	
	Contract Number:		Check/Wire Amount:	
	Month:		Total Fees for this	
	Year:		Month for this contract:	
	NOTE: For a complete list of Participating Agency ID's please check the CoreTrust Participating Agency Roster that is emailed to you by the CoreTrust. Every Participating Agency must have an ID listed with it. Please contact Customer Service at gethelp@coretrustpg.com if you need assistance.			
	DO NOT DELETE THIS ROW OR MARK IN CELL "A10" OR THE SYSTEM WILL NOT ACCEPT THE FILE.			
	Participating Agency ID (Provided by CoreTrust)	Participating Agency Name	Monthly Net Sales	Monthly Admin Fees

**All amounts to be stated in U.S. Dollars.*

Section L – Form of Master Intergovernmental Cooperative Purchasing Agreement

[Attachment to Follow]

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MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT

THIS MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT (this “**Agreement**”) is entered into by and between those certain government agencies that execute a Lead Public Agency Certificate (“**Lead Agency(ies)**”) with CoreTrust Purchasing Group LLC (“**CoreTrust**”) to be appended and made a part hereof, and other government agencies (collectively, with Lead Agency, a “**Program Participant**”) who participate in the cooperative purchasing programs administered by CoreTrust and / or its affiliates and subsidiaries (collectively, “**Program**”) in the manner designated by Lead Agency and/or CoreTrust.

RECITALS

WHEREAS, after a competitive solicitation and selection process conducted by Lead Agencies, Lead Agencies enter into master agreements (“**Master Agreements**”) with awarded suppliers to provide a variety of goods, products, and services (“**Products & Services**”) to the applicable Lead Agency and Program Participants;

WHEREAS, Master Agreements are made available to Program Participants by Lead Agencies through the Program and provide that Program Participants may voluntarily purchase Products & Services on the same terms, conditions, and pricing as Lead Agency, subject to any applicable federal and / or local purchasing ordinances and the laws of the state of purchase;

WHEREAS, the parties hereto desire to comply with the requirements of any intergovernmental cooperative act, if applicable, to the laws of the state of purchase; and

WHEREAS, in addition to Master Agreements, the Program may from time-to-time offer Program Participants the opportunity to acquire Products & Services through other group purchasing agreements.

AGREEMENT

NOW, THEREFORE, in consideration of the mutual covenants contained herein and of the mutual benefits to result, the parties hereto agree as follows:

- 1. COOPERATION.** Each party shall facilitate the cooperative procurement of Products & Services.
- 2. COMPLIANCE WITH LAWS.** The procurement of Products & Services by the Program Participant shall be conducted in accordance with and subject to the relevant federal, state, and local statutes, ordinances, rules, and regulations that govern Program Participant’s procurement practices.
- 3. COMPLIANCE WITH CONTRACTUAL REQUIREMENTS.** The cooperative use of Master Agreements and other group purchasing agreements shall be conducted in accordance with the terms and conditions of such agreements, except as modification of those terms and conditions is otherwise allowed or required by applicable federal, state, or local law.
- 4. INFORMATION SHARING.** The Lead Agencies shall make available, upon reasonable request, information about Master Agreements which may assist in facilitating and improving the procurement of Products & Services by the Program Participant.
- 5. AGREEMENT ACCESS.** Program Participant agrees that the Program may provide access to group purchasing organization (“**Cooperative**”) agreements directly or indirectly by enrolling Program Participant in another Cooperative’s purchasing program; provided, the purchase of Products & Services shall be at Program Participant’s sole discretion.
- 6. PAYMENT.** Program Participant shall make timely payments to the distributor, manufacturer, or other vendor (each a “**Supplier**”) for Products & Services procured and received through any Master Agreement (each a “**CoreTrust Agreement**”) in accordance with the terms and conditions of the Master Agreement.
- 7. ADMINISTRATIVE FEE.** Program Participant acknowledges and agrees that CoreTrust may receive fees (“**Administrative Fees**”) from Suppliers, which are typically calculated as a percentage of the dollar value of purchases made by a Program Participant under a CoreTrust Agreement.
- 8. RESTRICTIONS.** Program Participant agrees that Products & Services purchased under any Master Agreements are for Program Participant’s own use in the conduct of its business, and in no event shall Program Participant sell, resell, lease, or otherwise transfer goods purchased through CoreTrust Agreements to an unrelated third party unless expressly permitted by the terms of the applicable CoreTrust Agreement.

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9. REMEDY; DISPUTE. Payment for Products & Services and inspections and acceptance of Products & Services ordered by Program Participant shall be the exclusive obligation of Program Participant. Disputes between Program Participant and any Supplier shall be resolved in accordance with the law and venue rules of the state of purchase unless otherwise agreed to by Program Participant and Supplier. The exercise of any rights or remedies by Program Participant shall be the exclusive obligation of Program Participant.

10. NON-CIRCUMVENTION. Program Participant shall not use this Agreement or the terms and conditions of any CoreTrust Agreement as a method for obtaining additional concessions or reduced prices for similar products or services.

11. DISCLAIMER. Program Participant shall be responsible for the ordering of Products & Services under this Agreement. A non-procuring party shall not be liable in any fashion for any violation by a party procuring Products & Services under this Agreement. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, CORETRUST MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING ANY PRODUCTS & SERVICES OR CORETRUST AGREEMENT AND SHALL HAVE NO LIABILITY FOR ANY ACT OR OMISSION BY SUPPLIER OR OTHER PARTY UNDER A CORETRUST AGREEMENT.

12. TERMINATION. This Agreement shall remain in effect unless terminated by one party giving thirty (30) days' written notice to the other party. The provisions of Sections 5, 6, 7, 8, and 9 hereof shall survive any such termination.

13. SEVERABILITY. If any term or provision of this Agreement is held invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction.

14. ASSIGNMENT. This Agreement and the rights and obligations hereunder are not assignable by either party hereto without the prior written consent of the other party (which consent shall not be unreasonably withheld, conditioned, or delayed); provided, Program Participant and CoreTrust may assign their respective rights and obligations under this Agreement without the consent of the other party in the event either Program Participant or CoreTrust shall hereafter effect a corporate reorganization, consolidation, merger, merge into, sell to, or transfer all or substantially all of its properties or assets to another entity. Subject to the preceding sentence, this Agreement shall be binding upon, inure to the benefit of, and be enforceable by the parties and their respective successors and assigns. Any instrument purporting to make an assignment in violation of this Section 14 shall be null and void.

15. ENTIRE AGREEMENT. This Agreement, together with any other documents incorporated herein by reference, constitutes the sole and entire agreement of the parties to this Agreement with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to such subject matter.

16. LIABILITY. To the extent not prohibited by law, neither CoreTrust nor Program Participant shall indemnify, defend, and hold harmless each other from and against any losses, damages, and expenses arising from any third-party claims, proceedings, and / or demands resulting from the activities of Supplier and its employees or subcontractors in connection with the Program. NEITHER PROGRAM PARTICIPANT NOR CORETRUST SHALL NOT BE LIABLE IN ANY WAY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, OR RELIANCE DAMAGES, OF THE OTHER PARTY EVEN IF THAT PARTY IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. FURTHER, THE PARTIES ACKNOWLEDGE AND AGREE CORETRUST SHALL NOT BE LIABLE FOR ANY ACTION, OR FAILURE TO TAKE ACTION, OF SUPPLIER IN CONNECTION WITH THE PERFORMANCE OF SUPPLIER'S OBLIGATIONS UNDER A CORETRUST AGREEMENT.

17. ACKNOWLEDGMENT. Each party to this Agreement acknowledges it has read the Agreement and represents and warrants that it has the necessary legal authority and is legally authorized to execute and enter into this Agreement.

18. COMMENCEMENT. This Agreement shall take effect upon: (i) executing a Lead Public Agency Certificate; or (ii) the Program Participant registering on any Program website or other formal written means, as applicable.

SECTION M – LEAD PUBLIC AGENCY CERTIFICATE

[Attachment to Follow]

LEAD PUBLIC AGENCY CERTIFICATE

In its capacity as a Lead Agency for the CoreTrust Program, Little Rock Water Reclamation Authority has read and agrees to the general terms and conditions set forth in the Master Intergovernmental Cooperative Purchasing Agreement (“**MICPA**”) regulating the use of the Master Agreements and purchase of Products & Services that from time to time are made available by Lead Agency to Program Participants nationwide through CoreTrust. Copies of Master Agreements and any amendments thereto made available by Lead Agency shall be provided to Suppliers and CoreTrust to facilitate use by Program Participants.

I understand that the purchase of one or more Products & Services under the provisions of the MICPA is at the sole and complete discretion of the Program Participant.

LITTLE ROCK WATER RECLAMATION AUTHORITY

Signed by:



171730B464B744D...

Authorized Signature

Jean C. Block

Printed Name

Chief Executive Officer

Title

SECTION N – TECHNICAL PROPOSAL

The selected Vendor's response to this solicitation shall be integrated into and designated as Section N – Technical Proposal of the final contract.

Prospective Contractors must use the Section N – Technical Proposal Workbook.

Supplemental information may be provided in searchable PDF format to support the Section N – Technical Proposal response. Failure to utilize Section N - Technical Proposal Workbook may result in a rejection of the bid.



SECTION N – TECHNICAL PROPOSAL

SECTION B – LEAD AGENCY REQUIREMENTS

Q2. PRIME CONTRACTORS, SUBCONTRACTORS AND FRANCHISEES

Servpro Answer:

Servpro Commercial, LLC (“Servpro” or “Servpro Commercial”) will pursue this contract under Option C: Franchisee Arrangement. Servpro Commercial will hold the master agreement directly with CoreTrust, while authorizing qualified independent franchisees of an affiliate to operate as resellers under the contract and the franchisees will perform the services pursuant to the contract. All approved franchisees will sign an agreement with Servpro Commercial to comply with the contract’s terms and conditions upon award.

Franchisees will manage all direct transactions with CoreTrust members, including prospecting, quoting, service delivery, invoicing, licensing, and providing Certificates of Insurance. Servpro Commercial will consolidate and report all sales made under the agreement and remit the required contract fee to CoreTrust on behalf of participating franchisees.

CoreTrust members will notify the franchisee when procuring services under the contract. If a member contacts Servpro Commercial directly, the company will capture and assign the opportunity appropriately and help ensure all reporting is reconciled upon project completion, invoicing, and payment.

Q3. VENDOR’S EMPLOYEES AND SUBCONTRACTORS

Servpro Answer: Servpro Commercial will authorize a franchise to service LRWRA directly. The franchise details are included below.

- name of all subcontractors:

SERVPRO of Northwest Little Rock, SERVPRO of Central Little Rock/Cammack Village, SERVPRO of East Little Rock, all with the same franchise ownership.

- subcontractor's address

**7517 Counts Massie Road
North Little Rock, AR 72113**

- subcontractor's contract information:

Melissa Shackelford

Melissa@servpromonroewestmonroe.com

318-614-8677

- complete description of work to be subcontracted: Emergency disaster restoration cleaning services as defined within this RFP.

Upon award, Servpro will provide a national list of authorized Servpro franchisees who may market, sell and transact with CoreTrust participating agencies.

Q15. Small and Veteran-Owned Business Policy

Servpro Answer: Servpro acknowledges the intent to utilize businesses that hold socioeconomic status. With a vast network of independently owned franchises, Servpro can offer to LRWRA and CoreTrust members various franchises to meet member goals.

APPENDIX B – BEST VALUE SOLICITATION SECTION F – BACKGROUND & SCOPE



13. Scope of Work

C. Commitment to Cooperative Value

2. Provide a detailed ninety-day plan that will begin on the award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go-to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:

Servpro Answer: Upon award and execution of the Master Agreement, Servpro Commercial will execute a structured, nationwide 90-day implementation plan to help ensure the contract becomes the primary go-to-market strategy for Public Agencies across the Servpro franchise network. The plan focuses on leadership alignment, rapid communication, franchise enablement, and operational readiness to drive immediate adoption and early utilization of the contract. If awarded in time, Servpro will introduce the contract to the franchise network on a case-by-case basis while at the Servpro Annual Convention. This plan is subject to award date as Servpro's Annual Convention is the first week of July where much of the Servpro Headquarters ("Servpro HQ") resources are allocated. Servpro plans to fulfill but may experience minor delays due to capacity based on timing of award.

1. Days 1-10

1.1 See question 2a for executive leadership

1.2 Nationwide Internal Announcement

Servpro will issue a systemwide launch communication, distributed through:

- Franchise owner newsletters
- Servpro HQ Operations Division leadership calls
- Servpro HQ national sales enablement platform

The communication will outline:

- Purpose and value of the contract
- Who can participate and how
- Required onboarding steps for franchisees
- Expected benefits for public agencies
- Available resources, training, and support

1.3 Establishment of the Contract Governance Team

Within the first 10 days, Servpro Commercial will stand up a dedicated Cooperative Contract Program Team responsible for:

- Oversight of implementation
- Franchise authorization and compliance
- Reporting, fee remittance, and contract performance metrics
- Acting as primary liaison to CoreTrust

2. Days 11-30: Franchise Network Enablement

2.1 Conduct mandatory training sessions for all participating franchisees (contract scope, pricing structure, COI requirements, service expectations, reporting workflow).

Publish onboarding packets including T&Cs, branding guidance, quoting templates, marketing assets and required documentation.

Activate a dedicated support inbox and help desk for franchise questions.

Roll out a standardized process for CoreTrust member verification and opportunity intake.

3. Days 31-60: Market Activation

3.1 Deploy targeted marketing campaigns announcing contract availability to public agencies.

Train field sales representatives on positioning, benefits, and compliant procurement pathways.

Equip franchisees with email templates, presentation decks, and outreach scripts.

In partnership with CoreTrust, Servpro would like to host a national webinar for CoreTrust members introducing Servpro's capabilities and contract value.



4. Days 61–90: Adoption Acceleration & Performance Tracking

Begin proactive outreach to high-priority Public Agencies within CoreTrust's member portfolio. Launch executive business reviews to track early utilization and adjust enablement where needed. Consolidate early wins into case studies for expanded adoption. Initiate quarterly reporting cadence to CoreTrust on sales activity and onboarding progress.

This 90-day implementation plan helps ensure that Servpro Commercial rapidly operationalizes the Master Agreement, achieves full internal alignment, equips franchisees nationwide, and drives immediate and sustained adoption across the public sector through clear leadership sponsorship and structured execution.

a. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within the first 10 days.

Servpro Answer:

Within the first 10 days of award, Servpro Commercial will secure and communicate formal executive leadership endorsement of the Master Agreement as the official public sector go-to-market strategy. This includes:

- A signed executive memo from the Servpro Commercial President and Commercial Division leadership affirming support for the CoreTrust Master Agreement.
- Internal designation upon award that the agreement will be used as a standard contracting pathway for eligible Public Sector agencies.
- Clear directions to all regional leaders, franchise owners, and commercial sales teams that this contract is a priority growth initiative.

b. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the CoreTrust team within first 90-days.

Servpro Answer:

After identifying key franchises to utilize to service CoreTrust members, in days 11-30, Servpro Commercial will introduce and train Servpro's authorized franchise salesforce on the details of the master agreement. This includes:

- Days 11-30: Contract scope, pricing structure, COI requirements, service expectations, reporting workflow
- Days 31-60: Train field sales representatives on positioning, benefits, and compliant procurement pathways.

3. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

Servpro Answer:

Days 1–10: Launch & Awareness

1.1 Co-Branded Press Release

Upon award, Servpro Commercial will collaborate with the cooperative to create and distribute a co-branded national press release announcing the Master Agreement.

Distribution will include:

- Public sector trade publications
- Emergency management and facilities management magazines
- Government procurement media outlets
- National franchise network channels



The press release will highlight:

- Scope and value of the cooperative contract
- Immediate eligibility for Participating Public Agencies
- How agencies can utilize the agreement
- Servpro's national capabilities through its independently owned and operated franchises

1.2 Internal Activation

Notify Servpro HQ's Commercial teams and franchise network of the award.
Provide messaging, FAQs, and a positioning guide for public sector outreach.
Upload the contract details and marketing assets to our internal platform.

Days 11–30: Outreach to Existing & Participating Public Agencies

2.1 Direct Communication to Participating Public Agencies

- Provided by CoreTrust, Servpro Commercial will send a dedicated email campaign to all current cooperative members introducing the contract, benefits, and service capabilities.
 - Provide a "Getting Started" guide containing contract numbers, capabilities and contact paths.

2.2 Outreach to Existing Public Agency Customers

- At the discretion of the participating franchises, notify all current public sector customers—state, county, city, K–12, higher ed, and special districts—about the ability to transition to the new agreement.
- Regional sales teams and franchise owners will schedule touchpoints with active accounts to help ensure seamless adoption.

2.3 Sales Training & Enablement

Conduct national webinar training for all commercial sales representatives and franchisees on:

- Contract overview
- Eligible end users
- How to position the cooperative contract
- Required documentation and verification steps

Distribute a public-sector outreach guide and ready-to-send prospecting templates.

Days 31–60: Nationwide Marketing & Demand Generation

3.1 Digital Marketing Campaigns

- Launch a cooperative-specific landing page promoting the Master Agreement and agency benefits.
- Support franchises in running targeted email sequences to procurement officers, facility managers, emergency managers, and public-sector operations staff.
- Support franchises in deploying segmented digital ads aimed at public agencies using Servpro HQ's national CRM and marketing automation system.

3.2 Trade Publication Visibility

Submit co-branded editorial content, success stories, or thought leadership pieces to:

- Government procurement journals
- Association newsletters (e.g., NIGP, NASPO, ASBO, AASBO)
- Emergency management and public works publications

3.3 Participation in Public Sector Events

- Register for relevant public-sector procurement conferences and virtual showcases to promote the Master Agreement.



- Present contract highlights and capabilities to associations and cooperative member webinars.

Days 61–90: Market Penetration & Expansion

4.1 Proactive Outreach to Prospective Agencies

- Support franchises to begin targeted outbound campaigns to high-priority prospects using cooperative membership lists and public-sector databases.
- Engage regional leadership and franchise owners in coordinated outreach plans for their territories.

4.2 Local Franchise Activation

Provide franchisees with marketing kits including:

- Co-branded flyers
- Capabilities statements
- Contract usage instructions
- Email and phone scripts for public-sector outreach

Franchise owners will use these to pursue local and regional public agencies under the Master Agreement.

4.3 Performance Reporting & Optimization

- Review early usage, outreach results, and pipeline activity.
- Adjust targeting, messaging, or outreach strategy as needed based on performance data.
- Begin compiling early case studies to showcase contract success and drive broader adoption.

a. Creation and distribution of a co-branded press release to trade publications.

Servpro Answer:

Servpro can fulfill this request.

b. Announcement, contract details and contact information published on the Supplier's website within first 90 days.

Servpro Answer:

Servpro Commercial will have this included within 90 days of award.

c. Design, publication and distribution of co-branded marketing materials within the first 90 days.

Servpro Answer:

Yes, reference above.

Provide franchisees with marketing kits including:

- Co-branded flyers
- Capabilities statements
- Email and phone scripts for public-sector outreach

d. Commitment to attendance and participation with CoreTrust at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement.

Servpro Answer:

Servpro HQ representatives plan to attend NIGP this year in Ohio. We are creating awareness of different procurement conferences and trade organizations that our franchises can participate in at a regional level. Often times NIGP local chapters will host industry days where industry sponsors the event allowing for presence. We will bring awareness to this within our franchise network. Servpro representatives also plan to attend A4LE's Learningscapes event. Where public sector agencies are in attendance, Servpro



agrees to show CoreTrust collateral in the booth representing our position as an awarded vendor.

e. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by CoreTrust for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by CoreTrust.

Servpro Answer:

Servpro Commercial agrees to attend and exhibit in the NIGP Annual Forum in the CoreTrust designated area as available. Servpro will support CoreTrust in its efforts to promote and market the event.

f. Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement.

Servpro Answer:

Servpro will make its best effort to advertise CoreTrust where applicable. Authorized franchises are responsible for regional advertising of the Servpro brand.

g. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.).

Servpro Answer:

Servpro will continue to market and promote the award throughout the term including marketing collateral being refreshed as opportunities allow including new case work, technology, and capabilities.

h. Dedicated CoreTrust internet web-based homepage on Supplier's website with:

Servpro Answer:

- CoreTrust standard logo
- Copy of original solicitation for proposals
- Copy of contract and amendments between Lead Procurement Agency and Supplier
- Summary of services and pricing
- Marketing Materials
- Electronic link to CoreTrust website including the online registration page
- A dedicated toll-free number and email address for CoreTrust

Servpro is prepared to create a CoreTrust component on our website to include the power of cooperative purchasing, CoreTrust logo, summary of services, and a link to CoreTrust website as well as toll-free number and email. Servpro and CoreTrust contract documents and pricing will remain on CoreTrust website and be available upon request for the participating members by Servpro.

i. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through CoreTrust. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

Servpro Answer:

Servpro Commercial does not currently hold regional or national cooperative contracts. Servpro franchises may have their own local cooperative contracts in effect. Servpro Commercial will introduce CoreTrust to authorized franchises. Where they see a better value in utilizing CoreTrust agreement, Servpro Commercial will support their promotion of switching.

For existing public agencies not affiliated with a cooperative organization, Servpro will introduce the value of utilizing CoreTrust's cooperative purchasing agreement and the path it will satisfy for their procurement division in a critical time during emergency response. Where a public agency hosts its own solicitation, Servpro franchises will present CoreTrust as a solution that satisfies the bid component and simplifies future purchasing for the agency.



j. Acknowledge Supplier agrees to provide its logo(s) to CoreTrust and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of CoreTrust logo will require permission for reproduction, as well, by requesting in writing to CoreTrust.

Servpro Answer:

Agreed. We can provide logos suites along with Servpro's Brand Identity Guide standards. We would ask a similar level of approval from CoreTrust as they use our logos and marks, that we have the ability to proof and review prior to any final use.

k. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow-up to leads established by CoreTrust. All sales materials are to use the CoreTrust logo. At a minimum, the Supplier's sales initiatives should communicate:

- Master Agreement was competitively solicited and publicly awarded by a Lead Procurement Agency
- Best government pricing
- No cost to participate
- Non-exclusive contract

Servpro Answer:

Servpro Commercial will be proactive in direct sales in partnership with our franchise sales teams. Servpro franchises sales teams will be trained in the value proposition that the master agreement satisfies the bid component a procurement official is looking for. This was accomplished by CoreTrust partnering with a lead procurement agency. Servpro will communicate that CoreTrust pricing is competitive in the market and built on a not to exceed model dependent upon location of the work being performed and at the discretion of the franchise quoting. Should the participating member prefer Xactimate for jobs less than \$50K which can be standard, Servpro franchise can comply. Servpro Commercial will help ensure franchises understand and communicate to prospective public agencies that membership is free and the contract is non-exclusive.

For project leads, any lead received by CoreTrust members to Servpro Commercial or our franchises will be responded to in one hour or less to the affected facility. Within 4 hours from the First Notice of Loss, a Servpro Franchise will be onsite to inspect the area and provide scope of work. Within 8 hours, franchise crews will be onsite to begin work.

4. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

- a. Key features of Master Agreement
- b. Working knowledge of the solicitation process
- c. Awareness of the range of Public Agencies that can use the Master Agreement through CoreTrust
- d. Knowledge of benefits of the use of cooperative contracts

Servpro Answer:

Servpro Commercial confirms that it will fully train its franchise national sales force on the Master Agreement upon award. This training will be mandatory for all relevant Servpro HQ personnel and participating Servpro franchises. The training program will include:

- A detailed review of the key features, required reporting, pricing, scope, and terms of the Master Agreement.
- Working knowledge of the solicitation and procurement process CoreTrust utilizes, including proper use of the contract when engaging Public Agencies.
- Creating awareness of the vast group of public agencies that are eligible to purchase from the CoreTrust agreement including leveraging with procurement, value adds with facilities division, and solutions with risk.
- Clear understanding of the benefits of cooperative contracts, including streamlined procurement,



compliance advantages, and accelerated service delivery

Servpro Commercial will ensure Servpro HQ staff and authorized franchises are equipped to accurately represent, promote, and utilize the Master Agreement in the public sector nationwide.

5. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team. Provide the name, title, email, and phone number for the person(s) who will be responsible for:

Servpro Answer:

Servpro HQ has a national accounts division. For the public sector, this division has a Director of Public Sector responsible for strategy throughout the different avenues to public sector. This strategy includes cooperative purchasing. Through participation in this RFP, Servpro Commercial intends to execute a cooperative purchasing agreement that allows our qualified franchises to activate their salesforce throughout the country to pursue prospects at the local level including state, local, higher ed and k12 end users. The highest-level personnel have been included below. For sales, this includes Servpro HQ's Chief Revenue Officer and Servpro HQ's Vice President of Field Operations whose team is responsible for activating and growing our franchises in tandem with their sales organizations.

Executive Support

John Sooker

President

JSooker@servpro.com

615-451-0200 X1811

Marketing

Roy Adcock

Commercial Marketing Specialist

rladcock@servpro.com

615-451-0200 X8854

Sales

Rhiannon Adams

Chief Revenue Officer

rmadams@servpro.com

615-675-9005

Lance Stanley

Vice President, Franchise Operations

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615-451-0200 x8920

Sales Support

AnnaLeigh Warmack Kone

Director of Public Sector

awkone@servpro.com

615-675-9094

Financial Reporting

Will Barlar

Vice President of Finance

WCBarlar@servpro.com

Accounts Payable

Yati Curd

Controller

YCurd@servpro.com

615-451-0200 X1981

Contracts

Carissa Perry



Contracts Coordinator
CPerry@servpro.com
 615-451-0200 x1843

6. Explain in detail how the sales teams will work with the CoreTrust team to implement, grow, and service the national program, including ongoing coordination of marketing and sales efforts, timely new participating public agency account set-up, timely contract administration, etc.

Servpro Answer:

1. Identify and Target CoreTrust Members

Servpro Commercial will review the CoreTrust membership list with the CoreTrust team to prioritize members by spend and size. We will then brief each authorized franchise on the top members in their market and facilitate introductions with CoreTrust field executives to jointly support targeted outreach.

2. Expand State-Level Access

Using Servpro's map of existing state restoration contracts, we will identify states without coverage and collaborate with CoreTrust and the local franchise to pursue state-level piggyback agreements.

3. Equip Franchises to Drive Adoption

Servpro Commercial will train all authorized franchises to promote CoreTrust as a procurement solution and provide account-setup guidance or direct agencies to the appropriate CoreTrust contact. Franchises will be aligned to use applicable state piggyback channels when available.

4. Quarterly Reporting and Fee Submission

At each quarter's close, Servpro Commercial will collect franchise sales from invoiced projects, compile a consolidated report, and submit both the required reporting and contract fee payment to CoreTrust on behalf of all participating franchises.

5. Quarterly Business Review (QBR) with CoreTrust

Servpro Commercial and CoreTrust will hold a quarterly business review to assess progress, review adoption trends, address operational needs, and identify new opportunities to support growth across the membership network.

7. State the amount of the supplier's public agency sales for the previous fiscal year. Provide a list of the supplier's top 10 public agency customers, the total purchases for each for the previous fiscal year along with a key contact person for each.

Servpro Answer:

Servpro is currently servicing public agencies nationwide including the contracts that have already been publicly identified below. Servpro franchises actively hold contracts in the following:

State of Virginia,

Lauralee Olivia

State of Kentucky

Finance.CRCGroup@ky.gov

State of Rhode Island

Gary Mosca

State of Arkansas

Taylor Watkins

State of Ohio

Jennifer Dammeyer

State of Louisiana

Arkeith White

State of Iowa



Michael Bradbury
State of Utah
S. Booth
State of South Carolina
Ginger Hardee

Multiple franchisees hold awards with TIPS and Buyboard that opens access to many State of TX entities. Due to these contracts being held externally, dollar value is not readily available.

8. Describe the supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Servpro Answer:

Order Management Through Receipt of Payment (Including Multi-Platform Use)

Servpro's information systems are purpose-built to support a decentralized purchasing and service delivery model while maintaining centralized visibility, governance, and financial controls. The system architecture enables authorized Servpro franchise resellers to transact directly with participating members, supported by enterprise-level oversight from Servpro Headquarters (HQ) and the Servpro HQ Commercial Select Division.

Decentralized Order Intake & Assignment

- Authorized Servpro franchise resellers may receive work requests directly from participating members, enabling rapid, localized response and decentralized purchasing execution. Participating members must disclose their intent to use the CoreTrust MSA.
- Upon notice from a participating member, the servicing franchise notifies Servpro HQ to obtain a unique job number, which establishes enterprise-level tracking and governance.
- Job numbers are dispatched directly back to the notifying franchise and serve as the system-of-record identifier across all platforms used throughout the project lifecycle.
- This model allows purchasing decisions and service execution to occur at the franchise level while maintaining centralized visibility and reporting.

Project Management & Field Documentation (Franchise-Level Execution)

Independently owned and operated Servpro franchises utilize Servpro's proprietary job management and documentation platform to manage daily operations, including:

- Scope of work and service authorization
- Daily production notes and progress logs
- Digital photographs and supporting documentation
- Equipment usage and placement

Franchises provide daily project updates to Servpro HQ's Customer Select / Commercial Select divisions, enabling ongoing audits and real-time status monitoring without restricting decentralized execution. This system supports consistent documentation standards across all franchises while allowing local teams to manage projects directly

Estimating, Invoicing & Franchise-Direct Transactions

- Franchises generate estimates and invoices using industry-standard estimating platforms, aligned with standardized pricing methodologies and documentation requirements.
- Invoices are issued directly by the servicing franchise, consistent with the decentralized purchasing model.
- Upon project completion, the franchise submits the complete job file—including purchase order



- (PO), invoice, and payment confirmation—into Servpro's job file audit system.
- This approach allows franchises to transact and collect payment locally while ensuring enterprise-level financial traceability.

Accounting, Payment Processing & Reconciliation

- Payments are processed at the franchise level using approved payment methods, including electronic and traditional channels, as required by participating members.
- Servpro HQ's Commercial Select Division conducts monthly reconciliations by comparing job numbers, payment status, and documentation housed within the job file audit system.
- Once reconciled and validated, paid job data is reported to CoreTrust on a quarterly basis, ensuring compliance with national account and cooperative reporting requirements.
- This structure balances franchise autonomy with centralized financial integrity and audit readiness.

Reporting, Visibility & Oversight

Servpro maintains enterprise reporting tools that provide:

- Job-level status tracking
- Financial reconciliation visibility
- Documentation completeness validation
- Audit trails tied to job numbers

Servpro HQ and Servpro HQ's Commercial Select teams use these tools to monitor decentralized activity. Customers benefit from consistent reporting despite transactions occurring across multiple independently operated franchises.

Multi-Platform Systems Architecture

Servpro's order-to-payment process operates across multiple integrated platforms, including:

- Servpro proprietary job management and job file audit systems
- Franchise-level estimating and invoicing platforms
- Customer-required vendor portals (when applicable)
- Third-party compliance, billing, or cooperative reporting systems (e.g., CoreTrust)

Data integration is achieved through a combination of system interfaces, standardized file uploads, and controlled manual processes, depending on customer and platform requirements.

9. The supplier must discuss its plan to migrate government spend to this contract.

Servpro Answer:

Upon award, Servpro will build its franchise authorization list. Servpro HQ's Director of Public Sector and franchise business consultant (Servpro Commercial's franchise field rep) will meet with each franchise.

This conversation will establish:

- Who do they actively provide services to in the public sector
- Which have contracts and which are not utilizing a procurement avenue
- What is the revenue tied to each end user
- Identify top targets not actively doing business with that have access to CoreTrust
- Identify cadence with each active end user not utilizing a procurement avenue to discuss options for utilizing CoreTrust
- Identify timeline on expiration with end users who do hold active contracts and willingness to incorporate CoreTrust as their purchasing path



Following this initial meeting, Director of Public Sector will continue to engage franchises for progress updates.

D. Supply Chain Security

1. The supplier will detail how much equipment is owned and stored, ready to deploy.

Servpro Answer:

Servpro Commercial maintains a substantial inventory of owned equipment to ensure rapid deployment and sustained response capabilities for customers of any size. Across the national network, more than 1.5 million pieces of restoration, mitigation, and specialty equipment are owned, stored, and maintained in a state of operational readiness.

This inventory includes commercial-grade drying equipment, dehumidification units, air filtration devices, power distribution systems, extraction tools, and other specialized resources required for large-scale or complex loss events. Equipment is strategically staged across multiple locations to support immediate mobilization and to meet surge demands during regional or national emergencies.

2. The supplier will identify contractual safeguards guaranteeing access to equipment, materials, and labor.

Servpro Answer:

Servpro prides itself in being self-sufficient, not having to rely on outside vendors to provide equipment, technical, or management expertise for a given project. Currently our Disaster Response resources provide an opportunity to produce multi-million dollar projects simultaneously without the use of outside equipment, technical or management support. With over 30,000 cleanup and restoration professionals and more than 1.5 million pieces of equipment system-wide, Servpro franchises have the resources available for all types of loss scenarios. In the event that owned resources are depleted, Servpro HQ has strategic national vendor relationships should additional resources are needed.

Additionally, Servpro HQ's Procurement Plus Department is tasked with building strategic partnerships with vendors to provide products and services for the Servpro System. Currently we have over 200 national vendors that provide a wide variety of services and products that include, but are not limited to, equipment and supplies, security fencing, promotional items, background screening services, office resources, and safety items.

3. The supplier will identify the in-house labor force available and its availability nationwide.

Servpro Answer:

Servpro Commercial specializes in providing comprehensive restoration and recovery services to public facilities, property management organizations, and a wide range of commercial entities. All work within the Servpro System is delivered through a nationwide network of more than 2,370 independently owned and operated Servpro franchises, supported by over 30,000 trained franchise professionals.

4. The supplier will identify stockpile levels and ability to provide chemicals and other consumables if and when the international supply chain experiences a significant disruption.

Servpro Answer:

Servpro HQ maintains strong readiness to continue delivering chemicals and other consumable products even if the international supply chain faces a significant disruption. Each Servpro franchise maintains its own local stockpile of essential chemicals, consumables, and equipment, ensuring immediate availability at the community level.

In addition to franchise-level inventory, Servpro HQ maintains a large, centralized stockpile that can be mobilized quickly to support regional demand surges or broad supply-chain interruptions. This dual-layer



inventory structure—local franchise stock plus Servpro HQ reserves—helps ensure consistent supply, faster replenishment, and reliable delivery even during large-scale or long-duration disruptions affecting global manufacturing or transportation.

5. The supplier will identify their ability to maintain supply and pricing during a projected tariff driven environment.

Servpro Answer:

We use a multi-layer strategy—sourcing diversification, inventory planning, contractual pricing structures, and tariff management—to protect continuity of supply and minimize price volatility when tariffs change.

6. The supplier will identify any additional supply chain safeguards, and the benefits those safeguards provide to the government customer.

Servpro Answer:

We use multiple layers of protection across sourcing, logistics, technology, and people to keep operations reliable, secure, and compliant for government customers. This includes:

Sourcing & Partners

- Multiple suppliers across different regions
- Regular vetting and performance checks for key suppliers
- End-to-end item tracking, including serialization and lot tracking

Inventory & Continuity

- Safety stock and vendor-managed inventory
- Pre-staged equipment and materials near key locations
- Business continuity and disaster recovery plans for major disruptions

Shipping & Handling

- Trusted carriers with established backup options
- Tamper-evident packaging and GPS-enabled shipment visibility

Data & Cybersecurity

- Strong access controls and multi-factor authentication
- Encrypted EDI/API connections
- 24/7 system monitoring and established incident-response procedures

Quality & Compliance

- Standardized quality checks at all stages
- Complete and accurate documentation for origin, export, hazardous materials, and more

Visibility & Governance

- Defined escalation paths for operational issues
- Regular reviews, reporting, and action plans

People & Facilities

- Role-based training and background checks for personnel
- Secure facilities with controlled access and monitored storage areas

E. Response Time

The supplier shall provide a guaranteed timeline for first contact response onsite, cost estimates, approvals and work schedule.

Servpro Answer:

Should a CoreTrust participating member facility suffer a loss, Servpro stands ready to assist in the recovery. The escalation of services is initiated upon receipt of assignment via the 24/7/365 professionally and fully staffed Servpro National Call Center. The size and complexity of the loss will be



the determining factor as to who is initially assigned to respond. Our service coverage will afford immediate response in one hour or less to the affected facility. Within 4 hours from the First Notice of Loss, a Servpro franchise will be onsite to inspect the area and provide scope of work. Within 24 hours, franchise crews will be onsite to begin work. Through the duration of the process jobs are documented with itemized estimates, digital photographs, signed work authorization forms and regular progress reports.

F. Project Management

The supplier will detail its project management strategy, escalation, and red flag management and the level of executive managing the event.

Servpro Answer:

Supervision of the CoreTrust account will follow a three-tiered structure. Overall responsibility for account management will reside with the Servpro HQ National Account Division. A dedicated Account Manager and Coordinator will oversee the daily operations and maintenance of the account.

The Servpro HQ Commercial Large Loss Division will provide oversight and consulting for all losses exceeding \$50,000.

In addition, Servpro HQ will leverage its Field Operations Division and Commercial Large Loss Division Managers to support the management of losses sustained by CoreTrust participating members. Their role includes delivering field support, helping to ensure compliance, and maintaining communication with the franchisee across six key result areas: executive planning, financial management, human resources, office procedures, production operations, and marketing.

The dedicated Servpro HQ National Accounts representative assigned to this account will serve as the primary point of contact. Their responsibilities include managing reporting capabilities, logging issues, developing action plans, resolving problems, tracking and escalating issue resolution, and following up on recurring concerns.

Supporting the National Accounts representative will be a Commercial Account Coordinator. This role will focus on reporting, problem resolution, monitoring recurring issues, and providing any additional support required by the Account Manager.

G. Training

On a national cooperative contract, it is important that participating agencies across the country have similar positive experiences. Suppliers should discuss how their training across the country is uniform, how performance is tracked and treated consistently, and how project success is tracked. In addition, please include how project challenges or failures are used to eliminate risk on future projects.

Servpro Answer:

Servpro Commercial helps ensure a consistent, high-quality experience for Public Agencies nationwide by maintaining standardized training requirements, rigorous compliance oversight, and a structured approach to performance tracking and continuous improvement across its franchise network.

Uniform National Training & Compliance Standards

The Servpro franchise system adheres to all applicable local, state, and federal laws governing restoration and remediation services and meets the regulatory requirements necessary to service public agencies nationwide. To participate in cooperative programs such as CoreTrust, Servpro franchises must meet Institute of Inspection, Cleaning and Restoration Certification (IICRC) standards. Compliance with these requirements is monitored and audited annually by Servpro HQ.

Although professional licenses are not formally issued for fire and water restoration, franchise professionals are held to nationally recognized IICRC standards, which establish consistent best



practices across all franchises. With more than 2,370 franchise, Servpro maintains one of the largest networks of trained and certified mitigation franchise professionals in the United States.

Standardized training programs and continuing education help ensure uniform capabilities across the country, including certification in:

Water Restoration Technician (WRT)
 Applied Structural Drying (ASD)
 Fire & Smoke Damage Restoration (FSRT)
 Applied Microbial Remediation (AMRT)
 Odor Control (OCT)
 Carpet Cleaning (CCT)
 Lead-Based Paint Activities and Renovation (RRRP)
 OSHA 10-Hour General and Construction Safety
 HIPAA Compliance
 National Air Duct Cleaning Association (NADCA) standards
 Time-and-Materials documentation and project tracking software

Each franchise is independently owned and operated, allowing it to also pursue state-specific licenses and certifications, while remaining aligned to Servpro's national training and quality standards.

Consistent Performance & Project Tracking

Servpro Commercial uses standardized operating procedures and documentation tools across its network to help ensure consistent service delivery, accurate reporting, and measurable outcomes on every project. Projects are tracked using time-and-materials documentation platforms that capture labor, equipment usage, and scope execution uniformly nationwide.

Performance is managed through:

- Servpro HQ oversight and periodic audits
- Standardized scope and documentation requirements
- Required compliance with national certification standards
- Centralized reporting and review processes

This approach helps ensure participating agencies receive comparable experiences regardless of location, scale, or project complexity.

Measuring Project Success

Project success is evaluated based on:

- Compliance with scope, safety, and regulatory requirements
- Timeliness of response and completion
- Accuracy and completeness of documentation
- Customer and agency feedback
- Adherence to cooperative contract requirements

Servpro Commercial reviews performance data across projects and regions to identify trends, reinforce best practices, and ensure consistency across all participating franchises.

Continuous Improvement & Risk Mitigation

Servpro Commercial uses project challenges, escalations, or service gaps as learning opportunities to reduce risk on future projects. This includes:

- Root-cause analysis of project challenges or failures
- Targeted retraining or certification reinforcement



- Process or documentation refinements
- Updated operational guidance distributed across the Servpro franchise network

Lessons learned are incorporated into national training programs and operational standards to strengthen performance and prevent repeat issues. This continuous improvement model enables Servpro to proactively enhance service quality and mitigate risk across our national programs.

H. Professionalism

1. The government benefits from using highly trained and specialized labor for emergency repairs. This provides confidence to the public, while often more expensive by the hour, provides a less expensive overall solution. Suppliers must identify the licenses and formal training their current employees have and must commit to maintaining the same (within 10%) training, license, and certification levels across all staffing throughout the life of the contract. Suppliers will provide details on the number of current employees carrying each certification, license, or other third-party validation.

Servpro Answer:

We are committed to a consistent and professional approach when dealing with all disaster restoration and recovery services. Servpro has over 50 years of experience serving America's largest insurance and commercial clients, dealing with every type of disaster. Servpro is proud to be an IICRC Certified Facility, owning 2 ASD certified training schools worldwide. The IICRC is a certification and standard-setting non-profit organization for the inspection, cleaning and restoration industries.

The Servpro franchise system offers trained and certified franchise employees:

Servpro is a leader in industry training, providing training opportunities to the franchises, Servpro HQ employees, and client employees. Servpro also provides continuing education courses for Clients/Agents/Claim staff, and IICRC Training. With more than 2,370 franchises, the Servpro System has one of the highest number of trained and certified individuals of any national mitigation vendor in the United States. Couple that with a multitude of Large Loss Disaster Recovery Teams with the experience, training and capacity to produce multimillion dollar jobs, we can staff and manage thousands of disaster recovery personnel, each with a background check, in a highly structured and productive manner. The Servpro System has trained personnel in the following areas:

Water Restoration Technicians
 Applied Structural Drying
 National Air Duct Cleaning Association
 OSHA Safety Training
 HIPAA Certified
 Time and Materials documentation software

CERTIFICATIONS	QUANTITY
WRT - Water Damage Restoration Technician	13,338
ECTP - Employee Certification Training Program	8,750
ASD - Applied Structural Drying Technician	5,034
FSRT - Fire & Smoke Damage Restoration Technician	4,820
RRRP - Lead-Based Paint Activities and Renovation	2,400
CCT - Carpet Cleaning Technician	2,224
AMRT - Applied Microbial Remediation Technician	3,190
SCT - Subrogation Claims Training	1,500
IICRC Certified	1,010



UFT - Upholstery & fabric Cleaning Technician	800
OCT - Odor Control Technician	1,450
HST - Health and safety Technician	780
RRT - Carpet Repair & Reinstallation Technician	500
OSHA - 10-hour General and/or Construction Industry Training Program	1,500
RCT - Rug Cleaning Technician	664
OSHA - Other Training	758
CMT - Commercial Carpet Maintenance Technician	665
FCT - Floor Care (Hard Surfaces) Technician	450
OSHA - 30-hour General and/or Construction Industry Training Program	750
LCT - Leather Cleaning Technician	360
SMT - Stone, Masonry and Ceramic Tile Cleaning Technician	270
CRT - Color Repair Technician	435
SCI/SPI/SEN - Carpet Inspector	110
SSI - Substrate Subfloor Introduction	105
MSI - Marble and Stone Inspector	105

2. The government has a responsibility to compare similar labor titles and categories to fairly evaluate pricing and technical responsiveness. Suppliers must identify the description, the required experience, and the required competencies for each title offered in the response.

These examples are given to provide a better explanation for evaluating professionalism:

Example A: When evaluating proposals received, if a title for Project Manager 1 is used by multiple respondents, the lead agency will review both job descriptions and qualifications and reserves the right to normalize the titles to compare apples to apples.

Example B: Supplier A offers a project manager requiring 10 years of experience and no less than 50 projects. Supplier B offers a project manager description requiring 3 years of experience and no minimum project number. These are significantly different. Supplier A also proposed a project Manager in training, which requires 4 years' experience and only 3 projects. This is much closer to the actual job description offered by Supplier B, so the lead agency can compare the similar titles during evaluation.

Servpro Answer:

Servpro clearly defines each of our labor descriptions across the franchise system to alleviate confusion on capabilities and tenure as follows:

- **Project Coordinator** – coordinates activities and assignments of designated projects to ensure that goals and objectives specified for the projects are accomplished. **Job Responsibility Examples:** Ensure proper reporting (CLLD); Review Project Burn Reports; Review status of jobs in progress; inspect all projects in progress; assist with project scope and estimate as necessary; meet with Adjuster/Consultant/Insured to review progress and provide dispute resolution and job site inspections and all appropriate permits are in place, if applicable.
- **Sr. Project Manager** – for extremely large projects requiring multiple Project Managers, a Senior Project Manager draws communication responsibilities with the materially interested parties away from the PMs, so they can better focus on task completion and documentation of their assigned project. **Job Responsibility Examples:** Job site inspection; prepare daily work orders; morning meeting with PM's; oversee morning line-up; meeting with Project Clerical Administrator to review previous days paperwork and ensure insurance company receives proper documentation;



meeting with Insured/Adjuster/Consultant to review progress; troubleshoot issues as necessary; complete daily checklist and job diary; review end of shift paperwork with APM for accuracy; daily meeting with PC; and ensures daily reporting to all stakeholders.

- **Project Manager (“PM”)** – directs all operations of a designated project and provides the primary single point of contact for all materially interested parties. The PM is accountable for the project's execution and completion. **Job Responsibility Examples:** Jobsite inspection; prepare Daily Work Orders; morning meeting with APM, HSO & RC; oversee morning line-up; meet with Project Clerical Administrator to review previous day's paperwork and ensure insurance company receives proper documentation; meet with Insured/Adjuster/Consultant to review progress; troubleshoot issues as necessary; complete Daily Checklist and Job Diary; review end-of-shift paperwork with APM for accuracy; daily meeting with PC and ensures daily reporting to all stakeholders.
- **Health & Safety Officer** – identifies, evaluates, and implements policy and procedures that affect health and safety aspects for all personnel on the jobsite. **Job Responsibility Examples:** Morning meeting with PM; morning Safety Meeting at line-up; continuous site inspections for safety infractions; ensure all safety boards are in place and satisfy all Servpro standards; incident reports as necessary; OSHA inspections as necessary; job site safety training, as necessary.
- **Remediation Supervisor** – Has developed expertise through project experience and supervises the General Laborers (GL) to maintain quality production but does not participate in the physical completion of tasks, other than training and coaching the General Laborers performing the work.
- **Desiccant & Technical Specialist** – handles specific specialty restoration services or tasks, such as, but not limited to: thermal imaging, 3D geospatial scans of a structure, ensures proper setup of all large and small format equipment, maintains drying zones and/or chambers, and is a technical advisor in specialty restoration services.
- **Assistant Project Manager** – executes the production plan (based on work orders and the direction of the Project Manager) by coordinating Restoration Supervisors (RS) and labor while assuring safety compliance and quality of production. **Job Responsibility Examples:** Job site inspection with PM; morning meeting with Restoration Supervisors; issue Daily Work Orders; morning line-up; on-going quality inspections; end-of-shift meeting with Restoration Supervisors; collect daily paperwork and review for accuracy; review end-of-shift paperwork with PM.
- **Restoration Supervisor** – Has developed expertise through project experience and supervises all labor classifications to ensure quality production but does not participate in the physical completion of tasks, other than training and coaching the those performing the work.
- **Content Inventory Supervisor** – is responsible for tracking and documenting all aspects of the contents handling and provide them on a daily basis for the project file processing on a project. This supervisor will manage teams within the structure/project and audit documentation and reports
- **Remediation Technician** – performs skilled production tasks and has training to work in specialized environments which may require additional PPE, safety gear, and communication techniques.
- **CDL Driver** – is responsible for transportation involving vehicles that require CDL license.
- **Restoration Technician** – performs skilled restoration tasks.
- **Resource Coordinator/Supply Supervisor** – identifies, negotiates and secures needed resources including labor, equipment, and subcontractors. **Job Responsibility Examples:** Morning meeting with PM; purchase subcontractor services as requested by PM; issue purchase orders as requested by PM; oversee subcontractor services; general site services oversight; evening meeting to review daily paperwork with PM.
- **Skilled Labor** – has developed expertise through project experience such as boarding up structures, the building temporary walls, erecting containment, and making precision cuts to building materials. This may also include the operation of specialty equipment (i.e. power tools, forklifts, and specialty restoration equipment) and work performed at high risk or height and providing specialized content packing and handling.
- **Project Clerical Administrator** – collects, compiles and validates all documentation and financial information for the project. **Job Responsibility Examples:** attending the morning meeting with



PM to review previous day's paperwork; data entry for all paperwork into Time and Materials Management (T&M) Software; reconcile invoices to tickets.

- **General Labor** – perform labor tasks and are capable of using basic hand tools.
- **Project Consultant/Estimator** – may be billed at the request or the invitation of a customer/client to provide consulting services, including detailed estimates on third party projects.

I. Cost and Risk Management

When procuring a service like fire and emergency restoration, the government should prioritize value over simple pricing. For example, having a highly efficient team at \$200 dollars per hour where the project takes 10 hours to complete is a better value than an average team at \$100 per hour where the project takes 50 hours. The government benefits significantly by picking the best value instead of the simple lowest cost.

Suppliers should detail how their response model drives cost avoidance for the government customer, how the pricing model and operational model will reduce the time from first contact to restoration, how the model handles scope changes, why the scope might change, and how the supplier's model will minimize the impact of the incident on government property, people, and services.

Servpro Answer:

When procuring specialized services such as fire and emergency restoration, government agencies should prioritize overall value rather than lowest unit pricing. For example, a highly efficient team charging \$200 per hour that completes a project in 10 hours delivers significantly greater value—and lower total cost—than an average team charging \$100 per hour that requires 50 hours to complete the same work. Selecting the best-value provider minimizes business interruption, accelerates recovery, and reduces downstream costs.

Servpro's response model is specifically designed to drive cost avoidance for government customers by reducing total project duration, preventing secondary damage, and restoring facilities and services as quickly as possible. With a national footprint of local franchise locations, Servpro can mobilize franchises rapidly—often within one hour of first contact—allowing mitigation efforts to begin immediately and preventing loss escalation.

Reduced Time to Restoration

Servpro's operational model combines:

- Immediate local response
- Pre-qualified, trained restoration teams
- Owned equipment inventory available without rental delays

This approach reduces the time between first contact and restoration start, shortens overall project duration, and helps government facilities and services to normal operations faster.

Handling Scope Changes

In emergency restoration, scope changes may occur due to:

- Hidden or evolving damage uncovered during mitigation
- Safety or regulatory requirements
- Environmental or structural conditions not visible at initiation

Servpro manages scope changes through standardized documentation, transparent communication, and real-time project assessment. Early stabilization and thorough initial evaluation minimize unexpected changes, while any required adjustments are clearly documented and coordinated with the agency to maintain budget and timeline control.

Minimizing Impact to Government Operations

By prioritizing rapid response, efficient execution, prioritization of areas impacted and experienced project management, Servpro minimizes:



- Downtime of government facilities
- Disruption to public services
- Risk to occupants, staff, and the public

This value-driven model ensures government customers achieve lower total cost of restoration, reduced risk, and faster operational recovery—outcomes that cannot be achieved by selecting providers based on lowest price alone.

The Servpro system helps reduce cost and operational risk for public sector customers through rapid response and accelerated recovery. For example, when Susquehanna Community School District experienced significant rainwater intrusions impacting approximately 12,000 square feet of hallways and classrooms, A Servpro franchise was on site within hours. The project was completed in 15 days, allowing the school to reopen quickly and resume normal operations. Minimizing downtime that disrupts student education is a core priority for Servpro franchisees. By restoring facilities swiftly, Servpro franchises limit financial exposure, protect public infrastructure, and help keep students in classrooms—supporting both immediate continuity and long-term community outcomes.

J. Capacity

This solicitation is designed for use by many jurisdictions nationwide. This means that a supplier's capacity to handle multiple restoration projects simultaneously is critical.

1. Suppliers must identify how they maintain multiple projects, in multiple jurisdictions at the same time. Where possible, highlight the order of magnitude of the number of projects managed concurrently for public sector customers and private sector customers.

Servpro Answer:

With a national footprint of more than 2,370 Servpro franchises, Servpro is uniquely positioned to manage hundreds to thousands of projects concurrently across multiple jurisdictions for both public and private sector customers. This distributed model enables rapid mobilization, local regulatory compliance, and scalable execution without reliance on temporary labor pools.

Unlike many large-loss providers that depend on a small, centralized management team supplemented by temporary or contract labor, the Servpro franchise system maintains one of the largest trained and certified workforces in the restoration industry. The Servpro system is supported by thousands of certified franchise employees across its franchise network, reinforced by Large Loss Disaster Recovery Teams capable of managing multi-million-dollar, high-volume recovery projects simultaneously.

This structure allows Servpro to respond quickly, stabilize losses, reduce secondary damage, and significantly minimize business interruption, even during widespread or regional events. Projects are staffed with experienced supervision and managed through structured labor deployment models that scale efficiently across locations.

In addition to labor capacity, Servpro owns the largest equipment inventory in the industry, including hundreds of thousands of air movers, dehumidifiers, and air scrubbers. This owned equipment base enables Servpro to support large numbers of concurrent projects nationwide without relying on rental resources, helping to ensure availability during peak demand and disaster events.

Together, Servpro's national scale, certified franchise workforce, large loss expertise, and unmatched equipment resources enable consistent, controlled management of high-volume, multi-jurisdictional project portfolios while delivering reliable outcomes for public and private sector customers alike.

Along with corporately owned large loss resources, the following owned equipment is available throughout the Servpro Franchise System.

Advanced Moisture Detection Equipment	31,734
Air Mover	792,250
Air Scrubber	84,759



Dehumidifier (Industrial Desiccant Units)	7,065
Dehumidifier (LGR)	179,748
Dehumidifier (Refrigerant)	31,137
Duct Cleaning Package	3,072
Electric Weighted Extractors (example: Hydro-X & Rover)	5,160
Emergency Lights	18,816
Manual Weighted Extractors (example: Water Claw)	5,166
Ozone Machine	10,038
Panel Drying System (Floor Mats)	9,195
Portable Extractor	12,555
Portable Generator (5000 Watt)	7,596
Pressure Washer	6,714
Roto	4,131
Soda Blaster	1,152
Thermal Fogger	6,345
Trailer for transporting equipment (Recommended, not required)	5,784
Truck (Van or comparable unit)	23,145
Truck Mount	7,000
Ultra Sonic Cleaner	1,524
ULV Fogger	7,644
Upholstery Machine	4,644
Utility Vehicles	9,654
Vacuum	21,465
Venting Fan	9,303
Wall Cavity Drying System	7,491
Wet/Dry Vacuum	17,685

2. Suppliers must demonstrate the ability to respond to unconnected emergencies nationwide when the emergencies occur at the same time.

Servpro Answer:

Servpro's disaster recovery operations are built on a layered, scalable response model designed to manage multiple, unconnected emergencies occurring at the same time across the country. Response teams are prequalified based on experience, certifications, and available resources, and Servpro's standard operating procedures help ensure the most qualified operator is assigned to each incident.

Service escalation begins immediately through Servpro's 24/7/365 National Call Center, allowing multiple events to be assessed and dispatched concurrently. Servpro's national footprint enables rapid onsite response—often within one hour or less—to stabilize conditions and prevent secondary damage.

Local franchises initiate immediate mitigation, while Servpro HQ's Large Loss Division deploys specialized disaster recovery teams when incidents exceed local capacity. These teams are supported by a national fleet of large-loss equipment, including desiccant dehumidification units, generators, mobile command centers, and encampments.

With access to over 30,000 trained restoration franchise professionals nationwide, and strategic partnerships that provide prioritized access to additional equipment when needed, Servpro has the capacity to simultaneously staff and manage multiple large-scale emergency responses without



compromising speed, quality, or consistency.

3. Suppliers must demonstrate the ability to reallocate assets for a large scale or multi-jurisdiction regional emergency. For example, an earthquake would affect the cities, towns, villages, school districts, state assets, etc. in a region simultaneously.

Servpro Answer:

When the scope of a loss exceeds local capacity, Servpro HQ's Large Loss Division deploys specialized Large Loss Disaster Recovery Teams with advanced expertise and national reach. CORETRUST participating agencies have access to Servpro's substantial large-loss equipment fleet, including:

- Stand-alone 5,000 CFM desiccant dehumidifiers
- First Strike Units combining desiccant dehumidification with 150 kW generators
- 175 kW generators with full power distribution and step-down transformers
- Mobile command centers and mobile encampments

Across the Servpro system, more than 30,000 trained cleanup and restoration franchise professionals are available for rapid mobilization, providing the capacity to manage multiple large-scale events at the same time. In the unlikely event that internal resources are fully deployed, Servpro's strategic alliances with equipment manufacturers and rental partners help ensure prioritized access to additional equipment, preserving continuity of response during peak demand.

4. Suppliers must identify how many locations they have nationally and how many locations, nationwide, that are more than 300 miles from locations that are owned by the supplier.

Servpro Answer:

Servpro operates a national franchise network of more than 2,370 franchises, providing coverage across approximately 95% of U.S. ZIP codes. This extensive footprint ensures broad geographic reach and the ability to serve public agencies nationwide.

Due to the density of Servpro network, the vast majority of franchises are within 300 miles of another Servpro franchise owned within the system. As a result, Servpro has minimal to no franchises nationwide that are more than 300 miles from another Servpro franchise, ensuring consistent access to resources, support, and surge capacity across all regions.

This national coverage model enables rapid response, operational continuity, and consistent service delivery regardless of location.

5. What percentage of the nation is covered by established locations for the supplier?

Servpro Answer:

Servpro operates a national franchise network, providing coverage across approximately 95% of U.S. ZIP codes

6. How much of the country will you have to cover using third party contractors?

Servpro Answer:

Servpro will not rely on third party contractors. We will utilize the closest qualified franchise to service markets not currently owned by an operating franchise.

K. Sustainability

Because the contracts will be used nationwide, many jurisdictions will be interested in the sustainability of their contract operations, which includes financial, operational, and environmental impacts of activities. Examples of sustainability include environmentally friendly cleaning products, reduction of plastics, reduction of greenhouse gases, diversion of waste to recycling, whole life support of products, and so on.

1. What are the sustainability goals you have as an organization?

Servpro Answer:



The Servpro network is committed to making steady, meaningful progress toward reducing its environmental footprint through practical and thoughtful actions. Servpro measures success by taking granular steps that support responsible resource use and long-term operational efficiency.

A core focus of this approach is evaluating opportunities to restore rather than replace, and to repurpose existing space and equipment wherever possible. By prioritizing reuse and extending the life of materials and assets, Servpro seeks to minimize waste generation and reduce the environmental impact associated with new production and disposal.

Facility efficiency is another important area of emphasis. For example, the Servpro HQ campus has implemented LED lighting with motion sensors throughout the administrative building. This initiative helps ensure energy is used only when needed, supporting reduced energy consumption and contributing to lower associated carbon emissions.

Servpro also promotes responsible waste management practices at the employee level. Recycling bin access is provided throughout Servpro HQ to help divert materials from landfills and encourage sustainable behaviors as part of everyday operations.

Servpro strengthens its long-term financial sustainability by optimizing the operating model of its franchise network. When franchise owners operate multiple territories, they are able to leverage shared services, creating economies of scale and improving cost efficiency. This structure helps enhance business longevity by reducing redundant expenses and stabilizing operating margins. The resulting financial efficiencies allow franchisees to reinvest capital into growth, capability expansion, and market support, which helps to ensure continued service reliability and sustained value for the communities Servpro franchises serve.

Within the Servpro system, we support operational sustainability by building scalable, repeatable response models that balance workforce capacity, asset readiness, and process discipline. Through cross-trained teams, proactive equipment lifecycle management, standardized operating procedures, and resilient supply chains, Servpro is able to respond to fluctuating demand without burnout, service degradation, or operational breakdown. This approach helps ensure consistent performance, safety, and reliability over time - even under repeated disruption.

While Servpro recognizes it is still in the early stages of its sustainability journey, the organization remains committed to continuous improvement. By embedding sustainability considerations into daily decision-making and enhancing practices over time, Servpro aims to move in the right direction—balancing environmental responsibility with operational effectiveness and service excellence.

2. How do you measure success?

Servpro Answer:

Servpro measures success by the consistency and effectiveness of the actions it takes to reduce its environmental footprint and operate responsibly over time. Rather than relying solely on formal metrics, success is reflected in practical improvements embedded into everyday operations and decision-making.

Key indicators include the organization's ability to restore rather than replace, repurpose existing space and equipment, and integrate efficiency improvements into facilities and workflows. When sustainability considerations become part of routine operational planning, Servpro views this as meaningful progress.

Success is also demonstrated through employee engagement, including access to recycling programs and increased awareness of responsible resource use. As an organization in the early stages of its sustainability journey, Servpro measures success by continued forward momentum, steady enhancement of practices, and a sustained commitment to incremental improvement.

3. What has been the progress to attain and maintain your goals?

Servpro Answer:



Servpro has made consistent progress by implementing practical sustainability measures integrated into daily operations, including energy-efficient facility upgrades and responsible resource management practices. The organization emphasizes restoring and repurposing existing assets, provides recycling access across corporate offices, and continuously evaluates opportunities to enhance efficiency.

4. How do you help your customers be more sustainable?

Servpro Answer:

Servpro's operating philosophy is grounded in a restore-versus-replace approach, which inherently supports sustainability objectives. By prioritizing restoration whenever feasible, Servpro's production techniques are designed to minimize demolition activities, thereby reducing material waste and limiting the volume of debris sent to landfills.

In support of continued environmental responsibility, Servpro also offers a green energy audit service that identifies opportunities to reduce energy consumption, improve operational efficiency, and limit associated carbon output. These assessments help customers make informed decisions that support both environmental stewardship and cost savings.

Additionally, Servpro provides eco-friendly products specifically developed for customers seeking sustainable solutions. These offerings further demonstrate the organization's commitment to responsible practices while maintaining high standards of service and effectiveness. In the restoration industry, certain projects require the use of non-sustainable products to meet health, safety, and occupancy compliance requirements. These products are used to help ensure facilities are restored to safe, habitable conditions, prioritizing human health and regulatory adherence. In this context, compliance-driven product selection supports operational sustainability by preventing risk to occupants and enabling safe return to use.

L. Community

1. Contract(s) resulting from this solicitation will be leveraged by many communities or organizations with disparate community level commitments. To accommodate these organizations, all suppliers will need to articulate their opportunity to support these community-based initiatives during the contract terms.

a. How do you support community involvement?

Servpro Answer:

Servpro's decentralized franchise model is inherently aligned with supporting diverse, community-based initiatives across the country. Each Servpro franchise is locally owned and operated, meaning franchise owners and their employees live and work in the communities they serve. They pay local and state taxes, send their children to local schools, and maintain long-standing relationships with municipal leaders, school districts, healthcare systems, and community organizations. As a result, community impact is not abstract-- is personal and ongoing.

This local ownership structure allows Servpro to naturally adapt to the unique priorities and commitments of each participating community. Because franchises operate within their own markets, they are positioned to support initiatives such as:

- Local workforce development and hiring
- Small and local business engagement
- Emergency preparedness and resilience planning
- Environmental, safety, and public health priorities
- Community education and outreach related to disaster readiness

While Servpro Commercial provides national oversight, standards, and cooperative contract governance, franchises retain the flexibility to engage at the local level in ways that are meaningful and appropriate for each community they serve. This helps ensure that participation in a national cooperative contract does not result in a one-size-fits-all approach, but rather a model that respects local values and needs.

Throughout the contract term, Servpro Commercial supports this community-first approach by:



- Empowering local franchises to align services with community expectations
- Ensuring compliance with all cooperative, regulatory, and performance requirements
- Facilitating collaboration between public agencies and local franchise leadership
- Elevating best practices and successful local initiatives across the national network

This balance of national consistency and local accountability enables Servpro to support a wide range of community-level initiatives while delivering reliable, high-quality service under a national cooperative contract.

b. How do you support community investment?

Servpro Answer:

Servpro supports community investment through its decentralized, locally owned franchise model, where each franchise is deeply embedded in the community it serves. Many franchises participate in their local chambers and non-profit organizations supporting the community in which they serve. They also have engagement with First Responder Children's Foundation. Franchise owners and employees live, work, pay taxes, and raise families locally, creating a natural and long-term investment in the economic health and resilience of their communities.

This local ownership structure drives meaningful community impact by:

- Employing and developing local labor, supporting workforce stability and skill development
- Reinvesting revenue locally through wages, taxes, vendors, and services
- Supporting local emergency preparedness and recovery efforts, particularly during times of community disruption
- Engaging with public agencies, schools, and local organizations in ways that reflect community-specific needs and priorities

While Servpro Commercial provides national standards, oversight, and cooperative contract governance, franchises retain the flexibility to engage in community investment in ways that are appropriate and aligned with local expectations and public-sector guidelines. This helps ensure communities benefit not only from national scale and consistency, but also from authentic, locally driven economic and social investment throughout the contract term.

2. CoreTrust recognizes that a local government can and should accomplish socio-economic goals for their community when they decide how to prioritize spending and contracting requirements. For example, driving resources into the local economy to support generational wealth and the reduction of one-shot benefits and financial support infrastructure for communities is a legitimate use of the contracting and procurement process. Where required by a local government, please detail how you can match their preferences for local, veteran-owned, woman-owned, minority-owned, disadvantaged, small, or other community-based preferences (including preferences regarding matching government contractors to the communities they will be serving), if requested. Are there additional costs to meet these requirements and how should those costs be accounted for in the pricing?

Servpro Answer:

Servpro's franchise network includes a broad range of locally owned businesses, many of which qualify as small businesses, including woman-owned and other socio-economic classifications. This decentralized structure enables Servpro to align with local government procurement preferences while delivering consistent service under a national cooperative contract.

Where requested, Servpro can identify and assign the closest qualified franchise to meet preferences for local, small, woman-owned, veteran-owned, minority-owned, disadvantaged, or other community-based



businesses. Because franchises operate within the communities they serve, this approach directly supports local economic investment and community-based contracting goals. Meeting these preferences does not require changes to contract pricing. There are no additional costs to participating agencies, as alignment is achieved through franchise selection and operational execution rather than price adjustments.

M. Operational

The government has a responsibility to be transparent to taxpayers about what to expect when using a contract. It is, therefore, ideal for there to be no hidden or unexpected costs in a vendor relationship.

1. Suppliers should identify any extreme conditions such as epidemics, pandemics, or other extraordinary events and how these will be handled related to pricing.

Servpro Answer:

Servpro is committed to providing transparent pricing to its customers. That being said, Servpro reserves the right to revise any of the rates herein upon written notice when the project is affected by market conditions beyond our control and/or availability, during large national and region-wide extraordinary events, as declared by us when demand for services exceeds capacity. These include, but are not limited to: epidemics, pandemics, storms, catastrophes, hurricanes, floods, earthquakes, wildfires and tornadoes. In those instances, Servpro will communicate any change in price.

2. Suppliers should identify standard and overtime rates in all categories.

Servpro Answer:

Standard Rates apply during the first eight (8) hours worked. All jobs performed during normal business hours may not charge an Emergency Service Fee; however, a one-time Emergency Service Fee will be charged for any initial emergency services started outside of normal business hours. Normal business hours are defined as Monday through Friday 8:00 AM to 5:00 PM.

Overtime Rates will be billed for all labor classifications at the rate of 1.5 times the standard rate per hour after eight (8) hours per day or forty (40) hours per week, worked on the same project in accordance with all state labor laws in the state where the work is being performed. Hours worked by personnel on the following holidays will be charged at 2 times the standard rate: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day. If a state or local authority imposes more stringent overtime requirements, including holidays, those will apply. Other than performing Emergency Services, overtime must have client approval.

3. Suppliers should identify all mobilization costs and detail how they will be charged.

Servpro Answer:

Mobilization/Travel – time for all personnel including, without limitation, managers, crew, labor subcontractors and other subcontractors will be billed portal to portal (office/warehouse to job site and return) at the rates provided in Servpro's T&M pricing schedule. With a strong nationwide franchise network, we will attempt to mobilize qualified personnel and equipment as near to the loss site as we can. Client is also responsible for the mobilization and return costs of vehicles, equipment and trailers over 75 miles one way.

4. Some areas of the country produce unique risks related to pricing. Little Rock Water Reclamation Authority has identified these as Prime Areas. Please define your Prime Areas and offer alternate pricing in the pricing pages.

Servpro Answer:

Prime Area Labor Rates – will be applied to projects within 25 miles from the center of the following areas: Boston, Chicago, Denver, Minneapolis, New York City, Washington, D.C. and within the entire



states of Alaska, California, Hawaii, Oregon, Washington and all U.S. Territories. Prime Area Labor Rates may also apply when the governor of any of the 50 states has declared a state of emergency. These include, but are not limited to: epidemics, pandemics, storms, catastrophes, hurricanes, floods, earthquakes, wildfires and tornadoes, where labor availability is compromised and/or due to market conditions beyond our control. In the event where the above Prime Area Labor Rates are applied outside of the areas listed above the client must approve prior to. The above Prime Area Labor Rates will apply outside of the areas listed above only upon the client's prior approval.

5. The contract(s) that will come from this solicitation will be a national contract(s). Please identify how you will handle negotiated or mandated labor rates greater than the quoted price.

Servpro Answer:

Servpro's T&M Rate Sheet is a national pricing model that addresses standard and premium rates. Mandated labor rates will be reviewed with each participating member on a project basis. Should the customer request Xactimate, Servpro can provide pricing via Xactimate for projects less than \$50,000.

6. Identify any charges for tools or equipment not on the pricing chart.

Servpro Answer:

Any additional unscheduled equipment or consumables needed for the project and rented from third parties or purchased, will be charged on a project basis at a fixed price.

7. Please confirm that all charges are uniform for full-time staff as well as any labor that is subcontracted.

Servpro Answer:

Servpro Labor classifications and pricing are national pricing models and should not vary per location except for prime labor areas or prevailing wage markets.

8. Please identify how you will handle specialty and licensed trades nationally.

Servpro Answer:

Specialty and Licensed Trades – include but are not limited to electrical, plumbing, mechanical, roofers, engineers, architects, and other specialty trades. Each franchise holds their own licensing in the markets they serve or subcontract with licensed providers.

9. Please identify any other charges not stated in this solicitation.

Servpro Answer:

All charges have been identified in this solicitation.

10. Please identify and provide details as to whether the government can provide onsite services, such as dumpster services, through its own staff or contracted services instead of the supplier providing them with a markup.

Servpro Answer:

Onsite dumpster services may be coordinated directly through the appropriate government agency rather than being managed by Servpro under the current process.

11. Please identify all service or labor markups not specifically asked about in the solicitation.

Servpro Answer:

N/A

12. Please identify how additional specialty products will be charged if not on the defined price list; suppliers are encouraged to add as many items as possible to the contract catalogue during the solicitation and this should only be used for specialty items specific to restoration.

Servpro Answer:

These items will be charged on a project basis at a fixed price.

13. Please provide details as to whether you offer a discount for prompt payment.



Servpro Answer:

Servpro does not participate in prompt payment discount; however, Servpro's T&M price sheet does allow for quick pay discount as follows:

Quick Pay Discount – full payment made within 45 days of invoice applies as follows:

Weekly rate of the first 5 consecutive days of the same week (no charge for last 2 days), and

Monthly rate of 3 consecutive weeks (21 Days) of a monthly period (no charge for the fourth/last week).

14. Please identify if you accept payment by credit card, wire transfer, etc. and any conditions or restrictions for these payment methods.

Servpro Answer:

Servpro can accept each of these payment forms without restrictions.

15. Please identify costs for offsite mobilization charges, taxes, permit fees, etc.

Servpro Answer:

Servpro Commercial charges a 3% Off-Site Logistical/Mobilization Support fee. These services include, without limitation, off-site management, mobilization of project office, communication support, specialty office equipment/supplies, technicians, administrative support staff, other costs of project support and administrative allowances that support field operations before and after the project start/completion date, which will be billed at 3% of the total charges incurred on the first seven (7) days of the project, excluding reimbursables expenses, subcontractor invoices and third party vendor invoices. To be charged during emergencies declared by national, state, local, or other authorities. These include, but are not limited to: epidemics, pandemics, storms, catastrophes, hurricanes, floods, earthquakes, wildfires and tornadoes. Written approval from the client and Servpro HQ's Commercial Large Loss Division is required.

16. Please identify any costs to accommodate a request from a participating agency for a bond related to a specific project, e.g. performance bond.

Servpro Answer:

Bonding may be applicable upon mutual agreement and will be invoiced at 5% of project.

17. Please identify the process you use to validate invoices before they are sent to the government agency, to ensure the invoices conform to the contract and project specifics.

Servpro Answer:

Servpro HQ's commercial select team will monitor estimates, job progress, and final invoice against contract obligations prior to the participating member being invoiced.

18. Identify all the insurance and liability obligations you offer that provide protection for government clients, above and beyond the minimum requirements in the solicitation. Please confirm that these additional benefits do not incur additional cost.

Servpro Answer:

Servpro Commercial complies with the insurance requirements in the contract, with one exception noticed below regarding the pollution extension. This does not require additional cost.

14. INSURANCE REQUIREMENTS

A. The Vendor shall secure and maintain throughout the duration of the contract, insurance of such types and in such amounts as may be necessary to protect itself and the interest of LRWRA against all hazards or risks of loss as hereinafter specified.

B. All insurers must have at least an A- (excellent) rating by A.M. Best and be qualified to do business in the state of Arkansas. The form and limits of such insurance, together with the underwriter thereof in each case, must be acceptable to LRWRA but regardless of such acceptance it shall be the responsibility of the Vendor to maintain adequate insurance coverage at all times. Failure of the Vendor to maintain adequate coverage shall not relieve it of any contractual responsibility or obligation.

C. Satisfactory certificates of insurance shall be provided to LRWRA prior to award and prior to any subsequent renewal. The certificate shall state that ten (10) days' advance written notice will be



given to LRWRA before any policy covered thereby is changed or canceled. LRWRA will provide written notification and a required timeframe for submittal. The Vendor must submit the certificates within the timeframe as required by LRWRA.

D. Workers' Compensation and Employer's Liability: This insurance shall protect the Vendor against all claims under applicable state workers' compensation laws. The Vendor shall also be protected against claims for injury, disease, or death of employees, which, for any reason, may not fall within the provisions of workers' compensation law. This policy shall include "all states" endorsement. The liability limits shall not be less than:

Workers' Compensation & Disability Statutory
Employer's Liability \$1,000,000 each Accident
CoreTrust Purchasing Group LLC Page 61 of 102
24COR-012
\$1,000,000 Each Employee for Injury by Disease
\$1,000,000 Aggregate for Injury by Disease

E. Commercial General Liability Insurance: The Vendor shall maintain during the life of this contract such Liability Insurance as shall protect it against claims for damages resulting from (a) bodily injury, including wrongful death, and (b) property damage, which may arise from operations under the contract whether such operations be by itself or by any subcontractor or anyone directly or indirectly employed by either of them. The minimum acceptable limits of liability to be provided by such Public Liability Insurance shall be as follows:

\$1,000,000 Each Occurrence Limit (Bodily Injury and Property Damage)
\$2,000,000 General Aggregate per Project
\$2,000,000 Products & Completed Operations Aggregate
\$1,000,000 Personal and Advertising Injury Limit

1. It is expressly understood that it is the intent that any insurance obtained by the Vendor is deemed excess, non-contributory and not co-primary in relation to the coverage(s) procured by LRWRA.

2. To the fullest extent permitted by applicable state law, a Waiver of Subrogation Clause shall be added to the General Liability, Automobile and Workers' Compensation policies in favor of LRWRA.

F. Commercial Automobile Liability Insurance: The Vendor shall take out and maintain during the life of the contract such commercial automobile (vehicle) liability insurance as shall protect it against claims for damages resulting from (1) bodily injury, including wrongful death, and (2) property damage, which may arise from the operations of any owned, hired or non-owned vehicles used by or for it in any capacity in connection with carrying out of the contract. The minimum acceptable limits of liability to be provided by such vehicle liability insurance shall be as follows:

\$1,000,000 combined single limit per accident

Commercial Auto Policy shall include CA-9948 Pollution Extension (Servpro does not have this. Servpro would request a 10 day notice of a cancellation from the carrier to meet this requirement.)

G. Umbrella Policy: This insurance shall protect Vendor against all claims in excess of the limits provided under the Compensation, Comprehensive Automobile Liability, and the Comprehensive General Liability. The liability limits of the Umbrella will be in the name of LRWRA and maintained in force for the duration of the contract by the Vendor. Policy shall provide a liability limit of not less than \$3,000,000 and shall protect LRWRA against any and all claims and liabilities for injury to or death of person, or damage to property caused in whole or in part by the negligent acts or omissions of Vendor, his agents, employees, or subcontractors, in connection with or resulting from the operations performed under the terms of the contract.



References and Past Performance List at least three client references, preferably municipalities, counties, or public agencies; respondents must provide complete contact information (name of contact, agency name, phone number, email address, at a minimum)

References/Project Histories:

Company Name: University of Pittsburgh,
Altoona City Library,
Cambria County DRO
Franchise: Weaver (Keith Bailey)
Company Contact: Dennis Heller; heller@pitt.edu
814.248.0865

Project Description:

Pitt - \$519,983.52. 3-story water loss in the campus library. Packed out 5 tractor trailer loads of books. Set up and maintained an offsite storage facility environmental controls for proper book storage. Including historical documents and aged book inventory. Structural drying and demolition. All packed out and returned via dewey decimal system.

Company Name: Jasper SD, Susquehanna SD
Franchise: Justin Sepe
Company Contact: LeeAnne Jordan, Superintendent of Schools
607.792.3690

Project Description:

Jasper Troupsburg Central School District - \$6.19mm. HS was inundated with 4 ft of water, mud & debris during August 21 Flood event. Project was wide in scope. Interior and exterior mitigation services. Documents, asbestos. Track & Turf removal. Temp power/heat/lighting. Glowing client testimonial already provided along with T&M invoice, COS, etc.

Susquehanna Community School District - September 2023. \$389k. Elementary School with water damage from major rain event and roof issues. Mitigation \$196k – recon \$193k. Incredibly happy customer with a glowing COS.

Company Name: Clay County Reference
Library
Franchise: Bates
Company Contact: Donna Kootz, Deputy
Co. Administrator
816.407.3333

Project Description: Recent loss that required dehumidification, contaminants, air scrubbers and remediation/cleaning and disinfecting due to the presence of contamination. Under \$200k.

May 19, 2026

Clarifications needed from ServPro

On Schedule A: Labor, from your Pricing Proposal, your final line reads an Emergency Services Fee (after hours) of \$200 per hour.

Please clarify when the Emergency Services Fee (after hours) would apply, compared to the regular overtime or after-hours charges in the rate sheet. Please detail how the Emergency Services Fee is calculated and for how many hours in an emergency it would apply. For example, if a call is placed for emergency services at 4am, but not responded to until 8am, what hours are billed at which rates. Please also include a customer explanation for the emergency fee.

The Emergency Services Fee is a one-time mobilization charge that applies only when initial emergency response services are initiated outside of standard business hours, defined as Monday through Friday, 8:00 AM to 5:00 PM.

Key Distinctions:

Emergency Services Fee (One-Time):

- Applies only when initial services begin after hours
- Covers the activation and mobilization of on-call personnel, equipment, and materials
- Charged once per event/incident, not hourly

Labor Rates (Hourly):

- Standard, overtime, and after-hours labor rates are applied separately
- These rates begin once crews are on-site and performing work
- Overtime billing is applied in accordance with state labor regulations

Provided example:

If a call is placed at 4:00 AM, but crews arrive and begin work at 8:00 AM (within normal business hours):

- Emergency Services Fee: Does not apply
- Labor Charges: Begin at standard daytime rates at 8:00 AM

Customer Explanation of the Emergency Fee:

SERVPRO communicates the Emergency Services Fee as a charge that offsets the additional operational costs required to respond immediately to an after-hours emergency, including:

- Rapid mobilization of on-call personnel
- Deployment of specialized equipment and materials
- Logistics associated with expedited response outside normal operating hours

This ensures that emergency conditions can be addressed quickly, minimizing further property damage and risk.

On page 69 of the solicitation, under the Organizational Experience criterion of evaluation in the solicitation document requires respondents to disclose the quantity of employees that are employed by your company. We could not find the information in your proposal. Please provide the total number of ServPro employees, as requested, both for the main company and across the franchises

We currently have 483 corporate employees, based on OSHA logs. Among our independently owned and operated franchises, we estimate 20,000 employees making up our national presence. This number fluctuates based on additions and departures.

Page 69 of the solicitation, under the Organizational Experience criterion of evaluation in the solicitation document requires respondents to provide evidence of relevant certifications that demonstrate the ability to perform required work. The ServPro proposal received includes a listing of certifications. Is ServPro able to provide documentation of the certifications listed in the proposal, if awarded a contract from this solicitation?

If awarded this contract, SERVPRO franchisees can provide these upon request with CoreTrust Participating members. For example, SERVPRO of Northwest Little Rock can provide this to LRWRA. It is a requirement that every crew hold these certifications.

In addition to this, SERPVRO Commercial also has people within our organization with these certifications. These certifications are held by the individual person.

Page 70 of the solicitation, under Commitment to Social Equity criterion of evaluation in the solicitation document requires respondents to provide a listing of potentiation qualified subcontractors that can perform work.

Page 1 of the response from ServPro, under paragraph Q3, indicates ServPro of Northwest Little Rock may be a subcontractor but may also be a ServPro franchise. This is confusing. Please clarify. In addition, describe how ServPro engages local subcontractors when a disaster occurs in various geographic regions of the United States.

SERVPRO of Northwest Little Rock will be an authorized reseller under SERVPRO's CoreTrust contract. They are the SERVPRO franchise that will transact directly with and service LRWRA. The local franchises can service their CoreTrust members within one hour representing the local market.

When a disaster occurs, SERVPRO franchises may use local subcontractors to support the job, including:

- SERVPRO franchises utilize subcontractors to rent equipment
- The use of alternative labor sources through third parties that can come from SERVPRO's approved vendor list with credentialing throughout the United States. Half of the approved vendor list holds Veteran Owned status.
- Local subcontractors including social equity subcontractors could be used for specific trades such as plumbing, electrical, or HVAC needs in cases where the scope requires.

Page 1 of the response from ServPro, paragraph Q2, states that ServPro wishes to pursue Option C: Franchisee Arrangement. Describe in more detail the intended relationship

between ServPro, its franchisees, LRWRA, and CoreTrust, from the perspective of ServPro, if a contract is awarded from this solicitation?

- **SERVPRO Commercial** will hold the CORETRUST contract. It manages the relationship with CORETRUST, provides oversight, and equips franchises with contract guidance, marketing resources, and reporting tools. CORETRUST's sales team may collaborate with SERVPRO franchises on joint outreach to members.
- **Authorized SERVPRO franchises** are approved by SERVPRO Commercial to market, go on site, provide insurance direct, transact, and perform services for CORETRUST members. SERVPRO Commercial reserves the right to reallocate work to another franchise within the SERVPRO system.
- **A designated SERVPRO franchise** will service LRWRA, with SERVPRO Commercial providing ongoing support for both the franchise and LRWRA as needed.

As a continuation of the premise from the previous question, if awarded a contract from this solicitation, does ServPro expect to establish a separate contract between each of its franchisees and CoreTrust, ensuring that LRWRA remains as the lead government agency in the contract relationship?

SERVPRO does not expect to establish a separate contract between each of its franchisees and CoreTrust. The contract will remain with LRWRA, CoreTrust, and SERVPRO Commercial. All relevant T&C will be passed down to authorized franchises performing the work.