



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

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President

JSooker@servpro.com

615-451-0200 X1811

Marketing

Roy Adcock

Commercial Marketing Specialist

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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.