

Recommendation for Award Memorandum

From: Russell Pankey, Procurement Consultant

Date: June 1, 2026

RE: Scoring and Evaluation Process – Emergency Fire and Disaster Restoration, Solicitation No. 24-012

Overview:

CoreTrust issued a solicitation for Emergency Fire and Disaster Restoration Services on behalf of the lead agency, Little Rock Water Reclamation Authority (LRWRA), Little Rock, AR. This memo provides an overview of the evaluation and scoring process conducted for the above-referenced solicitation, which is currently proceeding toward award.

Proposal Receipt:

Five (5) proposals were received by the submission due date and time. The proposals were reviewed for responsiveness, responsibility, and completeness in accordance with the solicitation requirements.

The list of respondents were:

1. 911 Restoration
2. Guarantee Restoration
3. Service Restoration
4. Servicemaster
5. ServPro

Initial Evaluation:

No respondents were considered non-responsive or non-responsible. Each was scored according to the criteria stated in the solicitation, enabling the criteria to drive the decision toward award recommendation based on the highest score given. The technical portion of the proposals were eligible for a maximum of 70 points; the pricing portion of the proposals were eligible for 30 points.

Clarification Request:

Following the initial evaluation, a clarification request was issued by LRWRA to ServPro, the highest scoring firm. The clarification requests sought to confirm or elaborate on key elements of proposal from ServPro. ServPro provided clarification to each question as requested.

Conclusion:

Scores were re-evaluated to include the clarification responses. Award of a cooperative contract from solicitation 24-012 is recommended to ServPro.

Final Scores

		Respondent:					
		911 Restoration	Guarantee Restoration	Service Restoration	Servicemaster	ServPro	
Technical - 70%							
Item #	Criterion	Possible Points					
1	Proposed Responsiveness and Presentation	15	3.33	0.00	3.33	8.67	
2	Organizational Experiences	20	4.00	0.00	9.00	14.33	
3	Service Delivery Plan	20	6.67	0.00	11.33	17.67	
4	Commitment to Social Equity	9	3.67	0.00	3.67	1.33	
5	References and Past Performance	6	2.67	0.00	0.67	6.00	
		70	20.33	0.00	28.00	48.00	
Pricing - 30%							
Item #	Criterion	Possible Points					
1	Submission of a transparent and detailed pricing schedule, including regular and emergency rates	10	0	0	5	5	
2	Cost competitiveness relative to the scope and quality of services provided; lowest cost that meets the minimum requirements of this solicitation	10	0	0	10	10	
3	Future contract costs and risks	10	0	0	5	10	
		30	0	0	20	25	
TOTALS			20.33	0.00	48.00	73.00	83.66