



COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract No. UCPJMU6575

This contract entered into this 27th day of March 2023, by RW Services, LLC dba ServPro Chantilly hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From March 27, 2023 through March 26, 2024 with four (4) one-year renewal options.

The contract documents shall consist of:

- (1) This signed form;
(2) The following portions of the Request for Proposal RFP DKM-1173 dated January 19, 2023
(a) The Statement of Needs,
(b) The General Terms and Conditions,
(c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
(3) The Contractor's Proposal dated February 9, 2023 and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
(a) Negotiations Summary, dated March 6, 2023

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:
By: [Signature]
(Signature)
James Wall
(Printed Name)

PURCHASING AGENCY:
By: [Signature]
(Signature)
Dylan Morris
(Printed Name)

Title: Owner

Title: Buyer Senior



RFP # DKM-1173, Fire & Water Damage Cleanup Services
Negotiation Summary for RW Services, LLC dba ServPro Chantilly

3/6/2023

1. Hourly Pricing for Services will be followed as listed below:

Technician	Unit	Cost
Straight Time	1 Hour	\$42.43
Overtime	1 Hour	\$63.72

2. JMU Shall only accept Xactimate pricing, except when pre-approved by University in writing. Services used during the term of this contract shall reflect the correct Xactimate pricing model, which will be provided by the contractor

*Contractor and purchasing agency will re-evaluate Xactimate pricing model to be used at each renewal period.

3. The University will issue a purchase order for each order based upon a quote provided by your firm. No additional agreements, orders forms, or signatures shall be required.

4. The contractor warrants the services under the contract will be performed: (a) in a diligent, professional and workmanlike manner in accordance with the highest applicable industry standards; (b) in accordance with this Agreement and the applicable Statement(s) of Work; and (c) by experienced and qualified personnel.

5. Travel Expenses: James Madison University is an agency of the Commonwealth of Virginia and as such, Contractors billing for travel related expenses must invoice in accordance with the U. S. General Services Administration (GSA) for lodging, meals and incidental expenses at the time of travel, which can be referenced at: <http://www.jmu.edu/finprocedures/4000/4215mie.shtml>.

Transportation for air travel and car rental will be paid at cost with Contractor providing a documented receipt to the University. Contractor shall book air travel and car rental to ensure expenses remain economical. Air fare shall be reimbursed for coach/standard with no upgrades and car rental shall be reimbursed for standard with no upgrades.

6. The Contractor has disclosed all potential fees. Additional charges will not be accepted.

REQUEST FOR PROPOSAL
RFP# DKM-1173

Issue Date: January 19, 2023
Title: Fire and Water Damage Cleanup Services
Issuing Agency: Commonwealth of Virginia
James Madison University
Procurement Services MSC 5720
752 Ott Street, Wine Price Building
First Floor, Suite 1023
Harrisonburg, VA 22807

Period of Contract: From Date of Award Through One Year (Renewable)

Sealed Proposals Will Be Received Until 2:00 PM on February 9, 2023 for Furnishing The Services Described Herein.

SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.

All Inquiries For Information And Clarification Should Be Directed To: Dylan Morris, Buyer Senior, Procurement Services, morrisdk@jmu.edu; 540-568-7003; (Fax) 540-568-7935 not later than five business days before the proposal closing date.

NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED.

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:
RW Services LLC (dba SERVPRO of Chantilly) By: Patricia A. Wall
14101 Parke Long Court, Chantilly, VA 20151 (Signature in Ink)

Name: Patricia A. Wall
(Please Print)

Date: 2/9/2023 Title: Owner

Web Address: servprofairoaks-centreville-chantilly.com Phone: 703-830-5800

Email: **jim@servproteamwall.com** Fax #: 703-657-2675

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1 _____ #2 _____ #3 _____ #4 _____ #5 _____ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:
 YES; NO; *IF YES* ⇒⇒ SMALL; WOMAN; MINORITY **IF MINORITY:** AA; HA; AsA; NW; Micro

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.



Fire & Water - Cleanup & Restoration™

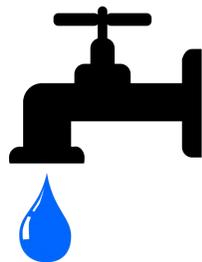
REQUEST FOR PROPOSAL (RFP) # DKM-1173

Fire and Water Damage Cleanup Services

Submitted by:

RW Services, LLC

(dba SERVPRO of Chantilly)



REQUEST FOR PROPOSAL

RFP #DKM-1173

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I. PURPOSE (RFP cite reference: p. 1 Purpose)

RW Services, LLC (dba SERVPRO of Chantilly) understands that the central goal of RFP # DKM-1173, is to contract with qualified vendors who are able to quickly respond to water and fire occurrences and presumably mold as well, should it be detected. Rapid response, proper mitigation, and constant communication, are critical components to minimizing long term damage and keeping operations running. Building closures due to water or fire damage affect not only the students and university staff but the greater Harrisonburg community. Our submission which follows will detail our ability to fulfill all aspects of the contract. Henceforth, within this document, RW Services LLC will be referred to as SERVPRO of Chantilly.

II. BACKGROUND (RFP cite reference: p.1 Background)

With approximately 22,000 students and 4,000 faculty and staff, James Madison University (JMU), is larger than many cities throughout the United States. With our experience working on the campuses of George Mason University (GMU), Towson University, Georgetown University, the University of Maryland (UMD), and Northern Virginia Community College (NVCC), we understand the unique dynamics when servicing educational institutions. Proper care and etiquette is always in place to ensure the safety of thousands walking in and around buildings and dormitories, as well as crossing the streets throughout campus.

(RFP cite reference: p.2 General Guidelines)

SERVPRO of Chantilly is an Institute of Inspection Cleaning and Restoration Certification (IICRC) company specializing in water, fire, mold, biohazard, deep cleaning, and asbestos mitigation services. We employ certified Water Damage Restoration Technicians (WRT), Fire and Smoke Damage Restoration Technicians (FSRT), Applied Microbial Remediation Technicians (AMRT) and hold certifications from the American Biohazard Recovery Association (ABRA). Every water damage restoration crew, fire restoration crew, as well as mold remediation crews, have a minimum of one WRT, FSRT and AMTR certified technician. In most cases, our crews have two or more certified technicians.

Our staff are highly trained, experienced, and must pass annual background checks. We are a Virginia SWaM certified business and have been in operation serving Virginia, Maryland, Washington D.C. and Pennsylvania for nearly 14 years. Our phones are managed 24/7, 365 days a year. In addition to an extensive fleet of trucks, vans, box trucks, and trailers, we maintain a 7,000 square foot warehouse which stores our vast array of machinery, materials, PPE, and

supplies. We use Center for Disease Control (CDC) and Environmental Protection Agency (EPA) sanctioned products that are included on the N List registry.

In addition to our operations in Chantilly, we own and operate three additional SERVPRO franchises. These operations are located in Hunt Valley, Maryland, Harrisburg, Pennsylvania, and Pittsburg, Pennsylvania. These locations employ an additional 150 staff members, and add nearly 1,500 pieces of equipment to our inventory of dehumidifiers, air movers, microbial remediation equipment, air scrubbers, moisture monitoring equipment, to name but a few. Additionally, a fleet of approximately 75 trucks, vans, box trucks, cars, and trailers are in operation at our other franchises.

These supplemental staff and resources are at the disposal of our Chantilly operation. In the second paragraph of the Statement of Needs, it notes that the awarded vendor must be on site within hours, with water extraction completed and dehumidification well underway in the 24 to 36 hour range. Without hesitation, SERVPRO of Chantilly could accommodate these requirements. The driving distance from our Chantilly location to Harrisonburg is approximately 1 hour and 35 minutes. Our Hunt Valley and Harrisburg locations are approximately 2 hours and 45 minutes from Harrisonburg, and our Pittsburg location is approximately 4 hours. If we were contacted for remediation work, we would immediately dispatch the Chantilly operation and arrive in less than two hours. However, we have a working relationship with other SERVPRO franchises closer to the JMU campus. If needed, we could have a nearby team dispatched to campus within an hour to begin containment until we arrived shortly afterwards. If the scope of the remediation job warranted, our crews from Hunt Valley, Harrisburg, and Pittsburg would also join. Additional information pertaining to our operations will be discussed below.

III. Small, Woman-Owned and Minority Participation (RFP cite reference: p.1 SWaM)

SERVPRO of Chantilly is a certified SWaM business in the state of Virginia. SERVPRO of Harrisburg is a certified, small woman-owned business. Please see Attachment B for additional details.

IV. Statement of Qualifications, Experience and Expertise (RFP cite reference: p.1-2 Statement of Needs - Qualifications & Experience)

One of our key strengths, and the foundation to our success, is the tenure and knowledge of our team. We are an IICRC Certified firm owned and operated by Trish and Jim Wall. The owners have been at the helm of SERVPRO operations since March, 2009. Both Trish and Jim have earned advanced educational degrees, as well as having mitigation certifications. Our leadership, as well as all production managers, estimators, and crew chiefs, are Water Damage Restoration Technician Certified (WRT), Fire & Smoke Restoration Technician Certified (FSRT), and Applied Microbial Remediation Technician Certified (AMRT). Carpet Cleaning Technician Certified (CCT), Applied Structural Drying (ASD), and American Biohazard Recovery Association Certified (ABRA), are additional certifications held by a number of our production managers and crew chiefs. Additionally, the majority of our mitigation crew team technicians are certified in at least one of the following: WRT, AMRT, FSRT, CCT, and are currently working on additional certifications. Qualifications such as these, allow us to confidently staff teams with several certified crew chiefs and technicians.

Our management staff and over 70% of our crew team staff, have been with us for over 8 years, and joined our team with prior remediation experience. This level of staff experience, longevity, and loyalty, is what sets us apart from our competitors. It is SERVPRO of Chantilly's philosophy that a significant factor in the tenure of employees can be tracked to their treatment. We take pride in paying our team well, providing education, training, excellent benefit packages, and a congenial and enjoyable work environment. We are told by insurance adjusters that in comparison to other companies, they can count on SERVPRO of Chantilly to get the job done right the first time.

To help facilitate our success, we maintain an office complex with training room facilities, ample parking for our fleet vehicles, as well as a 7,000 square foot warehouse to store all machinery, equipment and supplies. This level of experience and talent has allowed SERVPRO of Chantilly to foster lasting client relationships throughout Virginia, Maryland, District of Columbia, and Pennsylvania, as well as maintaining an A+ rating with the Better Business Bureau.

SERVPRO of Chantilly understands that a central component of a vendor/client relationship hinges on excellent communications. We utilize a host of communication tools to ensure that all parties are fully briefed and understand the work to be undertaken, associated timelines, and mutually agreed upon outcomes. In addition to daily verbal and email updates, SERVPRO of Chantilly employs the use of written documents such as our Communication Document Sheets, Inspection Reports, Satisfaction Surveys, and a host of other written communication forms.

(See Attachments 2-8 for details). Through in person discussions, phone calls, email updates to include pictures (See Attachment 10), and written documentation, we strive to ensure our clients are always informed and up to date regarding our remediation efforts.

Having extensive experience with educational institutions such as: GMU, NVCC,, UMD, Towson University, Georgetown University, and a host of K-12 elementary, middle, and high schools throughout Virginia, Maryland, Washington D.C., and Pennsylvania, we possess the specialized experience necessary to address the needs of JMU. SERVPRO of Chantilly has the knowledge, experience, and professional staff to meet, and exceed, the requirements of RFP #DKM-1173.

V. Equipment, Materials, and Methodology: Water & Fire Remediation (RFP cite reference: p.1-2 Statement of Needs - Equipment & Chemical Guidelines: Fire & Water Damage)

Methodology

Due to the nature of emergency work, SERVPRO of Chantilly always has a manager manning the phones 365/24/7. Meeting the required time frames as noted in the RFP will not be an issue. Crews from Chantilly can be at JMU in slightly over 1.5 hours. In the case of an emergency, and JMU personnel are unable to locate and turn off or stop the flow of water, SERVPRO of Chantilly could have a crew from a local SERVPRO dispatched until we arrived. When dealing with fire jobs, we often must wait until the scene has been cleared by the fire authorities and insurance agencies for cause and origin before commencement of cleanup.

When emergency calls are received, customers speak with a knowledgeable employee who can commit to an arrival time as soon as possible. When taking an emergency call, our process is to ask the caller a series of questions to determine the necessary deployment of trucks, crews, equipment, and materials for the job. This information is kept in database software the management team utilizes with an iPad. The customer file is maintained in a document called a First Notice of Loss (FNOL). (See Attachment 3 for sample FNOL.) Anyone at SERVPRO of Chantilly who has after hours phone duty, is provided an iPad to record FNOL's. A time stamped record is created in the database for the loss. This record contains information such as the time of call, who placed the call, address of loss, answers to the questions asked, and all the other specifics of the job as stated by the caller.

The next step is the deployment of a team based on the customers' needs and any weather conditions that need to be taken into consideration. Our operations plan is to dispatch the correct trucks, equipment, supplies, and crews, as soon as humanly possible. Regardless of the

type of job, there is always a crew chief present at the loss site who will work with the point of contact (POC). As stated previously, the crew leader, as well as some crew members, will always have the appropriate IICRC, WRT, AMRT, FSRT, CCT, ABRA certifications at every job location. Once at the job site, SERVPRO of Chantilly will walk the area with the POC to determine the appropriate course of action. First and foremost, the source of damage, such as water infiltration, must be located and stopped so mitigation can commence. The action plan, again, is based on IICRC standards and any additional safeguards necessary that may be specific to the job.

Water Damage (RFP cite reference: p.1-2 Hours, Materials & Methods, Suitability)

For water jobs, whether clean or gray water, the leaders and crew technicians use state-of-the-art technology with moisture detectors, hygrometers, and other meters to map out affected areas/materials and contain unaffected areas. Regardless of the project size, SERVPRO of Chantilly will be able to place the appropriate WRT, ABRA, ASD, and/or AMRT certified supervisor on the job who will take all the necessary precautions, especially if biohazard related. Should we find mold while performing a water job, and it is less than 12 square feet, SERVPRO of Chantilly will remove the affected materials. If it is more than 12 square feet (IICRC standard) we then follow IICRC standards to contain and mitigate the area affected with microbial growth. Our process follows standard IICRC procedure for cleanup of water. We utilize portable extractors and truck mounted extractors, depending on the job, to remove as much standing water as possible. The company also owns different varieties of submersible and gas-powered pumps to extract deep water. We identify areas for removal of drywall where we suspect wet insulation. This is usually exterior walls but can also be interior, depending on the use of sound insulation within the building. Before we start the drying process, we work to remove any trapped water in insulation or other materials that require removal.

With respect to carpets, after assessing the damage and extracting water, the removal of any unsalvageable carpet and padding must be removed and properly disposed. The degree of damage, staining, and contamination will dictate the methods and products used for carpet cleaning. However, methods such as vacuum extraction, steam extraction, machine brush technology, use of mobile plant equipment and specific stain cleaning will be undertaken. Non-toxic, hypoallergenic products will be used for the safety of staff and students. We understand you are hiring us as professionals, and we will be using the appropriate equipment, instruments and tools to get the best result. As industry standards change and equipment and products improve, we will continue to adapt to using the best and most effective products. However, any industry changes in products or procedures we deem beneficial will be reviewed with JMU prior to implementation.

Structural Drying from Water Damage (RFP cite reference: p.1-2 Hours, Materials & Methods, Suitability)

The structural drying process begins after the extraction of water. SERVPRO of Chantilly will assign project managers and crew chiefs with WRT, ABRA and ASD certifications. Our structural drying process follows IICRC protocols and incorporates the following:

- Assess the situation, determine the type of water damage, the extent and location; immediately stopping the water source
- Submersible pumps, gas powered pumps, truck mounted pumps, wet/dry vacuums are used to extricate the building of water
- Begin the drying process using dehumidifiers, air movers, and rescue drying mats, taking care to use the correct equipment and size in relation to the type and materials being dried. (Walls, floors, cabinets, ceilings, furniture, etc.) Consult with IICRC protocols for guidance
- Monitor daily and note on scope sheet (Attachment 4) the drying status through use of moisture detectors, hygrometers, infrared technology, etc., to detect and measure the moisture saturation level
- Through the use of a particle counter, ensure that discharged air from air scrubbers and dehumidifiers recirculated indoors is clean.
- If building materials and contents are determined to be too saturated for recovery, inform JMU point of contact and follow disposal instructions and protocols
- Continue the drying and cleaning process until complete. Use appropriate antimicrobial/hypoallergenic disinfection solutions in the cleaning and sanitizing process. If odors need to be addressed, SERVPRO of Chantilly may use deodorization products, industrial air scrubbers and fogging equipment.
- Provide JMU daily updates on progress and completion. Maintain and submit daily Communication Document to JMU. (Attachment 2)

As stated in the RFP, the vendor must be on site within hours, with water extraction completed and dehumidification well underway in the 24 to 36 hour time frame. Dehumidification is to be completed in 72 hours with moisture monitoring to follow as quickly as possible so overall damage can be assessed and repairs can be procured. SERVPRO of Chantilly will work tirelessly to accomplish these timeline goals. Unless there are mitigating circumstances that require slightly longer drying time, this timeline should be achievable. Any circumstances that would extend the duration would be reviewed with the JMU point of contact.

Fire Damage (RFP cite reference: p.2- General Guidelines, Documentation & Report)

For fire, smoke, and soot, we follow the guidelines set forth by the IICRC. SERVPRO of Chantilly will always have certified fire and smoke restoration technicians and certified applied structural drying technicians on such jobs. Many times, fire jobs are also water jobs and therefore need water mitigation first. As mentioned before, a fire scene usually needs to be cleared by cause

and origin officials prior to mitigation. There are sometimes evaluations that need to be made by engineering professionals to assess the structural safety of the building. After assessing the damage, we follow guidelines to determine best cleaning practices due to source of smoke, soot, and fire. It is important for us to evaluate what is contained in the soot to help determine the cleaning process, and to determine the level of personal protection equipment (PPE) our employees need to utilize while mitigating a fire/soot/smoke job. Such equipment includes, but is not limited to, masks, respirators, gloves, goggles, and Tyvek protective suits. We must also note the condition of the smoke and soot by testing the smoke protein, and soot residues to help determine the best cleaning solutions and process to use. For example, wet smoke/soot versus dry smoke/soot are cleaned differently. If dry, we HEPA vacuum and chemical sponge the area if needed, following the HEPA vacuum (hard floors, walls, metals). If wet or greasy soot, we start with a chemical sponge and proceed with other products if required. For carpets, drapes, and upholstered furniture, the products will vary from those used on walls and flooring. However, HEPA vacuums, dehumidifiers for moisture remediation, ozone machines for odor remittance, hydroxyl machines for deodorizing, and negative air machines with HEPA filtration air scrubbers and fogging equipment are all available to be utilized on a continual basis until smoke, soot, and smells are eradicated. If necessary, air ducts and HVAC systems will also be cleaned to eliminate any fire residue and odor. All processes are set forth in the IICRC guidelines and are strictly followed.

Following this process and remediation, a thorough report detailing the damage, cause of damage, actions taken to mitigate the damage, is compiled. This report also contains an itemized list and costing of products, materials, and equipment used in the mitigation process. Before, during, and after photos are also included in this report. Typically, within 48 hours of mitigation completion, our clients are provided a site visit and presented the completed report. We take the time to go through the report with them and answer any questions they may have.

VI. Mold Remediation (RFP cite reference: p.2 General Guidelines Bullet # 4)

SERVPRO of Chantilly follows IICRC standards in the S520 manual to remediate mold. All our production managers and crew chiefs, as well as a number of technicians, are certified as IICRC Applied Microbial Restoration Technicians (AMRT). Although we usually have at least two AMRT certified technicians on every mold remediation job, we can guarantee we would never have less than one on site at all times. Additionally, we have staff certified in odor control (OCT), health and safety (HST), applied structural drying (ASD), carpet repair and reinstallation (RRT), water damage remediation (WRT) etc., to round out our mold remediation teams. Ron Dickinson, one of our senior staff, was certified by the State of Virginia as a Mold Inspector when Virginia had its mold inspection program. At SERVPRO of Chantilly, we have the training,

credentials, expertise, and equipment to handle any mold situation. It is not uncommon for clients to also bring in an industrial hygienist for mold jobs greater than 3,000 square feet. If this is the case at JMU, we will gladly team with this industrial hygienist to share and collaborate on the best methods for containment and remediation.

We will thoroughly address each mold remediation as follows:

- One of our AMRT production managers will carefully inspect the property for visible signs of mold as directed by the JMU point of contact or the JMU industrial hygienist. Mold feeds on cellulose and water and can often be missed on first view. If SERVPRO of Chantilly is called to investigate for mold that is suspected, but not visible, Infrared thermography detection can be utilized. Simply stated, infrared technology can detect the existence of moisture, which in turn is a condition that promotes the growth of mold.
- If mold is detected, various containment procedures to prevent the spread of mold will be imposed. SERVPRO of Chantilly, regardless of the size of the mold infestation, will always take precautions to avoid cross contamination, protect students and faculty within the school and protect our employees with personal protective equipment (PPE). Such precautions will include containment efforts by sealing off infested areas and running dehumidifiers and air scrubber HEPA filters to preclude cross contamination to other parts of the building. Air scrubbers with HEPA filters run at 500 air changes per minute and catch approximately 99.999% of debris floating in the air. Such physical barriers and negative air pressure help to contain the mold spores from spreading during the remediation process.
- The mold remediation process depends on the amount of mold growth and the types of surfaces on which the mold appears. SERVPRO of Chantilly will use antifungal and antimicrobial treatments which are safe for a school environment to eliminate mold colonies and to help prevent new colonies from forming. Use of such products will be discussed with the JMU point of contact or environmental hygienists prior to treatments. The removal and disposing of mold-infested/contaminated porous materials, such as drywall, insulation, carpeting, paneling, flooring and subflooring materials, furniture, etc., will be conducted as required to remediate the mold infestation. JMU personnel and any industrial hygienists will be consulted and provided photographs prior to disposal of contents.
- Daily Monitoring and readings. Each day, SERVPRO of Chantilly will maintain containment at approximately .02 increase of water column, and this will be confirmed using an electronic pressure meter. Results will be provided to JMU. Additionally, a particle counter will be used to validate that the recirculated discharged air from air

scrubbers and dehumidifiers is clean. SERVPRO of Chantilly will continue to monitor and update JMU on all aspects of the remediation process which may also include additional special cleaning and sanitizing of furniture, fixtures, air ducts, flooring, deodorization, etc. Additionally, a daily Communication Document and Scope Sheet will be provided to the JMU point of contact. (See Attachments 2 & 4).

- If the mold damage required the removal of drywall and flooring, restoration work will be necessary. From minor repairs, such as replacing drywall, insulation, painting, and installing new carpet, to large-scale reconstruction of classrooms, gymnasiums, dormitory rooms, or office space, SERVPRO of Chantilly is licensed and staffed to complete all tasks if requested by JMU.

VII. Costs, Fees, and Pricing Scenarios (RFP cite reference: p. 1 Statement of Needs: Pricing Scenarios, Equipment Rental Fees and p. 2 General Guidelines: Xactimate Pricing Estimation Software)

As noted on page 2, under general guidelines, the preferred job estimation software to be used is Xactimate. SERVPRO of Chantilly exclusively uses Xactimate software. See Attachment 1 for pricing fees and scenarios. Should you have questions or require additional information, please do not hesitate to ask.

Please note that these prices reflect a 10% discount.

VIII. Additional Information: Quality Controls & Training

Customer service and quality control measures, coupled with our highly trained and experienced staff, are the cornerstones of our success. The mitigation and restoration business is predominately based on relationships and repeat business. Repeat business, hopefully leads to long-term contractual agreements, which in turn create a steady stream of work. Conducting business with the “one and done” attitude is counterproductive to both the company and the customer, and certainly does not build relationships or a customer base. SERVPRO of Chantilly has worked diligently over the past 14 years to provide the utmost in mitigation services, which includes exceptional customer service to build our business, our standing in the community, and a first-rate reputation among our peers and client base.

SERVPRO of Chantilly implements a multi-prong approach to customer service/quality control. Our quality control philosophy is to provide customer support before, during, and after a job, to help lessen the customers stress throughout the mitigation process and to hopefully alleviate any misunderstandings before they become a problem. First and foremost, we train our

employees on the proper customer service etiquette. Basic customer service protocols such as always introducing themselves, shaking a client's hand, covering up their shoes when entering a customer location, clearly explaining to the client what the process will be, are a few of the customer service standards adhered to by SERVPRO of Chantilly staff. Most importantly, we train our staff to listen to what customers are saying. By listening, understanding, and empathizing, the situation starts off on the correct footing. We provide in-house training, on-line training opportunities, as well as hosting quarterly SERVPRO Corporate training seminars. The training coordinator for the Mid-Atlantic area comes to our facility on a quarterly basis to lead training sessions. Our most recent seminar was on the topic of dealing with difficult people. (See Attachment 9)

Our quality control does not stop with customer service training. Our next step is to clearly and comprehensively communicate with the client throughout the job cycle. On a daily basis, the crew chief will not leave a job without speaking with, or leaving a communication with, the point of contact, regarding the status of the mitigation. If a remediation will take longer than two days, our office manager calls the client halfway through the job to ensure their expectations are being met and that reliable communication with the crew chief or production manager has taken place to their satisfaction. SERVPRO of Chantilly uses a host of communication and quality control check sheets which help us monitor all the services to be provided in each job category. These check sheets are used as the job progresses, as well as a final inspection sheet and customer satisfaction survey when the project is complete. Being certified in IICRC, WRT, ASD, AMRT, CCT, FSRT, ABRA, final inspections for water, mold, fire, carpet, and bio-hazard cleaning may be conducted by any of our owners, production managers, or crew chiefs. The following quality control check sheets are attached for your review:

- Attachment 2 – Communication Document
- Attachment 3 – First Notice of Loss (FNOL) Form
- Attachment 4 – Fire, Deep Cleaning, Biohazard Scope Sheet & Water/Mold Scope Sheet
- Attachment 5 – Sketch Pad (defines area parameters, monitoring, equipment)
- Attachment 6 – Drying Zone Monitoring Report
- Attachment 7 – Reinspection Report
- Attachment 8 – Customer Certificate of Satisfaction Survey

Clients are encouraged to email us, leave messages through the website, or call with any questions or concerns. Communication is key. We provide all clients with this contact information at the beginning of each job. At the conclusion of the job, every client is provided with a customer opinion survey (COS). They are provided a hard copy and stamped/addressed envelope as well as the link to our on-line COS form. This provides them options for filling out the customer service survey. Additionally, within 48 hours of job completion, the client is

emailed, or if they prefer, postal mailed, a summary report and bill. This document details every aspect of the mitigation. As a final follow-up, at the completion of every job, the SERVPRO of Chantilly office manager calls each client to confirm that they are pleased with the mitigation results.

In the event that we experience a customer that is not fully satisfied with our service, we have a problem-solving process in place. Regardless of how we hear from a customer, whether email, phone message, text, COS review, etc., we will contact them within 24 hours of receiving the complaint, if not sooner. Our procedure is for the production manager or the crew chief for that job, to call the customer to discuss their issue. Typically, what transpires during a call is the gathering of information as to why the customer is not 100% satisfied with the services received. Once we have had this discussion, we schedule a time to meet them at the location for a visual review. If it is apparent during the walk-through review that a mistake was made, a crew will be dispatched as soon as possible to remedy the situation. If the walk-through meeting does not support what the client is stating, we still research the issue and get back to the customer. At this point, the customer is informed that we will get back to them as soon as possible. Our quality control procedures dictate that we must immediately speak with staff, review the job file, check sheets, summary report, contact the insurance company if necessary, and obtain all the facts surrounding their issue. The crew chief who worked the job will call a meeting with the production manager and/or one of the operations managers, along with the technician staff that worked the job, and a crew chief not associated with this particular assignment. The group will hold what SERVPRO of Chantilly calls a Customer Job Review (CJR). During this review, the team will employ the RRRR method of resolution. The issue will be Reviewed to the best of our ability, Research will be done to investigate the customers claims, through group discussions, we will Replay what took place on the job, and finally, we will Right the situation for the customer to the best of our ability.

While our goal is to be complaint-free, we understand and take seriously our role to right the situation should the customer not be satisfied with the mitigation service received. In actuality, we are fortunate to receive very few complaints and with our quality control checks and balances in place, it is rare that an issue is not caught prior to it becoming a problem at the job completion. However, it is important to note that by going through the customer job review (CJR) and implementing the RRRR resolution method, we are able to promptly and thoroughly evaluate and rectify the situation.

Training Program

From our inception, SERVPRO of Chantilly has put into action a four-step training program. Although four steps by design, it is in theory a continual loop of available training for all staff.

Step One: In house training. Prior to any SERVPRO of Chantilly staff member being assigned to a job, they must first be provided training on all equipment, tools, products, materials, safety, and the basic science behind the services we provide. Although most new hires come to us with remediation/restoration experience, we still run every employee through this training. In addition to the more technical training, we spend considerable time on what we call our “soft” training. As noted earlier in our response, we emphasize customer service and proper etiquette and behaviors. Basic customer service protocols such as always introducing themselves, shaking a client’s hand, covering up their shoes when entering a customer location, clearly explaining to the client what the process will be, are a few of the customer service standards adhered to by SERVPRO of Chantilly staff. Most importantly, we train our staff to listen to what customers are saying. By listening, understanding, and empathizing, the situation starts off on the correct footing.

Step Two: For several days each quarter, we host SERVPRO training instructors at our facility. We utilize our training room, offices and warehouse facility to promote training on topics such as, hoarding clean up scenarios, addressing conflict resolution, and first aid, to name but a few. Quarterly training seminars last several days to allow all staff the opportunity to attend. During these training sessions, discussions typically lead to the selection of the next quarters training topic(s). Everyone is given a seat at the table and their voice is heard; such engagement makes staff part of future solutions and not simply employees.

Step Three: Formal IICRC training is encouraged for all SERVPRO of Chantilly team members. Course fees and time off with pay is provided to help encourage the participation in training which leads to staff IICRC certifications in the essential areas of: WRT, AMRT, FSRT, FSAT, ABRA, CCT, and ASD. As more and more of our staff obtain the most important certifications, we encourage them to continue with certification training in areas such as Floor Care Technician training (FCT), Health & Safety Technician training (HST), and Carpet Cleaning Technician training (CCT). We are very proud of the fact that our combined Team Wall staff possess over 120 certifications.

Step Four: Step four of our continual training routine borrows from our Quality Control Plan. If we receive a complaint from a client or a customer opinion survey (COS) that reflects anything but outstanding service, we stop and review the situation. We gather the appropriate team members and conduct a customer job review (CJR). During this review we subsequently exercise the RRRR approach to determine what may have gone wrong and how to remedy the situation. During this process we research, review, replay the job, and ultimately right the situation. This process is a fantastic learning tool for our team members. Participating in a step by step analysis that typically reexamines the job from the first call to the final closing

paperwork is a learning experience. This process enables everyone to see where something may have gone off track, and how to recognize it sooner in the future. We are fortunate to have great, tenured team members, who rarely find themselves fielding a complaint. Inasmuch, we believe that the efforts expended to develop and enlist quality controls and training is the foundation to our achievements to date.

IX. Resumes and VASCUPP (RFP cite reference: p. 4 Resumes of specific personnel assigned to perform the work. Page 5 Identify amount of VASCUPP sales.)

Resumes for key personnel are included in Attachment 12. Although these are the key personnel, we will be pulling other qualified staff as needed from our other franchises. Staff utilized will be experienced and have all appropriate training and certifications for the jobs.

VASCUPP data can be found on Attachment 11. Although we did not have any VASCUPP sales in the past 12 months, we have done work for VASCUPP members in the years prior to 2022. In fact, one of our references for this proposal is George Mason University. Additionally, it is relevant to note the extensive work being done for VASCUPP equivalent organizations in the state of Maryland.

X. Summary

In summary, our commitment to clients, the community, and our employees, is unwaveringly sound. We are a long-term business providing essential services with integrity. We are proud to have won numerous awards over the past 14 years, the most recent being the 2021 SERVPRO U.S. Franchise of the Year, awarded in August, 2022 to SERVPRO Team Wall. This honor is bestowed to one organization out of over 2,000. To be recognized as the best in the country is something the owners, Jim and Trish Wall, and our SERVPRO team, have worked tirelessly to achieve. In addition to being recognized within the industry, we have an A+ rating with the Better Business Bureau (BBB) and exceptional customer review ratings on social media sites such as Facebook, Google, and Yelp. Should you select SERVPRO of Chantilly to be a participating vendor on this contract, we will openly communicate and operate with diligence, honesty, and in compliance with all stated rules and regulations.

Thank you for your review and consideration of our submission. We welcome any questions of clarification or explanation you may need.

Attachments A - D

ATTACHMENT A

OFFEROR DATA SHEET

TO BE COMPLETED BY OFFEROR

1. **QUALIFICATIONS OF OFFEROR:** Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. **YEARS IN BUSINESS:** Indicate the length of time you have been in business providing these types of goods and services.

Years 13 Months 11

3. **REFERENCES:** Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
Keller Williams Realty	11 Yrs	14399 Penrose Place, Chantilly, VA 2015	Ken Isaacman, 571-235-0129
GMU	3 Yrs	4400 University Dr., Fairfax, VA 22030	Doug O'Neill, 703-993-9420
Corvias Military Living	4 Yrs	3080 Ernie Pyle St., Fort Meade, MD 20755	Vince Miller, 913-202-3374
D.F. Chase Inc.	4 Yrs	3001 Armory Dr., #200, Nashville, TN 37204	Paschal O'Dwyer, 615-957-7263
Pilot Point Ind. School Distr.	2 Yr	829 S. Harrison St., Pilot Point, TX 76258	Dr. Harold Colson, 940-686-8700

4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.

SERVPRO of Chantilly	14101 Parke Long Court, Chantilly, VA 20151
SERVPRO of Hunt Valley & Hartford County	15 Loveton Circle, Sparks, MD 21152
SERVPRO of Harrisburg West	444 Railroad Avenue, Camp Hill, PA 17011
SERVPRO of Metro Pittsburgh East	1951 Lincoln Highway, North Versailles, PA 15137

5. **RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA:** Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the [CODE OF VIRGINIA](#), SECTION 2.2-3100 – 3131?

[] YES [X] NO

IF YES, EXPLAIN: _____

ATTACHMENT B

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Offeror Name: SERVPRO of Chantilly

Preparer Name: Patricia A. Wall

Date: 2/9/2023

Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes No

If yes, certification number: 807239 Certification date: 10/2/2018

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes No

If yes, certification number: _____ Certification date: _____

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes No

If yes, certification number: _____ Certification date: _____

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes No

If yes, certification number: _____ Certification date: _____

Instructions: *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWAMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

Small Business: "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

Woman-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified women-owned businesses are also a small business enterprise.**

Minority-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified minority-owned businesses are also a small business enterprise.**

Micro Business is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees AND no more than \$3 million in average annual revenue over the three-year period prior to their certification.

All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) to be counted in the SWAM program. Certification applications are available through SBSD at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at <http://www.sbsd.virginia.gov/> (Customer Service).

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT B (CNT'D)
 Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: **RFP #DKM-1173 Fire and Water Damage Cleanup Services** Date Form Completed: **2/9/2023**

Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses
 for this Proposal and Subsequent Contract

Offeror / Proposer: **SERVPRO of Chantilly** **14101 Parke Long Court, Chantilly, VA 20151** **Patricia A. Wall, 703-830-5800**
 Firm _____ Address _____ Contact Person/No. _____

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSB Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)
* We are a certified SWaM company and re currently applying for woman-owned status. For the purpose of this contract, we will be the small business SWaM company.					

(Form shall be submitted with proposal and if awarded, again with submission of each request for payment)

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT C



COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract No. _____

This contract entered into this _____ day of _____ 20____, by _____ hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From _____ through _____

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposals dated _____:
 - (a) The Statement of Needs,
 - (b) The General Terms and Conditions,
 - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
 - (d) List each addendum that may be issued
- (3) The Contractor's Proposal dated _____ and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
 - (a) Negotiations summary dated _____.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

PURCHASING AGENCY:

By: _____
(Signature)

By: _____
(Signature)

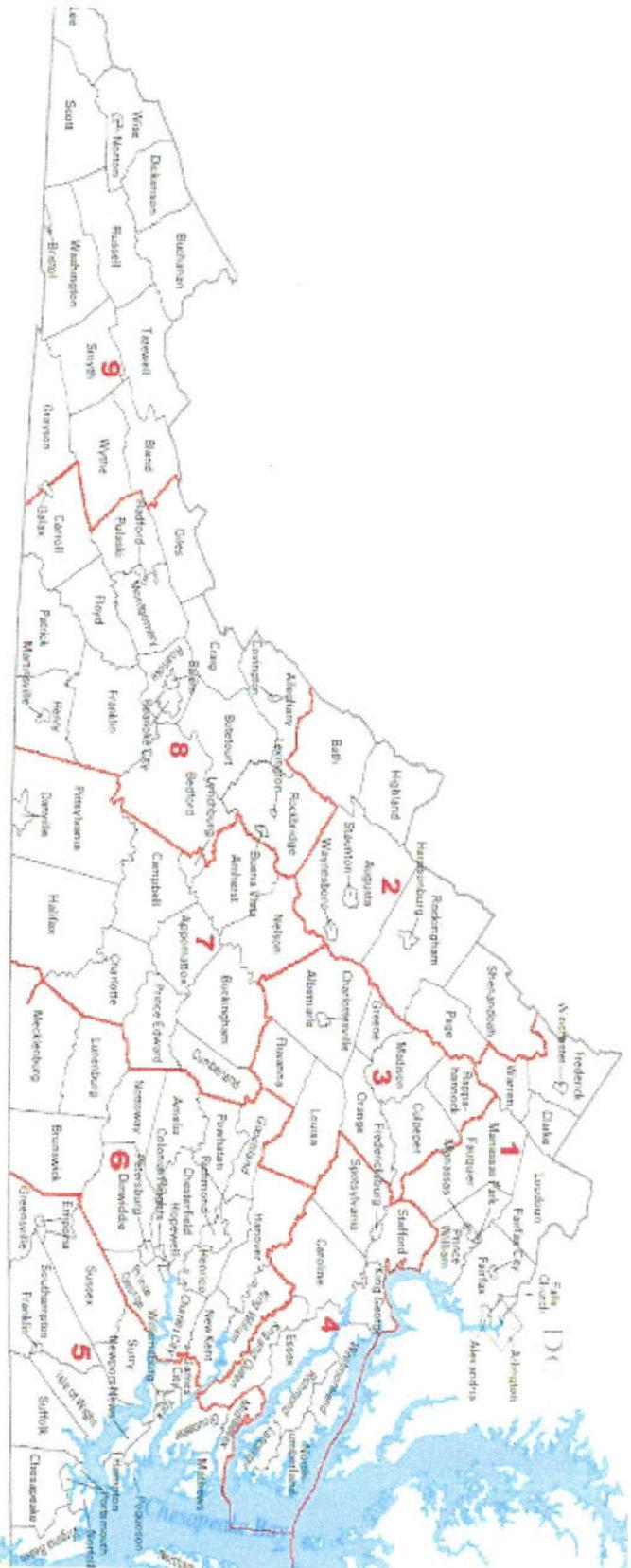
(Printed Name)

(Printed Name)

Title: _____

Title: _____

ATTACHMENT D
Zone Map



Virginia Association of State College & University Purchasing Professionals (VASCUPP)

List of member institutions by zones

- | | | |
|---|---|--|
| <p>Zone 1
George Mason University (Fairfax)</p> <p>Zone 4
University of Mary Washington (Fredericksburg)</p> <p>Zone 7
Longwood University (Farmville)</p> | <p>Zone 2
James Madison University (Harrisonburg)</p> <p>Zone 5
College of William and Mary (Williamsburg)</p> <p>Zone 8
Virginia Military Institute (Lexington)</p> <p>Zone 9
Virginia Tech (Blacksburg)</p> <p>Radford University (Radford)</p> | <p>Zone 3
University of Virginia (Charlottesville)</p> <p>Zone 6
Virginia Commonwealth University (Richmond)</p> |
|---|---|--|

Attachments 1-12

SERVPRO of Chantilly - Sample Listing of Pricing and Equipment Rental Rates

ATTACHMENT 1

(Line items below represent the type of remediation services noted in the RFP. Additional line items available upon request.)

LINE ITEM CODE	LINE ITEM DESCRIPTION	UNIT OF MEASURE	Unit Price*
WTR NAFAN	Negative air fan/Air scrubber (24 hr period) - No monit.	EA (PER 24 HOUR PERIOD)	\$63.61
WTR DRY+	Air mover axial fan (per 24 hour period) - No monitoring	EA (PER 24 HOUR PERIOD)	\$25.88
WTR DRY	Air mover (per 24 hour period) - No monitoring	EA (PER 24 HOUR PERIOD)	\$23.18
WTR DHM	Dehumidifier (per 24 hr period)- 110-159 ppd - No monitor.	EA (PER 24 HOUR PERIOD)	\$95.02
WTR DHM	Dehumidifier (per 24 hr period) - 70-109 ppd - No monitor.	EA (PER 24 HOUR PERIOD)	\$67.21
HMR HEPAVAS	HEPA vacuum	EA (PER 24 HOUR PERIOD)	\$94.00
WTR NAFAN	Air Scrubber - 500cfm	EA (PER 24 HOUR PERIOD)	\$90.00
WTR NAFAN	Air Scrubber - 2000cfm	EA (PER 24 HOUR PERIOD)	\$160.00
WTR DHMD	Desiccant - 5000cfm	EA (PER 24 HOUR PERIOD)	\$1,775.00
WTR WFI	Injectidry Floor Mat	EA (PER 24 HOUR PERIOD)	\$135.00
CLN DODHY	Hydroxyl	EA (PER 24 HOUR PERIOD)	\$200.00
WTR POWD	Spider Box	EA (PER 24 HOUR PERIOD)	\$70.00
WTR ULAYS	Tear out non-salv underlayment & bag - Category 3 water	SF	\$2.04
WTR ULAY	Tear out non-salv underlayment & bag for disposal	SF	\$1.40
WTR TACKS	Tear out tackless strip and bag for disposal - Category 3	PF	\$1.06
WTR TACK	Tear out tackless strip and bag for disposal	PF	\$0.86
WTR PROT	Protect - Cover with plastic	SF	\$0.27
WTR PNLS	Tear out wet paneling, bag for disposal - Cat 3	SF	\$0.77
WTR PNL	Tear out wet paneling, bag for disposal	SF	\$0.53
WTR PLAS	Tear out wet plaster, cleanup, bag - Category 3 water	SF	\$2.84
WTR PLA	Tear out wet plaster, cleanup, bag for disposal	SF	\$1.94
WTR PADS	Tear out wet carpet pad, cut/bag - Category 3 water	SF	\$0.71
WTR PAD	Tear out wet carpet pad and bag for disposal	SF	\$0.50
WTR LIFT	Lift carpet for drying	SF	\$0.34
WTR INSS	Tear out and bag wet insulation - Category 3 water	SF	\$1.04
WTR INS	Tear out and bag wet insulation	SF	\$0.71
WTR HEPAVAS	HEPA Vacuuming - Detailed - (PER SF)	SF	\$0.59

SERVPRO of Chantilly - Sample Listing of Pricing and Equipment Rental Rates

ATTACHMENT 1

(Line items below represent the type of remediation services noted in the RFP. Additional line items available upon request.)

LINE ITEM CODE	LINE ITEM DESCRIPTION	UNIT OF MEASURE	Unit Price*
WTR GRMB	Apply plant-based anti-microbial agent	SF	\$0.24
WTR FCWS	Tear out non-salv wood floor & bag - Category 3 water	SF	\$4.64
WTR FCWLS	Tear out non-salv floating floor & bag - Category 3 water	SF	\$2.39
WTR FCWL	Tear out non-salv floating floor & bag for disposal	SF	\$1.62
WTR FCW	Tear out non-salv solid/eng. wood flr & bag for disposal	SF	\$3.18
WTR FCVTS	Tear out non-salv. vinyl tile, cut & bag for disp. Cat 3	SF	\$2.11
WTR FCVT	Tear out non-salvageable vinyl tile, cut & bag for disp.	SF	\$1.42
WTR FCVS	Tear out non-salv vinyl, cut & bag - Category 3 water	SF	\$1.82
WTR FCV	Tear out non-salvageable vinyl, cut & bag for disposal	SF	\$1.25
WTR FCTS	Tear out non-salvageable tile floor & bag - Cat 3 water	SF	\$4.71
WTR FCT	Tear out non-salvageable tile floor & bag for disposal	SF	\$3.20
WTR FCCS	Tear out wet non-salvageable carpet, cut/bag - Cat 3 water	SF	\$0.76
WTR FCCGDS	Tear out wet non-salv. gluedn. cpt, cut/bag - Cat 3 water	SF	\$1.31
WTR FCCGD	Tear out wet non-salvageable glue down carpet, cut/bag	SF	\$0.89
WTR FCC	Tear out wet non-salvageable carpet, cut & bag for disp.	SF	\$0.53
WTR EXTS	Water extraction from carpeted floor - Category 3 water	SF	\$1.13
WTR EXTHS	Water extraction from hard surface floor - Cat 3 water	SF	\$0.69
WTR EXTHG	Water extraction from hard surface floor - Cat 2 water	SF	\$0.37
WTR EXTG	Water extraction from carpeted floor - Category 2 water	SF	\$0.70
WTR ESRVD	Emergency service call - during business hours	EA	\$141.07
WTR ESRV	Emergency service call - after business hours	EA	\$211.61
WTR EQ	Equipment setup, take down, and monitoring (hourly charge)	HR	\$47.74
WTR DRVWS	Tear out wet drywall, cleanup, bag - Cat 3	SF	\$1.22
WTR DRYWLS	Tear out wet drywall, cleanup, bag, per LF - to 2' - Cat 3	PF	\$4.62
WTR DRYWLF	Tear out wet drywall, cleanup, bag, per LF - up to 2' tall	PF	\$3.16
WTR DRYW4S	Tear out wet drywall, cleanup, bag, per LF - to 4' - Cat 3	PF	\$6.53
WTR DRYW4	Tear out wet drywall, cleanup, bag, per LF - up to 4' tall	PF	\$4.53

SERVPRO of Chantilly - Sample Listing of Pricing and Equipment Rental Rates

ATTACHMENT 1

(Line items below represent the type of remediation services noted in the RFP. Additional line items available upon request.)

LINE ITEM CODE	LINE ITEM DESCRIPTION	UNIT OF MEASURE	Unit Price*
WTR DRYWV	Tear out wet drywall, cleanup, bag for disposal	SF	\$0.87
WTR BASEB	Tear out baseboard and bag for disposal - up to Cat 3	LF	\$0.84
WTR BASE	Tear out baseboard	LF	\$0.44
WTR ACTSS	Remove wet suspended ceiling tile and bag - Cat 3	SF	\$0.53
WTR ACTS	Remove wet suspended ceiling tile and bag for disposal	SF	\$0.37
LAB SUPERC	Commercial Supervision / Project Management - per hour	HR	\$67.26
DMO PU	Haul debris - per pickup truck load - including dump fees	EA	\$133.75
CON ROOM>>	Contents - move out then reset - Extra large room	EA	\$169.25
CON ROOM>	Contents - move out then reset - Large room	EA	\$84.62
CON ROOM<	Contents - move out then reset - Small room	EA	\$42.35
CON ROOM	Contents - move out then reset	EA	\$56.41
CON LAB	Content Manipulation charge - per hour	HR	\$38.44
CLN STD	Clean stud wall	SF	\$0.77
CLN SG	Clean suspended ceiling grid	SF	\$0.31
CLN LABS	Cleaning - Supervisory/Administrative - per hour	HR	\$52.90
CLN LABR	Cleaning - Remediation Technician - per hour	HR	\$47.74
CLN F-	Clean floor	SF	\$0.41
CLN DOR	Clean door (per side)	EA	\$7.24
CLN AV	Clean the surface area	SF	\$0.36
CLN ACT	Clean acoustic ceiling tile	SF	\$0.43

* Has suggested in the RFP, SERVPRO of Chantilly uses Xactimate pricing software



SERVPRO of Chantilly -- Team Wall

14101 Parke Long Court
Chantilly, Virginia 20151
(703) 830-5800 - Office

Client: JMU -- Example Estimate
Property: 22801

Operator: LEEJR

Estimator: Lee Brandt
Business: 14101 Parke Long Court
Chantilly , VA 20151

Business: (703) 830-5800
E-mail: leejr@sphvhc.com

Type of Estimate: Water Damage
Date Entered: 2/6/2023 Date Assigned:

Price List: VACH8X_FEB23
Labor Efficiency: Restoration/Service/Remodel
Estimate: JMU
File Number: EXAMPLE

Scenario A For Example Mitigation Estimate:

A 479.33 square foot room has been affected by a Category 2 water loss. The source is a toilet in an adjacent restroom that had overflowed. The overflow occurred before the trap, therefore avoiding Category 3 contamination and making it possible to dry all affected materials in place. SERVPRO responds and does the following: 1) extract all glue down carpet, 2) detach cove base from all affected walls to allow for enhanced drying, 3) apply a plant based antimicrobial disinfectant to protect against future microbial growth, and 4) places necessary drying equipment (air movers and dehumidifiers) to dry out all affected carpet and walls.

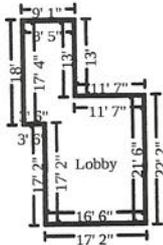
The line-item breakdown for said services can be found below.



SERVPRO of Chantilly -- Team Wall

14101 Parke Long Court
Chantilly, Virginia 20151
(703) 830-5800 - Office

JMU Main Level



Lobby

Height: 8'

872.00 SF Walls	479.33 SF Ceiling
1,351.33 SF Walls & Ceiling	479.33 SF Floor
53.26 SY Flooring	109.00 LF Floor Perimeter
109.00 LF Ceil. Perimeter	

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
Mitigation					
1. Water extraction from carpeted floor - Category 2 water <i>entire carpeted floor affected -- glue down carpet extracted to be dried in place</i>	479.33 SF	0.00	0.70	0.00	335.53
2. Cove base - Detach <i>cove base detached to dry walls in place (left on site)</i>	54.50 LF	0.00	1.18	0.00	64.31
3. Apply plant-based anti-microbial agent to more than the floor <i>antimicrobial applied to affected floor and walls</i>	533.83 SF	0.00	0.24	1.41	129.53
4. Air mover (per 24 hour period) - No monitoring <i>5 air movers in place for 3 days each</i>	15.00 EA	0.00	23.18	0.00	347.70
5. Dehumidifier (per 24 hr period) - 70-109 ppd - No monitor. <i>1 dehumidifier in place for 3 days</i>	3.00 EA	0.00	67.21	0.00	201.63
Totals: Lobby				1.41	1,078.70

General Conditions

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
6. Emergency service call - during business hours	1.00 EA	0.00	141.07	0.00	141.07
7. Personal protective gloves - Disposable (per pair)	6.00 EA	0.00	0.28	0.09	1.77
8. Equipment setup, take down, and monitoring (hourly charge) <i>2 hrs to: set-up and monitor all equipment on initial DOS monitor and take down all equipment on pick-up</i>	4.00 HR	0.00	47.74	0.00	190.96
9. Commercial Supervision / Project Management - per hour	2.00 HR	0.00	67.26	0.00	134.52



SERVPRO of Chantilly -- Team Wall

14101 Parke Long Court
Chantilly, Virginia 20151
(703) 830-5800 - Office

CONTINUED - General Conditions

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
<i>1 project manager to assist in all supervisory and administrative duties for duration of project</i>					
Totals: General Conditions				0.09	468.32
Total: Main Level				1.50	1,547.02
Line Item Totals: JMU				1.50	1,547.02

Grand Total Areas:

872.00 SF Walls	479.33 SF Ceiling	1,351.33 SF Walls and Ceiling
479.33 SF Floor	53.26 SY Flooring	109.00 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	109.00 LF Ceil. Perimeter
479.33 Floor Area	516.11 Total Area	872.00 Interior Wall Area
1,005.00 Exterior Wall Area	111.67 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	



SERVPRO of Chantilly -- Team Wall

14101 Parke Long Court
Chantilly, Virginia 20151
(703) 830-5800 - Office

Summary for Dwelling

Line Item Total	1,545.52
Material Sales Tax	1.50
Replacement Cost Value	\$1,547.02
Net Claim	\$1,547.02

Lee Brandt



SERVPRO of Chantilly -- Team Wall

14101 Parke Long Court
Chantilly, Virginia 20151
(703) 830-5800 - Office

Recap by Room

Estimate: JMU

Area: Main Level

Lobby

1,077.29

69.70%

General Conditions

468.23

30.30%

Area Subtotal: Main Level

1,545.52

100.00%

Subtotal of Areas

1,545.52

100.00%

Total

1,545.52

100.00%



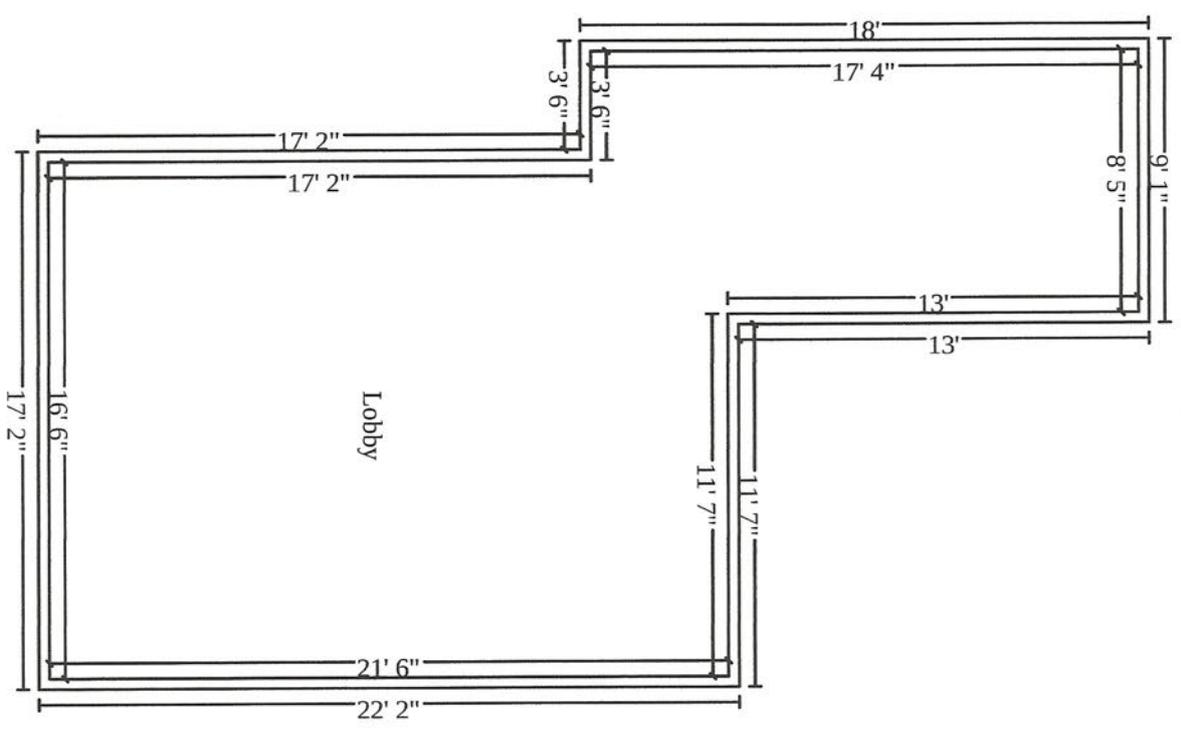
SERVPRO of Chantilly -- Team Wall

14101 Parke Long Court
Chantilly, Virginia 20151
(703) 830-5800 - Office

Recap by Category

Items	Total	%
LABOR ONLY	134.52	8.70%
WATER EXTRACTION & REMEDIATION	1,411.00	91.21%
Subtotal	1,545.52	99.90%
Material Sales Tax	1.50	0.10%
Total	1,547.02	100.00%

Lee Brandt Jr
Job File Coordinator



COMMUNICATIONS DOCUMENT – RW Services, LLC

Job: _____ Address: _____ Date: _____ Time: _____ Location of Loss: _____
Crew Chief: _____ Lead Technician: _____
<ul style="list-style-type: none">• Inspection Monitoring:
<ul style="list-style-type: none">• Work Performed:
<ul style="list-style-type: none">• Clean-Up (yes/no – if yes please explain):
<ul style="list-style-type: none">• Materials Used:
<ul style="list-style-type: none">• Equipment Added or Removed:
<ul style="list-style-type: none">• POC @ Location:
<ul style="list-style-type: none">• Additional Comments/Concerns:

FIRST NOTICE OF LOSS

Caller: _____ Date / Time: _____

Phone number: _____ , _____

Address: _____

Property type: T.H. / Single Fam. / Comm. / Apt, condo / Other: _____

Year built: _____ *If before 1978, ask if they know of lead or asbestos.

Cause Of Loss: _____ Date of loss: _____

Rooms:	Materials:	Details:

Job Notes:

Power Available? Standing Water? Significant Contents?

Other Contact: _____

Planning to file a claim? _____

Insurance Company: _____

Claim Number: _____

Deductable: _____

Lead Source:

Payment information: No Charge Estimate / \$150 estimate fee / Deductable / \$1000 Service deposit

Scheduled: _____

_____ Time: _____ Special Instructions: _____

RW Services LLC – Water & Mold Scope Sheet
 Fair Oaks - Centreville - Chantilly / Burke - Clifton - Fairfax Station

Customer Name: _____ Date: _____
 Lead Tech/Chief: _____ Time: _____
 Cat: _____ Class: _____ Cause of Loss: _____

Affected Room: _____ % Affected: _____

Dehus: _____ # Movers: _____ # Scrubbers: _____ # Dist. Box: _____

Item	Yes	No	Notes
PPE-RESP			
Content Manipulation			
Extraction			
Lift Carpet			
Tear Out Carpet			
Tear Out Pad			
Tear Out Drywall			
Tear Out Trim			
Tear Out Tackstrip			
Tear Out Insulation			
Tear Out Flooring			tile / hardwoods / laminate / vinyl / _____
Anti-Microbial			
Containment			

Affected Room: _____ % Affected: _____

Dehus: _____ # Movers: _____ # Scrubbers: _____ # Dist. Box: _____

Item	Yes	No	Notes
PPE-RESP			
Content Manipulation			
Extraction			
Lift Carpet			
Tear Out Carpet			
Tear Out Pad			
Tear Out Drywall			
Tear Out Trim			
Tear Out Tackstrip			
Tear Out Insulation			
Tear Out Flooring			tile ____ / hardwoods ____ / laminate ____ / vinyl ____
Anti-Microbial			
Containment			

cln pil	clean pillow			
cln pic	framed art			



Sketch Pad

Customer Name: _____ Area Name: _____

Today's Date: _____ # of Dehus: _____ # of Air Movers: _____

(Use Sketch Pad to define parameters, heights, length, width & cubic feet of affected area. Note monitoring areas & equipment)

Key: Dehumidifier Air Mover Monitoring Location - - - - - Water Migration Line

Large empty rectangular area for sketching.

SERVPRO® Drying Zone Monitoring Report

Customer Name: _____ Loss Address: _____ Non-Invasive Meter ID#: _____
 Monitoring Technician: _____ City: _____ Invasive Meter ID#: _____
 Date: _____ Time: _____ State: _____ Zip: _____ Thermo-Hygrometer ID# _____

Atmospheric Readings

Reading	Date	Time	Technician Initials	Outside			Unaffected Area			HVAC			Affected Area / Zone 1			Affected Area / Zone 2			Affected Area / Zone 3			Affected Area / Zone 4		
				Temp	RH	GPP	Temp	RH	GPP	Location:	Temp	RH	GPP	Temp	RH									
1																								
2																								
3																								
4																								
5																								

*SS= Special Situations

Dehumidifier Readings

Reading	Dehu ID: _____ Dehu Model: _____ Room: _____			Dehu ID: _____ Dehu Model: _____ Room: _____			Dehu ID: _____ Dehu Model: _____ Room: _____			Dehu ID: _____ Dehu Model: _____ Room: _____		
	Temp	RH	GPP									
1												
2												
3												
4												
5												

RW Services Re-inspection Report

Quality Control Worksheet							
Administrative Information							
Customer Name		Claim No.		Loss Location		Re-Inspection Date	
Person Interviewed		Cause of Loss		Type of Loss		Cat/Non-Cat	
						Estimate Amount	
Status							
Status of Job File		In Progress		Complete			
Status of Remediation		In Progress		Complete			
This Worksheet represents Reviewer findings at the time of inspection only							
1.	Approvals:						
	Date on Site:						
	Time on Site:						
	Flooring Type:						
	Explanation for deviated line items						
	Prior Approval For:						
	Drying in excess of 5 days						
	Notification of use of specialty equipment						
	Any deviations from IIRC Standards						
	Line Item for fuel surcharges						
	Documentation of defective product and/or workmanship which may have caused loss						
	Any Engineering expert						
	Scientific or specialized technical expertise						
	Industrial Hygienist						



Certificate of Satisfaction: Job Completion

Customer Name: _____ Date of Loss: _____
 Loss Address: _____
 City: _____ State: _____ Zip: _____
 Team Members: _____ Claim Number (if available): _____

SERVPRO® and its Franchisees strive to be the Premier Cleaning and Restoration Company. Please take a moment to complete the following questionnaire and help us evaluate how we're doing.

On a scale of 1 to 10, with 1 being "Strongly Disagree" and 10 being "Strongly Agree," how would you rate the following:

	Strongly Disagree	—————→								Strongly Agree
1. The SERVPRO® Franchise's office staff was courteous, polite and helpful throughout the duration of the job.	1	2	3	4	5	6	7	8	9	10
2. The SERVPRO® Franchise's on-site personnel were prompt, courteous and attentive to my concerns.	1	2	3	4	5	6	7	8	9	10
3. The SERVPRO® Franchise's on-site personnel clearly explained the cleaning and restoration process throughout the duration of the job.	1	2	3	4	5	6	7	8	9	10
4. I was confident in the knowledge and professionalism of the SERVPRO® Franchise's on-site personnel who performed the services at my home or place of business.	1	2	3	4	5	6	7	8	9	10
5. I was impressed by the SERVPRO® Franchise's on-site personnel that performed services at my residence or place of business.	1	2	3	4	5	6	7	8	9	10
6. I would use the SERVPRO® Franchise who assisted me during this loss for future cleaning and/or restoration needs.	1	2	3	4	5	6	7	8	9	10
7. I would recommend the SERVPRO® Franchise to my friends, family and colleagues.	1	2	3	4	5	6	7	8	9	10
8. Overall, I am satisfied with the service(s) provided by the Servpro® Franchise.	1	2	3	4	5	6	7	8	9	10
9. What recommendations would you have to help the SERVPRO Franchise improve its performance in the future?										
10. Additional Comments:										

Customer, _____, acknowledges that the restoration / cleaning project for which the SERVPRO® Franchise has provided Emergency Services has been performed to the customer's satisfaction.

Signature: _____ Date: _____

Thank you for your feedback. We appreciate your patronage and look forward to serving your future cleaning and restoration needs.

	Jobs Process Confirmation	Yes	No
	Does the estimate accurately reflect the mitigation performed? Comments required if "No" is checked.		
3.	Accurate Dimensions	Yes	No
	All room dimensions were correct? If "No", add comments and note deviations. Do not round up or down.		
4.	On-Site Drying Equipment	Yes	No
	Does the drying equipment on the attached calculation sheet match the equipment placed on site? The Drying Workbook Calculation Sheets must be attached. Comments are required if "No" is checked.		
5.	Specialty Drying Equipment	Yes	No
	Did the site conditions support use of Specialty Drying Equipment (e.g. hardwood floor mats)? Comments required if "No" is checked.		
6.	Proposal Compliance	Yes	No
	Is pricing in accordance with the proposal? Comments required if "No" is checked.		
7.	Deviations	Yes	No
	Did RW Services properly document line item deviations? (e.g., changes to original scope and estimate) Comments required if "No" is checked.		
8.	Miscellaneous Line Items	Yes	No
	Did the estimate properly document miscellaneous line item entries, i.e., changes to the original scope and estimate?		
9.	Moisture Checks	Yes	No
	Were all moisture checks documented?		
10.	Other	Yes	No
	Any observations specific to this mitigation job, which was not covered above, please note.		

SERVPRO TEAM WALL 2023 TRAINING OPPORTUNITIES

ATTACHMENT 9

Compliance Training Projection List	
Compliance Topic	Summary
Sexual Harassment Prevention Made Simple	Allows employees to avoid and/or identify or correct behavior that might harm others and lead to liability.
Workplace Violence Prevention Made Simple	Teaches our employees to stay safe during any threats of violence, harassment, intimidation or other dangerous behavior that may occur in the workplace.
Diversity and Inclusion	It helps with learning how to work effectively with team members of all cultures, genders, abilities, backgrounds and beliefs.
Coronavirus: Guarding Against COVID-19 (Spanish Version Available)	Create awareness of the prevention and mitigation related to the spread of COVID 19 and provide employees with updates regarding CDC and state regulations and company protocol.
First Aid and First Aid (Spanish)	Helps our employees understand the basics of what they should do and not do when someone is sick or injured, and how to determine when they should call for emergency assistance.
Combat Discrimination at the Source	Learn about common causes of workplace discrimination and how to stop them.
Customer Service 100 Learning Path	Helps our employees ensure their understanding of the different facets of customer service and how to manage the customer experience
Conflict Resolution For Beginners	You will gain concrete strategies to become a better listener and communicator, and how to accomplish that essential task of reaching a resolution.
Business Etiquette Learning Path	To teach you how to interact with others professionally in the business world.
Inclusive Language and Communication	In this course we'll look at some key tips for communicating in an inclusive way with everyone from all backgrounds and cultures.
Clearly Communicating Production Process and Establishing Expectations with Customers	Understand how to explain the production process and establish service expectations with all stakeholders.

**Example Email Communication Exchange
Between SERVPRO TEAM WALL and Client**



Matt Bell

Vice President of Operations
SERVPRO Team Wall

O: 410-229-0012 | C: [REDACTED]

15 Loveton Cir
Sparks, MD 21152

servprohuntvalleyharfordcounty.com
teamwallholdings.com



From: Ben Afman <bafman@sphvhc.com>

Sent: Sunday, January 29, 2023 11:07 AM

To: Matt Bell <matt@sphvhc.com>;

Lucas <lucas@vincent.com>; Vincent <vincent@vincent.com>

<keith@servproteamwall.com>

Cc: Keith Badorrek <keith@servproteamwall.com>; Randi Wolfe <randi@sphvhc.com>; Chelsea Schnitzker <chelsea@sphvhc.com>; Amanda Berterman <amanda@sphvhc.com>

Subject: Re: 655 W. Baltimore Supplemental

655 W Baltimore it finished!

The plaster, primer, paint, and cove base, on the walls between the men's room and the elevators is done.

The refinishing of the angled ceiling in the fire control room, resurface of the plaster, prime and paint. Is complete well.

Vincent C. and I will do a final walk and inspection on Monday.

I have included photos, both of the containment, (great job crew!) and the finished product!

Please contact me with any questions.

Ben Afman

410-409-6480

From: Ben Afman <bafman@sphvhc.com>

Sent: Wednesday, January 25, 2023 8:26:23 AM

To: Matt Bell <matt@sphvhc.com>; I, Lucas <>; Vincent <>

Cc: Keith Badorrek <keith@servproteamwall.com>; Randi Wolfe <randi@sphvhc.com>; Chelsea Schnitzker <chelsea@sphvhc.com>; Amanda Berterman <amanda@sphvhc.com>

Subject: Re: 655 W. Baltimore Supplemental

Good morning, All

I am pleased to report on the progress in 655 west Baltimore St. and the crew is returning this morning to begin the plaster repair to the wall between the men's room and the elevators. I expect the plaster repair, prime and paint of the wall, to take a few days. I'm optimistic it will be complete by COB Friday. But that is subject to the plaster dry times.

The angled portion of the fire control room ceiling under the stairs, is finally dry and ready for primer and paint. I expect this room to be complete no later than COB tomorrow 1/26/23.

I'll keep you informed of the progress. Please contact me if you have any questions.

Ben Afman
410-409-6480

Get [Outlook for iOS](#)

From: Matt Bell <matt@sphvhc.com>

Sent: Thursday, January 19, 2023 10:48:23 AM

To: I, Lucas <>

Cc: Ben Afman <bafman@sphvhc.com>; Keith Badorrek <keith@servproteamwall.com>; Randi Wolfe <randi@sphvhc.com>; Chelsea Schnitzker <chelsea@sphvhc.com>; Amanda Berterman <amanda@sphvhc.com>

Subject: RE: 655 W. Baltimore Supplemental

Thank you Lucas.



Matt Bell

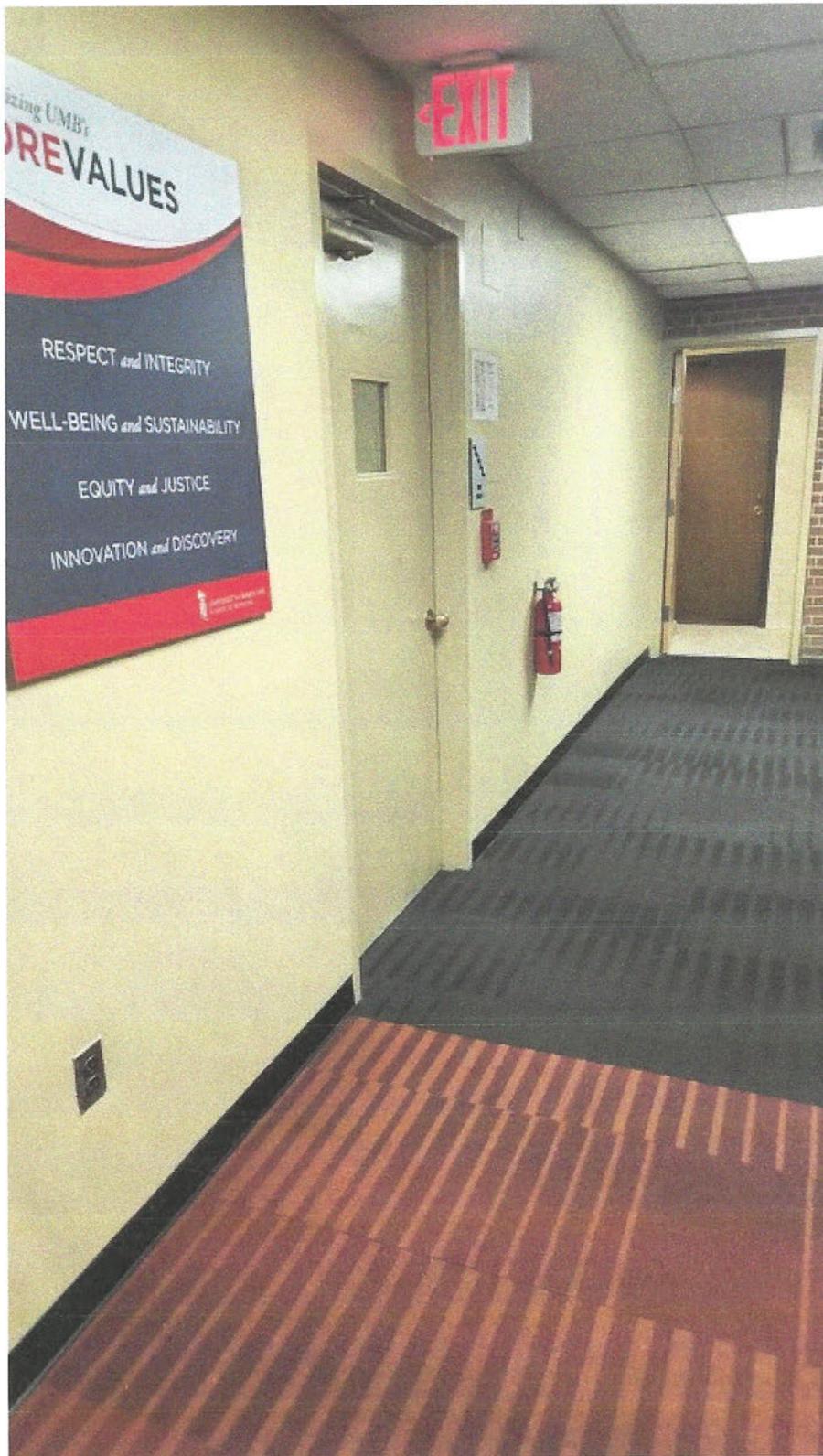
Vice President of Operations

SERVPRO Team Wall









Previous 12 months Sales with VASCUPP Members

George Mason University	Sales in years prior to 2022
McDonough School of Business - Georgetown University, Washington D.C.	\$292,766 - University in D.C., so not a VASCUPP member.
University of Maryland	\$46,806 - Since October, 2022. This is a new contract. UMD is not a VASCUPP member because the university is in Maryland.

RFP #DKM-1173 Fire and Water Damage Cleanup Services

* Although the last two entrees are not VASCUPP members, they are like entities to higher education institutions in Virginia. The information is displayed to highlight previous and current working relationships with educational institutions.

Key Personnel Resumes

Key Person's Name:	Michael Kelso			
Position to be Assigned:				
5. Technical Training/Educational Background: **	Acct Mngr/Coordinator	X	Field Superintendent	Project Estimator
6. Association/Institution				Apprenticeship/Degree – Major
IICRC	Water Journeyman	Licenses/Seminars, Date Earned		
IICRC	HST			
		6/6/22		
Employment History and Qualifications (insert additional as required):				
7. (If a person has more than three employers in his/her employment history, please provide complete employment history via supplemental page(s) and attach to this form.) Must have a minimum of at least five (5) years' experience from issue date of proposal in the field of remediation and two (2) years of supervision				
Current Employer's Name Servpro of Fair Oaks Centreville Chantilly				
7.1. Dates of Employment:	11/16/2015 - Current			
Position Held:	Duration by Date:			
Production Manager	09/16/2019 - Current			
Crew Chief	11/16/2015 – 09/16/2019			
Prior Employer's Name:				
Redner's Warehouse Markets				
7.2. Dates of Employment:	08/12/2007- 11-16-2015			
Position Held:	Duration by Date:			
Grocery Manager	04/20/2010 – 11/16/2015			
Stock Clerk	08/15/2007 – 11/16/2015			
(Repeat 3.2. Prior Employer fields until complete employment history has been recorded on the form)				
Achievements/Professional/Trade Certifications/Other:				
8. IICRC – Water Damage Restoration, Applied Structural Drying, Carpet cleaning, Carpet repair and installation, Journeyman Water Restorer, Health and Safety Technician				

Key Person's Name:		Keith Badorrek			
13. Position to be Assigned:		Acct Mngr/Coordinator	Field Superintendent	X	Project Estimator
14. Technical Training/Educational Background: **					
Association/Institution	Apprenticeship/Degree – Major	Licenses/Seminars, Date Earned			
American Educational Institute	Legal Principles Claim Specialist	April 2006			
Xactimate	Level 1 certification				
OSHA	OSHA 30				
15. Employment History and Qualifications (insert additional as required):					
<p>(If a person has more than three employers in his/her employment history, please provide <u>complete employment history</u> via supplemental page(s) and attach to this form.) <u>Must have a minimum of at least five (5) years' experience from issue date of proposal in the field of remediation and two (2) years of supervision</u></p>					
15.1. Current Employer's Name		SERVPRO of Fair Oaks Centreville Chantilly			
Dates of Employment:		July 2020 - Current			
Position Held:		Duration by Date:			
Senior Estimator		July 2020 - Current			
15.2. Prior Employer's Name:		PBI Restoration			
Dates of Employment:		September 2015 – July 2020			
Position Held:		Duration by Date:			
Estimator		September 2015 – July 2020			
(Repeat 3.2. Prior Employer fields until complete employment history has been recorded on the form)					
16. Achievements/Professional/Trade Certifications/Other:					
Xactimate Level 1 Certification, OSHA 30 Training, Legal Principles Claims Specialist					

Key Person's Name:		Leif O'Kelley			
9. Position to be Assigned:		Acct Mngr/Coordinator	X	Field Superintendent	Project Estimator
10. Technical Training/Educational Background: **					
Association/Institution	Apprenticeship/Degree – Major	Licenses/Seminars, Date Earned			
Troy University, AL	BA Sports Science/Kinesiology	BA, 2011			
11. Employment History and Qualifications (insert additional as required):					
(If a person has more than three employers in his/her employment history, please provide <u>complete employment history</u> via supplemental page(s) and attach to this form.) <u>Must have a minimum of at least five (5) years' experience from issue date of proposal in the field of remediation and two (2) years of supervision</u>					
11.1. Current Employer's Name		SERVPRO of Fair Oaks Centreville Chantilly			
Dates of Employment:		4-10-22 to Present			
Position Held:		Duration by Date:			
Construction Project Manager		4-10-22 to Present			
11.2. Prior Employer's Name:		Chenworth Properties			
Dates of Employment:		July 2016 – April 2022			
Position Held:		Duration by Date:			
Project Manager		July 2016 – April 2022			
(Repeat 3.2. Prior Employer fields until complete employment history has been recorded on the form)					
12. Achievements/Professional/Trade Certifications/Other:					
OSHA 10 Training					

Key Person's Name:		Matt Bell			
1. Position to be Assigned:		X	Acct Mngr/Coordinator	Field Superintendent	Project Estimator
2. Technical Training/Educational Background: **					
Association/Institution		Apprenticeship/Degree – Major		Licenses/Seminars, Date Earned	
University of MD Global Campus		Business Administration		In Progress	
IICRC		Water Restoration Technician			
3. Employment History and Qualifications (insert additional as required):					
(If a person has more than three employers in his/her employment history, please provide <u>complete employment history</u> via supplemental page(s) and attach to this form.) <u>Must have a minimum of at least five (5) years' experience from issue date of proposal in the field of remediation and two (2) years of supervision</u>					
3.1. Current Employer's Name		Servpro of Fair Oaks Centreville Chantilly			
Dates of Employment:		7/15/19 to Present			
Position Held:			Duration by Date:		
Vice President of Operations			7/15/19 to Present		
3.2. Prior Employer's Name:		Brother's Services			
Dates of Employment:		January 2017 through July 2019			
Position Held:		Duration by Date:			
Customer Care Manager		January 2017 through July 2019			
(Repeat 3.2. Prior Employer fields until complete employment history has been recorded on the form)					
4. Achievements/Professional/Trade Certifications/Other:					
IICRC Water Damage Restoration Certified					

Wendy Dickinson



EDUCATION: BSBA Management and Finance, BOSTON UNIVERSITY

PROFESSIONAL TRAINING:

- 1985 Allstate Insurance- Property, Casualty, Life and Health Training
Licensed in the State of Texas for Property, Casualty, Life and Health Insurance
- 1987 Management Training Program
- 1988 Dun and Bradstreet "Train the Trainer" Training Program
- 1998 Skin Care/Scar Care Training Program- Merz Pharmaceuticals
- 1998 Launched "MEDERMA" for Merz Pharmaceuticals and trained 100+ doctors on applications
- 1999 Corporate Trainer for Merz Pharmaceuticals (California and Louisiana markets)
- 2005 GOOGLE- SEO/SEM Certification Program
- 2008 Weichert Realty- Virginia Real Estate License Program
Licensed as a Realtor in Virginia
- 2009 SERVPRO National Franchise Training Program
- 2009 Certified in Water Remediation by IICRC
- 2011 Certified in Applied Structural Drying by IICRC
- 2012 Certified in Bio-Recovery by American Bio-Recovery Association

PROFESSIONAL TEACHING EXPERIENCE

2009-present

Servpro of Fair Oaks Centreville Chantilly
Owner/Business Manager

Currently, I am responsible for a two million dollar operation focusing on financials, training personnel, and educating the community on our services. I work hands on with the insurance community in keeping them up to date on industry trends and customer service.

Ron Dickinson

Business Experience as of 7/15/20

General Manager

Servpro of FairOaks-Centreville-Chantilly, and Servpro of Burke-Clifton-Fairfax Station

Dates Employed: Jan 2009 – Present

Employment Duration: 11 yrs 7 mos

Vice President

Wendy Dickinson Management, Inc.

Dates Employed Jan 2008 – Present

Employment Duration 2 yrs 6 mos

Vice President of Sales and Business Development

US Chamber of Commerce

Dates Employed Nov 2005 – Dec 2007

Employment Duration 2 yrs 2 mos

Vice President and General Manager

Cox Media

Dates Employed Nov 1990 – Nov 2005

Employment Duration 15 yrs 1 mo

Education

Georgetown University - The McDonough School of Business

Degree Name: MBA- IEMBA Class of 2003

Field of Study: International Business

Dates attended: 2001 – 2003

Credentials

Commonwealth of Virginia Class A Contractor license #2705126832

Commonwealth of Virginia DPOR Mold Inspector License #33870000066 9/30/12

Commonwealth of Virginia SWAM Certified #807239

IICRC Certifications: Water Damage Restoration, Applied Antimicrobial (MOLD)Remediation

Applied Structural Drying, Commercial Drying Specialist #139557

American Bio Recovery Association Certification: Bio Technician #A0835

2007-2009

Reach Local

Marketing Representative

In this role, I was responsible for educating customers about online advertising and securing new business and renewal contracts. This involved training local businesses about GOOGLE Adwords. I am GOOGLE Adwords certified.

1997-2002

Merz Pharmaceuticals

Corporate Trainer/Marketing Representative

In my role at Merz, I was responsible for educating dermatologists, plastic surgeons, surgeons, and interns in the California, Louisiana and Washington DC markets on Mederma, a product for scar treatment. In this position I gave daily training sessions to doctors on scar medications as well as worked on two clinical trials with LSU and Tulane medical schools. I was also responsible for the field training of 24 sales representatives throughout California and Louisiana.

Katia L. Pule



WORK EXPERIENCE

2015-Present - Operations Manager SERVPRO of Fair Oaks-Centreville-Chantilly

Certified in Water, Fire, Mold, Biohazard (COVID-19), Asbestos, Pack-Outs, and Commercial Structural Drying.

My daily activity includes managing and training all production technicians employed with our SERVPRO franchise. Quality control on all jobs from start to finish is my key focus. I need to communicate with all the insurance companies, sub-contractors, and our administrative staff to make sure jobs are done to SERVPRO's and IICRC standards.

I started out as a technician and worked my way up to run all the operations and report directly to the owners. With all the communication that is necessary for this position, I also have assistants who work with me to help keep all parties up to date.

2007 – 2015 - Field Technician/Crew Chief SERVPRO of Fair Oaks-Centreville-Chantilly

- Managed and completed jobs according to SERVPRO procedures and protocols
- Set up and established job flow, coordinated requirements for the job, completed job files, supervised production work, and followed assigned jobs from start to finish
- Cleaned and restored interior of buildings damaged by fire, smoke, mold, or water, using commercial cleaning equipment
- Lead mold remediation work along with production managers
- Resolved problems quickly as they arose
- Conducted job estimates
- Communicated and established rapport with commercial, insurance, and residential clients
- Responsible for performing the repairs and restoration work needed to restore a given area back to normal
- Assessed what was repairable versus unrepairable
- Used anti-fungal and anti-microbial chemicals to kill infestations due to standing water
- Slated building for demolition
- Carpet cleaning/extraction

Garrison L. Hughes



Education **Bachelor of Science in Business Administration 12' (*Focus in Marketing*)**
Old Dominion University Norfolk, VA

Certifications:

Water Damage Restoration IICRC Certified
Applied Structural Drying IICRC Certified

**Professional
Experience**

Modell's Sporting Goods Sales Associate (Fall 2007-Summer 2009)
Stanley Steemer Crew Chief (2010-2015)
SERVPRO Fair Oaks Centreville Chantilly (2015-Present)

**Extracurricular
Activities**

Camp Counselor for Chuck Driesell Youth Basketball Camp (Summer 2007)
The Blue Iguana's Fairfax County Special Olympics Charity Golf Tournament (Summer 10' 11')
Co-Captain of ODU Club Team- Participant in Regional Basketball Tournament (Spring 2012)
Finance Club Member, Director Maureen Stiner (Fall 2011- Spring 2012)
American Marketing Association Member, Director Michelle Carpenter (Fall 2010- Spring 2012)

NOTABLE ACHIEVEMENTS

Spotlight On Youth Award by Delta Sigma Theta, Inc. (2007)
Member of National Honors Latin Society (2006-2007)
3.0 GPA in Marketing major (2012)

ROSA ROMERO



EDUCATION

Commonwealth of Virginia

- Asbestos Supervisor License

IICRC Certified Technician

- Water Restoration Technician (WRT)
- Applied Microbial Remediation Technician (AMRT)

Northern Virginia Community College, Alexandria, VA

- Associate of Applied Science Degree in Construction Management Technology
- OSHA 30

Northern Virginia Community College, Annandale, VA

- IT Tech Support Certificate

EMPLOYMENT

Production Technician, Servpro, Chantilly, VA

Feb 2019-Present

- Provide customer service
- Water mitigation
- Mold remediation
- Provide mitigation and repair estimates

Accounts Payable/Bookkeeping, Party City, Fairfax, VA

May 2018-Feb 2019

- Data entry of invoices
- Place seasonal/everyday orders as needed
- Update excel spreadsheets for expense reports
- Oversee/manage office staff in sister stores
- Claim shortages and damages from vendors

Sales Associate/Bookkeeping/Key Holder, Party City, Chantilly, VA

October 2008-May 2018

- Handle monetary transactions
 - Reconcile cash registers
 - Receive merchandise from vendors
 - Check for receiving discrepancies
 - Make adjustments to inventory system as needed
-

Todd Pule



WORK EXPERIENCE

2018- Present - Crew Chief SERVPRO of Fair Oaks-Centreville-Chantilly

Certified in Water, Fire, Mold, Biohazard (COVID-19), and Pack-Outs

My daily activity includes managing and training all production technicians employed with our SERVPRO franchise. Quality control on all jobs from start to finish is my key focus. I need to communicate with all the insurance companies, sub-contractors, and our administrative staff to make sure jobs are done to SERVPRO's and IICRC standards.

2011 – 2018 - Field Technician/Crew Chief SERVPRO of Catonsville/Reistertown

- Managed and completed jobs according to SERVPRO procedures and protocols
- Set up and established job flow, coordinated requirements for the job, completed job files, supervised production work, and followed assigned jobs from start to finish
- Cleaned and restored interior of buildings damaged by fire, smoke, mold, or water, using commercial cleaning equipment
- Lead mold remediation work along with production managers
- Resolved problems quickly as they arose
- Conducted job estimates
- Communicated and established rapport with commercial, insurance, and residential clients
- Responsible for performing the repairs and restoration work needed to restore a given area back to normal
- Assessed what was repairable versus unrepairable
- Used anti-fungal and anti-microbial chemicals to kill infestations due to standing water
- Slated building for demolition
- Carpet cleaning/extraction

Marcus Pondexter

██████████ | Fairfax, VA 22031

SKILLS

- Disaster Preparation
- Staff Training
- PPE Use
- Planning & Organizing
- Active Listening
- Critical Thinking
- Organizational Skills
- Basic Math
- Supervision & Leadership
- People Skills
- Customer Service

EXPERIENCE

Crew Chief, Servpro of Fair Oaks-Centreville-Chantilly, July 2016-Current Centreville, VA

- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Provided restoration services for structures that have been damaged by fire, mold, water and weather.
- Placed fans and dehumidifiers in strategic room locations to remove moisture from carpet, air and upholstery.
- Cleaned carpet, upholstery and draperies to remove effects of smoke and water damage.
- Inspected completed restoration to ensure conformance to standards.
- Completed scheduled appointments on time to drive quality service.

Manager, Economy Office Supply, June 2000-January 2016 Falls Church, VA

- Trained employees on additional job positions to maintain coverage of roles.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Enhanced team member performance through use of strategic and tactical approaches, motivational coaching and training.
- Exercised good judgment and decision-making in escalating concerns and resolving issues.

EDUCATION AND TRAINING

High School Diploma Mclean High School, Mclean VA June 2000

CERTIFICATIONS

- IICRC # 255164
- Applied Microbial Remediation
- Water damage restoration
- Trauma & crime scene
- Asbestos abatement

EXPERIENCE:

Servpro Fair Oaks Centreville Chantilly

May 2016- Present

Skills

- Disaster Preparation
- Staff Training
- Planning & Organizing
- Critical Thinking
- Organizational Skills
- Supervision & Leadership
- Customer Service

Experience

EXPERIENCE

Crew Chief, Servpro of Fair Oaks-Centreville-Chantilly, July 2016-Current Centreville, VA

- Worked successfully with diverse group of coworkers to meet various goals and address issues related to our products and services.
- Provided restoration services for structures that have been damaged by fire, mold, water and weather.
- Placed fans and dehumidifiers in strategic room locations to remove moisture from carpet, air and upholstery.
- Cleared carpet, upholstery and draperies to remove effects of smoke and water damage.
- Inspected completed restoration to ensure conformance to standards.
- Completed scheduled appointments on time to drive quality service.

Certified in Water, Fire, Mold, Biohazard (COVID-19), Asbestos, Pack-Outs, and Commercial Structural Drying.

My daily activity includes managing and training all production technicians employed with our SERVPRO franchise. Quality control on all jobs from start to finish is my key focus. I need to communicate with all the insurance companies, sub-contractors, and our administrative staff to make sure jobs are done to SERVPRO's and IICRC standards.

I started out as a technician and worked my way up to run all the operations and report directly to the owners. With all the communication that is necessary for this position. I also have assistants who work with me to help keep all parties up to date.

Danny Boling



EXPERIENCE

Crew Chief, Servpro of Fair Oaks-Centreville-Chantilly, July 2016-Current Centreville, VA

- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Provided restoration services for structures that have been damaged by fire, mold, water and weather.
- Placed fans and dehumidifiers in strategic room locations to remove moisture from carpet, air and upholstery.
- Cleaned carpet, upholstery and draperies to remove effects of smoke and water damage.
- Inspected completed restoration to ensure conformance to standards.
- Completed scheduled appointments on time to drive quality service.

Cameron Lonesome



Plan and execute reconstruction and other complex restoration projects while ensuring a high quality of service in all dealings with customers, clients, subcontractors, and resources providers involved in restoration services.

Skills

- Leadership skills
- Program / project management skills
- Excel in critical thinking, project analysis and highly detail oriented work processes
- Skilled in performing job estimates of all types including use of Xactimate
- Effective written and verbal skills
- Ability to operate independently and / or with a team / crew
- Superior interpersonal communication skills
- Excellent customer service skills
- Proficient in Microsoft Office, as an aid in document and information compilation

Experience

AUGUST 2018 - CURRENT

Program Manager / ServPro, Chantilly, VA

- Manage company mitigation and home renovation projects.
- Ensure a quality team of properly trained employees produce jobs completed according to company policies, processes and procedures.
- Supervise, monitor and communicate with management on all project activities.
- Manage and improve production operations (wherever possible) to assure quality results and customer satisfaction.
- Oversee and manage all production activities to meet (and / or exceed) revenue, expense and profit goals and objectives.
- Residential and commercial property estimating, scoping and quality control.
- Secure approved scope and price with insurer and property owner.
- Respond to calls and manage water, fire and property losses and / or damages.
- Ability to build relationships with property owners and insurance adjusters.
- Training and development of team members.
- Handle and resolve customer conflicts (when necessary) to assure customer satisfaction.
- Coordinate production resources for job scheduling and completion (including subcontractors where necessary).
- Ensure compliance with all company policies, procedures and processes.
- Provide product, safety and production training.
- Oversee quality control of all products, services and work production activities.

- Assist in recruiting, hiring and development of production staff.
- Ensure quality communication with owners, office and project personnel.
- Monitor all projects to completions.

AUGUST 2018 - CURRENT

Project Estimator / ServPro, Chantilly, VA

- Evaluate and sell projects.
- Educate customers on process.
- Identify and document project scope of-work.
- Maintain customer and client communications.
- Review and convert estimates into projects.
- Obtain customer and client agreement on scope and estimate.
- Ensure proper permits are acquired.
- Create project schedule, timeline and budget.
- Identify and qualify subcontractors and resources providers.
- Negotiate terms and set expectations with customers.

OCTOBER 2013 – AUGUST 2018

Crew Chief / ServPro, Chantilly, VA

- Responded, managed and completed jobs according to company processes, per the work order.
- Set up and established efficient job flow:
 - Coordinated requirements for the job;
 - Completed job documentation;
 - Performed and supervised production work, and;
 - Monitored assigned jobs from start to finish.
- Followed and enforced all safety procedures on the job / job site.
- Resolved problems in a timely manner, as they arose.
- Performed sales and marketing activities, including add-on sales and security checks.
- Communicated and established relationships with commercial, residential and insurance customers.
- Cleaned and maintained work vehicles, equipment, warehouse and office areas.
- Maintained excellent communication with the Project Manager, General / Operations Manager, Owners (as necessary / appropriate), and the customer.
- Ensured all jobs were completed, either meeting or exceeding company and customer expectations.

AUGUST 2010 – OCTOBER 2013

Lead Technician / ServPro, Chantilly, VA

- Provided excellent customer service.
- Understood all processes to complete fire, water, mold, contents, and asbestos abatement jobs.
- Provided expertise in proper cleaning of products and equipment.
- Left job with a clean and orderly appearance.
- Coordinated and maintained excellent communication with the Program Manager, General / Operations Manager, Owners (as necessary / appropriate), and with the customer.

Certifications

2014 - CURRENT

Applied Microbial Remediation / IICRC – Certification #175081

This certification covers mold and sewage remediation and techniques to individuals engaged in property management and property restoration involved in Indoor Environmental Quality (IEQ) investigations.

2015 - CURRENT

Applied Structural Drying / IICRC – Certification #175081

This certification covers effective, efficient and timely drying of water-damaged structures and contents.

2013 - CURRENT

Biohazard Cleanup and Remediation / American Bio Recovery Institute

This certification covers the processes and cleanup of trauma and crime scenes, which may involve blood and other potentially infectious material.

2016 - CURRENT

Lead Safe Work Practice / Lead Safe

This certification covers how to safeguard a work site from toxic lead dust.

2012 - CURRENT

Water Damage / IICRC – Certification #175081

This certification covers the use of technologies and procedures help prepare and restore customer sites.

References

Will provide as requested.

Christopher Tepe



Servpro

July 2009

Crew Chief

Certified in water, fire, mold, bio, asbestos, and lead.

My job is to run crews of all kinds of mitigation and do on the job training. Skills are working with new people and bringing them up to speed with job guidelines and software skills.

I have been with the company for a long time and can fill in with any job and run a crew to complete a quality product. My experience is working with insurance companies and large loss commercial buildings.

In 2012 I completed the Mole Remediator Supervisor License
#33860000123.

Amar Mawusi



WORK EXPERIENCE

06/2022-Present - Technician SERVPRO of Fair Oaks-Centreville-Chantilly

Certified in Water, Fire, Mold, Biohazard (COVID-19), Asbestos, Pack-Outs, and Commercial Structural Drying.

My daily activity includes managing and training all production technicians employed with our SERVPRO franchise. Quality control on all jobs from start to finish is my key focus. I need to communicate with all the insurance companies, sub-contractors, and our administrative staff to make sure jobs are done to SERVPRO's and IICRC standards.

06/2014- 05/2022: Barber Perfections Barbershop : Scheduling appointments for clients

Charity haircut events for churches, group homes, and children.

09/2013- 07/2019: Tow Truck Operator: Don Amar Recovery

Handle the daily operations of truck assignments, scheduled motor vehicle pick up, invoices, and hiring.

03/2011- 10/2016: Trainer: LA Boxing

Train amateur and pro fighters.

Lawrence William Lloyd



Servpro of Fair Oaks Centreville Chantilly

August 2013 to Present Crew Chief

IICRC Certifications

Water Damage Restoration

Applied Microbial Remediation

Applied Structural Drying

Fire & Smoke Restoration

Odor Control

Trauma and Crime Scene

I run crews for water, fire, mold, crime scene and large loss commercial building. The job includes managing workers, customer service with the insured and the insurance companies. Also, all the jobs required working with Servpro and the restoration industry software programs.

Prior experience was with the restaurant industry.

Thierry Duverneau



Profile:

Focused, dedicated and driven professional seeking an opportunity whereby my communication, organizational and multi-tasking skills can be leveraged, allowing me to immediately become an integral part of a customer service team while affording me the ability to realize my professional goals and providing the potential for continued learning, growth and responsibility.

Experience:

Servpro of Fair Oaks Centreville Chantilly

My daily activity includes training all job projects to complete jobs to IICRC standards
Quality Customer Service

Eastern Industrial Maintenance/JBT, Mechanic- Dulles, VA 2016-2017

Responsible for the inspection and maintenance of baggage conveyor belts and carousels.
Repaired and serviced all baggage conveyor belts and carousels on as-needed basis.
Responsible for the manual encoding of bags received from TSA
Resolved customer luggage issues

Export Fitness: Front Desk Clerk 2014-2016

Set up gym for daily use.
Checked patrons in and out of the gym member system
Responsible for balanced cash drawer at close of shift and consolidated cash payments.

Education:

Springbrook High School, White Oak, Maryland- 1997

Kentucky State University, Frankfort, Kentucky

Eric Lara

Woodbridge, VA 22193

Authorized to work in the US for any employer

Authorized to work in the US for any employer

Work Experience

Technician Helper

Servpro - Chantilly, VA

Present

I work with water, floods, and mold damages in homes. We also do bio cleanings and abatements. I'm capable of driving a variety of different trucks/vans if needed.

Pit Operator

Amazon Fulfillment Center SDC1 - Woodbridge, VA

March 2020 to June 2020

Safety Trained And Licensed For Pit Operator, I Stow Packages, Also lift heavy packages on a regular. Organization, Safety, Accuracy, and speed is a priority.

Cashier, Recovery and Customer Service

BJ's Wholesale Club - Woodbridge, VA

November 2019 to June 2020

cashier, handling money, taking transactions, making customers happy with purchases and happy overall, keeping registers clean and organized

Recovery, stocking, Forklift walking, training in forklift, organizing the warehouse, Cleaning the warehouse, helping customers find items

Education

Field High School - Woodbridge, VA

August 2015 to October 2019

High school diploma or GED

Skills

- Customer Service
- Fast Food
- Team Member

- Heavy Lifting
- Packaging
- Forklift
- Warehouse Experience
- Heavy Equipment Operation
- Load & Unload
- Order Picking
- Maintenance
- Drywall
- Mold Remediation
- Restoration
- Fire Restoration
- Water Damage Restoration

Certifications and Licenses

Order Picker March 2020 to March 2023

Honest Shin



Education: Chantilly High School 22'

Skills

Disaster Preparation
Planning and Organizing
Customer Service
Supervision & Leadership

Work Experience

Servpro of Fair Oaks Centreville Chantilly

Technician: Assist in water mitigation projects. Drying out property structures.

- Managed and completed jobs according to SERVPRO procedures and protocols
- Set up and established job flow, coordinated requirements for the job, completed job files, supervised production work, and followed assigned jobs from start to finish
- Cleaned and restored interior of buildings damaged by fire, smoke, mold, or water, using commercial cleaning equipment
- Lead mold remediation work along with production managers
- Resolved problems quickly as they arose
- Conducted job estimates
- Communicated and established rapport with commercial, insurance, and residential clients
- Responsible for performing the repairs and restoration work needed to restore a given area back to normal
- Assessed what was repairable versus unrepairable
- Used anti-fungal and anti-microbial chemicals to kill infestations due to standing water
- Slated building for demolition
- Carpet cleaning/extraction

Tien Le



Servpro of Fair Oak Centreville Chantilly June 2017-Present

Head of Construction

My job at Servpro is to make sure all repairs to demolition is done correctly. I assist in all the mitigation work and follow the jobs through to the end of reconstruction. Certificates in water, fire, and mold.

June 2017

Prior to Servpro I was working with my church doing odd construction jobs.

EXPERIENCE:

Servpro Fair Oaks Centreville Chantilly **May 2016- Present**

Office Administration
Estimates for all projects completed by Servpro
Head of collections for all open invoices

K-12, Herndon, Va **July 2016 – October 2016**

Enrollment Counselor – Full Time

- Assist families with enrolling students into “virtual schools”
- Making outbound calls to families who applied to K12
- Taking inbound calls from family who needs assistance.
- Help parents through enrollment process
- Sorting through “sensitive document” to ensure they will be accepted
- Entering student info into multiple programs

Bonefish Grill, Gainesville, VA **August 2013 – July 2016**

Prep Cook - Full Time

- Preparations of large quantities of food.
- Responsibilities include ensuring the “cook line” is ready to run as smooth as possible; every station fully stocked and clean, with all utensils in place.
- Full knowledge of all safety and sanitary procedures according to code.
- Assisting coworkers in the kitchen to complete all prep work in a timely fashion.

Nando’s Peri Peri, Gainesville, VA **November 2012- December 2013**

Grill Cook, “Buddy” Trainer. – Full Time

- Responsible for opening and closing shift procedures; stocking all stations, ensuring all equipment is on/off and properly working.
- “Buddy” Trainer: lead trainer at station to teach new employees the “Nando’s” way. Which included proper prep techniques and “Nando’s” cooking style.
- Interim manager when needed.

Snyder of Hanover, Springfield, VA **June 2012- October 2014**

Independent Business Owner (Vendor)

- Maintaining proper inventory count
- Processing daily route reports
- Developing new customer relationships
- Maintaining relationships between vendor and customers by ensuring that stores are fully stocked at all time, consistent deliveries, and following proper protocols of delivery.

Desiderio Italian American Grill, Gainesville, VA **October 2010- June 2012**

Server, Bar Tender, FOH Manager

- Ensuring guests have a “comfort of home” experience.
- Maintaining prompt service while overseeing nightly operations.
- Responsible for store cash and credit cards slips.
- Bookkeeping.
- Managing restaurant needs including but not limited to pens, check books, kitchen utensils and supplies as needed.

Papa Johns, Haymarket, VA

June 2005 – September 2010

Assistant Manager, Driver - Full Time

- Responsible of store cash, and all driver’s “tips.”
- Dispersing of tips among employees.
- Assisting in the branch making top 2 in the nation in terms of service time.
- Responsible for opening and closing of the store.
- Ensuring that proper protocols were abided by when powering on/off all equipment.

CVS Pharmacy, McLean, VA

October 2008 - February 2009

Night Time Supervisor

- Responsibilities includes but not limited to store cash; ensuring all money is accounted for.
- Organization of receipts and coupons for records.
- Restocking of store products.
- Customer Service.
- Product placement and window dressings of promotional items for advertisement.

SKILLS & LANGUAGES:

- MS Word, PowerPoint, and Excel
- Cantonese – fluent
- Posi’ Touch system

EDUCATION: Battlefield High School, Haymarket, VA
Graduation: GED 2008

CAROLYN QUETSCH



EXPERIENCE



Director – Business Development | R.W. Services, LLC

Develop, coordinate, and implement marketing plans designed to increase business. Track new and emerging markets and trends which includes the latest products, equipment, and processes to be used for all remediation situations. Seek contract opportunities with both commercial and governmental agencies. Write and present proposals. Meet with existing customers to ensure current and future needs are met. Produce clear, concise, and accurate reports which address client expectations. Maintain and update company website.

Director - Financial Operations | Fairfax County Department of Tax Administration

April, 2004 – January, 2018

As Director of Financial Operations, oversee several sections within Department which address:

Fraud Detection and Prevention

Through financial audits, and the use of public and in-house records and proprietary databases such as Nexis/Lexis, Accurint, NADA, DMV, Factiva, and Virginia state registers, the authenticity of complex financial filings which determine accurate taxation can be substantiated. With over 45,000 registered businesses, 1.1 million registered vehicles and nearly 365,000 real estate residential and commercial structures to be assessed, taxed, and collected, the opportunity for fraudulent filings is significant. If gone undetected, tax evasion and dishonest filings can annually amount to millions in lost tax revenue.

Tax Relief for Seniors and People with Disabilities

Over 10,000 applications are received annually for real estate tax relief. To qualify, citizens must be 65 or older, or totally disabled and meet income and asset eligibility requirements. Quality control is the key to providing tax relief to deserving citizens. Every year over 30% of applications are determined to contain false claims of income and assets. Falsified supporting documentations to include tax filings, financial statements, and declarations of liabilities, are often created and submitted by unscrupulous applicants seeking relief. To ensure program integrity, and guarantee only qualified applicants receive relief, extreme due diligence is performed to substantiate all application filings. Financial background and criminal investigations are conducted on applicants. Skip tracing is executed to confirm employment, number and locations of homes owned, recent tax filings, and any pending legal actions. Court Public Access Network (CPAN) is also utilized to retrieve deeds, wills, liens, trusts, estate documents, and divorce decrees, which help determine whether income and assets stated in applications are truthful. If required, interviews are held with applicants to review filings and discuss discrepancies before a determination is made.

Budgeting and Fiscal Administration

Formulate and monitor the Department's \$24M annual operating budget. Review and approve all expenditures, conduct monthly reconciliations, audit bi-weekly payroll for debit accuracy, prepare quarterly audits for submission to County Chief Financial Officer, and provide complete financial oversight to guarantee fiscal integrity and accountability. Budget oversight extends beyond administration and requires critical thinking skills to recognize the potential need for fiscal restraint to generate reserves, as well as the formulation of spending guidelines to ensure accounting standards and internal controls are followed and the operating needs of all divisions are being met. To further guarantee the Department remains committed to continuous improvement of productivity and service to the public, annual performance objectives are developed and measured as part of the budget cycle.

Human Resources

Human Resource manager to a department of 330 employees. Deliver proactive, innovative, and efficient human resource solutions to promote a high-performance workforce. Recruitment, training, and mentoring staff in a collaborative, team environment has made Fairfax County's Department of Tax Administration one of the premier municipal tax departments in the United States. The department annually achieves an overall tax collection rate in the 99th percentile, maintains one of the lowest agency staff turnover rates, and has attained customer service ratings approaching 100% for ten years running.

Subject matter expert in Family Medical Leave Act (FMLA) and Americans with Disabilities Act (ADA), ensuring all requests are objectively reviewed and satisfied to the greatest extent possible, while observing all federal, state and municipal guidelines. If workplace issues arise, endeavor to resolve misunderstandings at the earliest possible opportunity by facilitating dialogue, encouraging mediation, and identify training opportunities for employees and management to learn conflict resolution skills.

Legislative Coordination

Work with County Attorney to coordinate and draft the department's annual legislative proposals to be submitted to the Virginia General Assembly. Leads the department's annual legislative review program; monitoring state legislation for impact on county tax policies, providing input to county's legislative director.

Chief – Consumer Protection Division | Fairfax County Department of Cable Communications and Consumer Protection

March, 1994 – April, 2004

Consumer Protection and Business Licensing

As the Consumer Affairs Division Chief, administered the daily operations and activities of 20 consumer investigative staff working consumer-business, tenant-landlord, and cable related complaints. Directed the investigation of cases that were in violation of Virginia State law, County Ordinances, and the County's Cable Franchise Agreement. Handled the effective resolution of all high-profile complaints referred by the County Board of Supervisors, members of Congress, Virginia State Delegates, and other public officials. Worked in conjunction with the County Attorney's Office to coordinate and prepare the annual consumer protection legislative agenda

submitted to the Virginia General Assembly. Conducted extensive research and prepared special reports on a wide variety of issues.

Oversaw the administration of the Licensing Branch which certified and registered taxicab companies, taxicab drivers, solicitors, vendors, and food truck operators. Background checks were conducted, written and oral tests were administered, and site inspections performed prior to licensing to ensure the public's safety.

**Financial Specialist – Consumer Protection Division | Fairfax County
Department of Cable Communications and Consumer Protection
June, 1987 – March, 1994**

Fiscal Administration/Consumer Protection

As the agency Financial Specialist, prepared the annual budget which included quarterly audit submissions and annual year-end financial closing of accounts. Grants, in the form of cable franchise fees, funded much of the agency budget, requiring special documentation and financial filings. Conducted the purchasing of goods and contract services, maintained inventory controls, and processed the bi-weekly payroll. As the Financial Specialist, assisted the Consumer Specialist staff with consumer complaints that required financial research, auditing, and interpretation of financial documents.



EDUCATION

BS Finance | Virginia Tech

BS Business Management | Virginia Tech

MS Finance | Central Michigan University

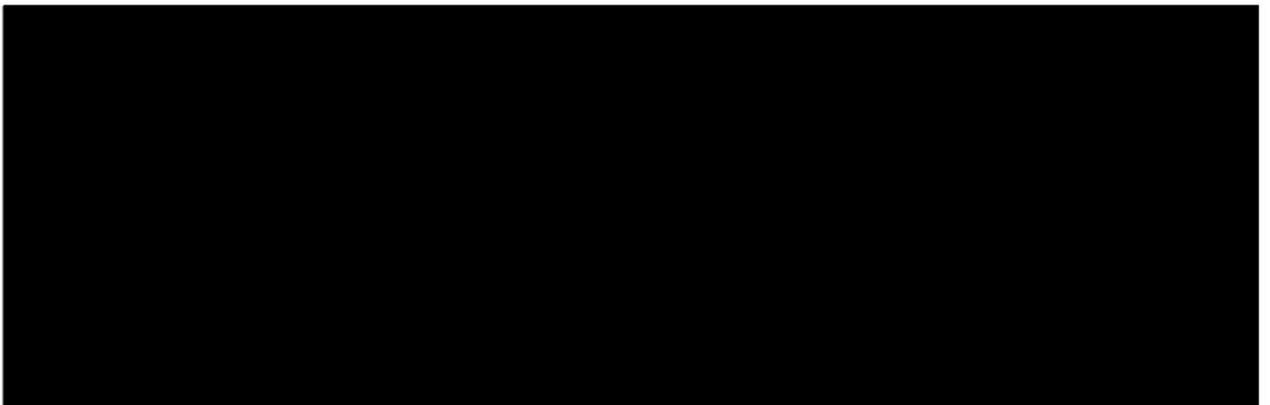


SKILLS

- Accomplished Researcher
- Knowledgeable Financial Auditor
- Skillful Writer



REFERENCES



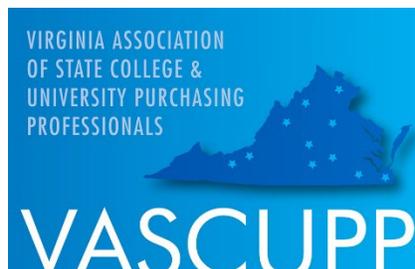


Request for Proposal

RFP# DKM-1173

Fire and Water Damage Cleanup Services

January 19, 2023



REQUEST FOR PROPOSAL
RFP# DKM-1173

Issue Date: January 19, 2023
Title: Fire and Water Damage Cleanup Services
Issuing Agency: Commonwealth of Virginia
James Madison University
Procurement Services MSC 5720
752 Ott Street, Wine Price Building
First Floor, Suite 1023
Harrisonburg, VA 22807

Period of Contract: From Date of Award Through One Year (Renewable)

Sealed Proposals Will Be Received Until 2:00 PM on February 9, 2023 for Furnishing The Services Described Herein.

SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.

All Inquiries For Information And Clarification Should Be Directed To: Dylan Morris, Buyer Senior, Procurement Services, morrisdk@jmu.edu; 540-568-7003; (Fax) 540-568-7935 not later than five business days before the proposal closing date.

NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED.

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

By: _____
(Signature in Ink)

Name: _____
(Please Print)

Date: _____

Title: _____

Web Address: _____

Phone: _____

Email: _____

Fax #: _____

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1 _____ #2 _____ #3 _____ #4 _____ #5 _____ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

YES; NO; *IF YES* ⇒⇒ SMALL; WOMAN; MINORITY ***IF MINORITY*** AA; HA; AsA; NW; Micro

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

REQUEST FOR PROPOSAL

RFP # DKM-1173

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I. PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to enter into a contract to provide Fire and Water Damage Cleanup Services for James Madison University (JMU), an agency of the Commonwealth of Virginia. Initial contract shall be for one (1) year with an option to renew for four (4) additional one-year periods.

II. BACKGROUND

James Madison University (JMU) is a comprehensive public institution in Harrisonburg, Virginia with an enrollment of approximately 22,000 students and approximately 4,000 faculty and staff. There are over 600 individual departments on campus that support seven (7) academic divisions. The University offers over 120 majors, minors, and concentrations. Further information about the University can be found at the following website: www.jmu.edu.

III. SMALL, WOMAN-OWNED AND MINORITY PARTICIPATION

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities, and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities. Attachment B contains information on reporting spend data with subcontractors.

IV. STATEMENT OF NEEDS

This Request for Proposals is for proposals from vendors engaged in Fire and Water damage cleanup and restoration. The resulting contract/contracts will be awarded to vendors based on their qualifications, experience, pricing scenarios, equipment rental fees, and references.

The primary goal of this RFP is to contract with vendors who can respond rapidly to fire and water damage occurrences in order that the clean-up phase of the occurrence can commence. Awarded vendor must be on site within hours with water extraction completed and dehumidification well under way in the 24 to 36 hour range and dehumidification completed in 72 hours with moisture monitoring to follow as quickly as possible so that overall damage can be assessed and repairs can be procured.

EQUIPMENT AND CHEMICAL GUIDELINES (WATER DAMAGE)

Materials and Methods: The Fire and Water Damage Cleaning and Restoration professional is responsible for choosing materials and methods appropriate to the objectives of each specific occurrence and consistent with currently accepted practices.

Suitability: Equipment and chemicals used must be suitable for the task at hand. Such equipment may include, but not be limited to:

- Moisture detectors, hygrometers and other meters measure the extent of moisture saturation.
- Infrared cameras.
- Submersible and gas-powered pumps for continuous pumping of high-level water.
- Truck mounted and portable extraction units perform efficient water removal.
- Drying equipment

- Industrial-grade dehumidifiers
- High-speed air movers
- Deodorization products
- Disinfection products
- Moisture Monitoring Follow-up Equipment
- Microbial Remediation Equipment

GENERAL GUIDELINES (FIRE DAMAGE)

The vendor shall use all industry and professional standards in gathering and testing smoke, protein, and soot residues to determine the appropriate cleaning procedures.

DOCUMENTATION AND REPORT GUIDELINES

At a minimum, the vendor is to present a concise and to-the-point report to the affected client, summarizing the damage to the property and the steps taken to mitigate the damage. This report should be presented to the affected client 48 to 72 hours after the initial clean-up is concluded, and shall include photo documentation. A detailed, itemized invoice breaking down all costs, materials, and work shall be submitted before payment can be made.

In addition, contractor shall schedule site visit with a JMU representative within 48-72 hours after initial cleanup has been completed to insure that the area meets JMU standards/satisfaction.

GENERAL GUIDELINES

- Xactimate pricing is the preferred software for estimating.
- Companies shall be IICRC Certified. (Institute of Inspection Cleaning and Restoration Certification):
- Companies shall have a minimum of one WRT certified technician on every Water Damage Restoration job.
- Companies shall have a minimum of one AMRT certified technician on every Mold Remediation job.
- Companies shall do Background checks on their employees when hired, and yearly after hired.

V. PROPOSAL PREPARATION AND SUBMISSION

A. GENERAL INSTRUCTIONS

To ensure timely and adequate consideration of your proposal, offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the James Madison University Procurement Office for the duration of this Proposal process. Failure to do so may jeopardize further consideration of Offeror's proposal.

1. RFP Response: In order to be considered for selection, the **Offeror shall submit a complete response to this RFP**; and shall submit to the issuing Purchasing Agency:
 - a. **One (1) original and two (2) copies** of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f. below.

- b. **One (1) electronic copy in WORD format or searchable PDF** (*CD or flash drive*) of the entire proposal, INCLUDING ALL ATTACHMENTS. Any proprietary information should be clearly marked in accordance with 3.f. below.
- c. Should the proposal contain **proprietary information**, provide **one (1) redacted hard copy** of the proposal and all attachments with **proprietary portions removed or blacked out**. This copy should be clearly marked “*Redacted Copy*” on the front cover. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. JMU shall not be responsible for the Contractor’s failure to exclude proprietary information from this redacted copy.

No other distribution of the proposal shall be made by the Offeror.

- 2. The version of the solicitation issued by JMU Procurement Services, as amended by an addenda, is the mandatory controlling version of the document. Any modification of, or additions to, the solicitation by the Offeror shall not modify the official version of the solicitation issued by JMU Procurement services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, JMU reserves the right to decide, on a case-by-case basis in its sole discretion, whether to reject such a proposal. If the modification or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by Procurement Services.
- 3. Proposal Preparation
 - a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submissions of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
 - b. Proposals shall be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
 - c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at the appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

- d. As used in this RFP, the terms “must”, “shall”, “should” and “may” identify the criticality of requirements. “Must” and “shall” identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an offeror to satisfy a “must” or “shall” requirement does not automatically remove that offeror from consideration; however, it may seriously affect the overall rating of the offeror’ proposal.
 - e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
 - f. Ownership of all data, materials and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by the offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret materials submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the proposal.
4. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to James Madison University. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact-finding and explanation session only and does not include negotiation. James Madison University will schedule the time and location of these presentations. Oral presentations are an option of the University and may or may not be conducted. Therefore, proposals should be complete.

B. SPECIFIC PROPOSAL INSTRUCTIONS

Proposals should be as thorough and detailed as possible so that James Madison University may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal:

1. Return RFP cover sheet and all addenda acknowledgements, if any, signed and filled out as required.
2. Plan and methodology for providing the goods/services as described in Section IV. Statement of Needs of this Request for Proposal.
3. A written narrative statement to include, but not be limited to, the expertise, qualifications, and experience of the firm and resumes of specific personnel to be assigned to perform the work.

4. Offeror Data Sheet, included as *Attachment A* to this RFP.
5. Small Business Subcontracting Plan, included as *Attachment B* to this RFP. Offeror shall provide a Small Business Subcontracting plan which summarizes the planned utilization of Department of Small Business and Supplier Diversity (SBSD)-certified small businesses which include businesses owned by women and minorities, when they have received Department of Small Business and Supplier Diversity (SBSD) small business certification, under the contract to be awarded as a result of this solicitation. This is a requirement for all prime contracts in excess of \$100,000 unless no subcontracting opportunities exist.
6. Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: www.VASCUPP.org.
7. Proposed Cost. See Section X. Pricing Schedule of this Request for Proposal.

VI. EVALUATION AND AWARD CRITERIA

A. EVALUATION CRITERIA

Proposals shall be evaluated by James Madison University using the following criteria:

	<u>Points</u>
1. Quality of products/services offered and suitability for intended purposes	25
2. Qualifications and experience of Offeror in providing the goods/services	25
3. Specific plans or methodology to be used to perform the services	30
4. Participation of Small, Women-Owned, & Minority (SWaM) Businesses	10
5. Cost	<u>10</u>
	100

AWARD TO MULTIPLE OFFERORS: Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly

qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

VII. GENERAL TERMS AND CONDITIONS

- A. PURCHASING MANUAL: This solicitation is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the purchasing office. In addition, the manual may be accessed electronically at <http://www.jmu.edu/procurement> or a copy can be obtained by calling Procurement Services at (540) 568-3145.
- B. APPLICABLE LAWS AND COURTS: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.
- C. ANTI-DISCRIMINATION: By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 (available for review at <http://www.jmu.edu/procurement>). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender, sexual orientation, gender identity, or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*§6 of the Rules Governing Procurement*).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting these requirements.

2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. ETHICS IN PUBLIC CONTRACTING: By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
 - E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
 - F. DEBARMENT STATUS: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
 - G. ANTITRUST: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
 - H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS RFPs: Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
 - I. CLARIFICATION OF TERMS: If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
 - J. PAYMENT:
 1. To Prime Contractor:
 - a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).

- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 § 53; available for review at <http://www.jmu.edu/procurement>*).

2. To Subcontractors:

- a. A contractor awarded a contract under this solicitation is hereby obligated:

- (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
- (2) To notify the agency and the subcontractors, in writing, of the contractor's intention to withhold payment and the reason.

- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to

insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.

4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.
- K. PRECEDENCE OF TERMS: Paragraphs A through J of these General Terms and Conditions and the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. QUALIFICATIONS OF OFFERORS: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. TESTING AND INSPECTION: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. CHANGES TO THE CONTRACT: Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or

c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

P. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

Q. INSURANCE: By signing and submitting a proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with § 25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et. Seq. of the Code of Virginia (available for review at <http://www.jmu.edu/procurement>) The offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation: Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirement under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
2. Employer's Liability: \$100,000
3. Commercial General Liability: \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

4. Automobile Liability: \$1,000,000 combined single limit. *(Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.)*

NOTE: In addition, various Professional Liability/Errors and Omissions coverages are required when soliciting those services as follows:

Profession/Service	Limits
Accounting	\$1,000,000 per occurrence; \$3,000,000 aggregate
Architecture	\$2,000,000 per occurrence; \$6,000,000 aggregate
Asbestos Design, Inspection, or Abatement Contractors	\$1,000,000 per occurrence; \$3,000,000 aggregate
Health Care Practitioner [to include Dentists, Licensed Dental Hygienists, Optometrists, Registered or Licensed Practical Nurses, Pharmacists, Physicians, Podiatrists, Chiropractors, Physical Therapists, Physical Therapist Assistants, Clinical Psychologists, Clinical Social Workers, Professional Counselors, Hospitals, or Health Maintenance Organizations.]	\$2,450,000 per occurrence; \$4,250,000 aggregate
Limits increase each July 1 through fiscal year 2031. Contractor shall maintain coverage that meets or exceeds statutory limitations in compliance with the <i>Code of Virginia</i> (https://law.lis.virginia.gov/vacode/title8.01/chapter21.1/section8.01-581.15/) §8.01-581.15.	
Insurance/Risk Management	\$1,000,000 per occurrence; \$3,000,000 aggregate
Landscape/Architecture	\$1,000,000 per occurrence; \$1,000,000 aggregate
Legal	\$1,000,000 per occurrence; \$5,000,000 aggregate
Professional Engineer	\$1,000,000 per occurrence; \$6,000,000 aggregate
Surveying	\$1,000,000 per occurrence; \$1,000,000 aggregate

- R. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract over \$100,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site (www.eva.virginia.gov) for a minimum of 10 days.
- S. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor’s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, “drug-free workplace” means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- T. NONDISCRIMINATION OF CONTRACTORS: An offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- U. eVA BUSINESS TO GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS: The eVA Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eprocurement solution by completing the free eVA Vendor Registration. All offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the proposal being rejected. Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:
- Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:
1. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:
 - a. Department of Small Business and Supplier Diversity (SBSD) certified Small Businesses: 1% capped at \$500 per order.
 - b. Businesses that are not Department of Small Business and Supplier Diversity (SBSD) certified Small Businesses: 1% capped at \$1,500 per order.
 2. For orders issued prior to July 1, 2014 the vendor transaction fees can be found at www.eVA.virginia.gov.
 3. The specified vendor transaction fee will be invoiced by the Commonwealth of Virginia Department of General Services approximately 60 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.
- V. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the Commonwealth of Virginia shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- W. PRICING CURRENCY: Unless stated otherwise in the solicitation, offerors shall state offered prices in U.S. dollars.

- X. E-VERIFY REQUIREMENT OF ANY CONTRACTOR: Any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with James Madison University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.
- Y. CIVILITY IN STATE WORKPLACES: The contractor shall take all reasonable steps to ensure that no individual, while performing work on behalf of the contractor or any subcontractor in connection with this agreement (each, a “Contract Worker”), shall engage in 1) harassment (including sexual harassment), bullying, cyber-bullying, or threatening or violent conduct, or 2) discriminatory behavior on the basis of race, sex, color, national origin, religious belief, sexual orientation, gender identity or expression, age, political affiliation, veteran status, or disability.

The contractor shall provide each Contract Worker with a copy of this Section and will require Contract Workers to participate in training on civility in the State workplace. Upon request, the contractor shall provide documentation that each Contract Worker has received such training.

For purposes of this Section, “State workplace” includes any location, permanent or temporary, where a Commonwealth employee performs any work-related duty or is representing his or her agency, as well as surrounding perimeters, parking lots, outside meeting locations, and means of travel to and from these locations. Communications are deemed to occur in a State workplace if the Contract Worker reasonably should know that the phone number, email, or other method of communication is associated with a State workplace or is associated with a person who is a State employee.

The Commonwealth of Virginia may require, at its sole discretion, the removal and replacement of any Contract Worker who the Commonwealth reasonably believes to have violated this Section.

This Section creates obligations solely on the part of the contractor. Employees or other third parties may benefit incidentally from this Section and from training materials or other communications distributed on this topic, but the Parties to this agreement intend this Section to be enforceable solely by the Commonwealth and not by employees or other third parties.

VIII. SPECIAL TERMS AND CONDITIONS

- A. AUDIT: The Contractor hereby agrees to retain all books, records, systems, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Commonwealth of Virginia, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- B. CANCELLATION OF CONTRACT: James Madison University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation

notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

- C. IDENTIFICATION OF PROPOSAL ENVELOPE: The signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

From: _____

Name of Offeror	Due Date	Time
Street or Box No.	RFP #	
City, State, Zip Code	RFP Title	

Name of Purchasing Officer: _____

The envelope should be addressed as directed on the title page of the solicitation.

The Offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand-delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

- D. LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically non responsive and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure that its proposal reaches the issuing office by the designated date and hour.
- E. UNDERSTANDING OF REQUIREMENTS: It is the responsibility of each offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation. Therefore, all inquiries deemed to be substantive in nature must be in writing and submitted to the responsible buyer in the Procurement Services Office. Offerors must ensure that written inquiries reach the buyer at least five (5) days prior to the time set for receipt of offerors proposals. A copy of all queries and the respective response will be provided in the form of an addendum to all offerors who have indicated an interest in responding to this solicitation. Your signature on your Offer certifies that you fully understand all facets of this solicitation. These questions may be sent by Fax to 540/568-7935.
- F. RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth for a period of four (4) successive one year periods under the terms and conditions of the original contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.
1. If the Commonwealth elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased/decreased by no more than the percentage increase/decrease of the other services category of the CPI-W section of the

Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

2. If during any subsequent renewal periods, the Commonwealth elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

- G. SUBMISSION OF INVOICES: All invoices shall be submitted within sixty days of contract term expiration for the initial contract period as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.
- H. OPERATING VEHICLES ON JAMES MADISON UNIVERSITY CAMPUS: Operating vehicles on sidewalks, plazas, and areas heavily used by pedestrians is prohibited. In the unlikely event a driver should find it necessary to drive on James Madison University sidewalks, plazas, and areas heavily used by pedestrians, the driver must yield to pedestrians. For a complete list of parking regulations, please go to www.jmu.edu/parking; or to acquire a service representative parking permit, contact Parking Services at 540.568.3300. The safety of our students, faculty and staff is of paramount importance to us. Accordingly, violators may be charged.
- I. COOPERATIVE PURCHASING / USE OF AGREEMENT BY THIRD PARTIES: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this contract. The Contractor will provide semi-annual usage reports for all entities accessing the contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

- J. SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:

1. It is the goal of the Commonwealth that 42% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential offerors are required to submit a Small Business Subcontracting Plan. Unless the offeror is registered as a Department of Small Business and Supplier Diversity (SBSD)-certified small business and where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to SBSB-certified small businesses. This shall not exclude SBSB-certified women-owned and minority-owned businesses when they have received SBSB small business certification. No offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Small Business and Supplier Diversity (SBSD) by the due date for receipt of proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the SBSB certification number or FEIN, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**
 2. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution with every request for payment, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. **This information shall be submitted to: JMU Office of Procurement Services, SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.** When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the Department of Small Business and Supplier Diversity (SBSD) certification number or FEIN number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
 3. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution with every request for payment, information on use of subcontractors that are not Department of Small Business and Supplier Diversity (SBSD)-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, FEIN number, total dollar amount subcontracted, and type of product or service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807.**
- K. AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH: A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described above that enters into a contract with a public body shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth,

if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

- L. PUBLIC POSTING OF COOPERATIVE CONTRACTS: James Madison University maintains a web-based contracts database with a public gateway access. Any resulting cooperative contract/s to this solicitation will be posted to the publicly accessible website. Contents identified as proprietary information will not be made public.
- M. CRIMINAL BACKGROUND CHECKS OF PERSONNEL ASSIGNED BY CONTRACTOR TO PERFORM WORK ON JMU PROPERTY: The Contractor shall obtain criminal background checks on all of their contracted employees who will be assigned to perform services on James Madison University property. The results of the background checks will be directed solely to the Contractor. The Contractor bears responsibility for confirming to the University contract administrator that the background checks have been completed prior to work being performed by their employees or subcontractors. The Contractor shall only assign to work on the University campus those individuals whom it deems qualified and permissible based on the results of completed background checks. Notwithstanding any other provision herein, and to ensure the safety of students, faculty, staff and facilities, James Madison University reserves the right to approve or disapprove any contract employee that will work on JMU property. Disapproval by the University will solely apply to JMU property and should have no bearing on the Contractor's employment of an individual outside of James Madison University.
- N. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.
- O. ADDITIONAL GOODS AND SERVICES: The University may acquire other goods or services that the supplier provides than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms, and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services that are newly introduced during the term of this Agreement. Such additional goods and services will be provided to the University at favored nations pricing, terms, and conditions.
- P. ADVERTISING: In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to James Madison University will be used in product literature or advertising without the express written consent of the University. The contractor shall not state in any of its advertising or product literature that James Madison University has purchased or uses any of its products or services, and the contractor shall not include James Madison University in any client list in advertising and promotional materials without the express written consent of the University.
- Q. ELECTRICAL EQUIPMENT STANDARDS: All equipment/material shall conform to the latest issue of all applicable standards as established by National Electrical Manufacturer's Association (NEMA), American National Standards Institute (ANSI), and Occupational Safety

& Health Administration (OSHA). All equipment and material, for which there are OSHA standards, shall bear an appropriate label of approval for use intended from a Nationally Recognized Testing Laboratory (NRTL).

- R. **ASBESTOS:** Whenever and wherever during the course of performing any work under this contract, the contractor discovers the presence of asbestos or suspects that asbestos is present, he shall stop the work immediately, secure the area, notify the building owner and await positive identification of the suspect material. During the downtime in such a case, the contractor shall not disturb any surrounding surfaces but shall protect the area with suitable dust covers. In the event the contractor is delayed due to the discovery of asbestos or suspected asbestos, then a mutually agreed extension of time to perform the work shall be allowed the contractor but without additional compensation due to the time extension.

IX. METHOD OF PAYMENT

The contractor will be paid based on invoices submitted in accordance with the solicitation and any negotiations. James Madison University recognizes the importance of expediting the payment process for our vendors and suppliers; we request that our vendors and suppliers enroll in our bank’s Comprehensive Payable options: either the Virtual Payables Virtual Card or the PayMode-X electronic deposit (ACH) to your bank account so that future payments are made electronically. Contractors signed up for the Virtual Payables process will receive the benefit of being paid Net 15. Additional information is available online at:

<http://www.jmu.edu/financeoffice/accounting-operations-disbursements/cash-investments/vendor-payment-methods.shtml>

X. PRICING SCHEDULE

The Contractor shall provide pricing for all products and services included in this proposal. A detailed, itemized break down of all costs, materials, and work shall be submitted. January 2023 pricing shall be used. Xactimate pricing is the preferred software for estimating.

TECHNICIAN	UNIT	COST
Straight Time	1 hour	\$
Overtime	1 hour	\$

The offeror shall provide pricing for all products and services included in proposal indicating one-time and on-going costs. The resulting contract will be cooperative and pricing shall be inclusive for the attached Zone Map, of which JMU falls within Zone 2.

Specify any associated charge card processing fees, if applicable, to be billed to the university. Vendors shall provide their VISA registration number when indicating charge card processing fees. Any vendor requiring information on VISA registration may refer to <https://usa.visa.com/support/small-business/regulations-fees.html> and for questions <https://usa.visa.com/dam/VCOM/global/support-legal/documents/merchant-surcharging-qa-for-web.pdf> .

XI. ATTACHMENTS

Attachment A: Offeror Data Sheet

Attachment B: Small, Women, and Minority-owned Business (SWaM) Utilization Plan

Attachment C: Standard Contract Sample

Attachment D: Zone Map

ATTACHMENT A

OFFEROR DATA SHEET

TO BE COMPLETED BY OFFEROR

1. **QUALIFICATIONS OF OFFEROR:** Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. **YEARS IN BUSINESS:** Indicate the length of time you have been in business providing these types of goods and services.

Years _____ Months _____

3. **REFERENCES:** Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
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4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.

5. **RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA:** Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the [CODE OF VIRGINIA](#), SECTION 2.2-3100 – 3131?

YES NO

IF YES, EXPLAIN: _____

ATTACHMENT B

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Offeror Name: _____ Preparer Name: _____

Date: _____

Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Instructions: *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWAMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

Small Business: "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

Woman-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified women-owned businesses are also a small business enterprise.**

Minority-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified minority-owned businesses are also a small business enterprise.**

Micro Business is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees AND no more than \$3 million in average annual revenue over the three-year period prior to their certification.

All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) to be counted in the SWAM program. Certification applications are available through SBSD at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at <http://www.sbsd.virginia.gov/> (Customer Service).

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT B (CNT'D)
 Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: _____

Date Form Completed: _____

Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses
 for this Proposal and Subsequent Contract

Offeror / Proposer:

_____ Firm

_____ Address

_____ Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSD Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)

(Form shall be submitted with proposal and if awarded, again with submission of each request for payment)

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT C



COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract No. _____

This contract entered into this _____ day of _____ 20____, by _____ hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE From _____ through _____

The contract documents shall consist of:

- (1) This signed form;
(2) The following portions of the Request for Proposals dated _____:
(a) The Statement of Needs,
(b) The General Terms and Conditions,
(c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
(d) List each addendum that may be issued
(3) The Contractor's Proposal dated _____ and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
(a) Negotiations summary dated _____.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

PURCHASING AGENCY:

By: _____ (Signature)

By: _____ (Signature)

(Printed Name)

(Printed Name)

Title: _____

Title: _____

ATTACHMENT D

Zone Map



Virginia Association of State College & University Purchasing Professionals (VASCUPP)

List of member institutions by zones

<u>Zone 1</u> George Mason University (Fairfax)	<u>Zone 2</u> James Madison University (Harrisonburg)	<u>Zone 3</u> University of Virginia (Charlottesville)
<u>Zone 4</u> University of Mary Washington (Fredericksburg)	<u>Zone 5</u> College of William and Mary (Williamsburg) Old Dominion University (Norfolk)	<u>Zone 6</u> Virginia Commonwealth University (Richmond)
<u>Zone 7</u> Longwood University (Farmville)	<u>Zone 8</u> Virginia Military Institute (Lexington) Virginia Tech (Blacksburg) Radford University (Radford)	<u>Zone 9</u> University of Virginia - Wise (Wise)