

ATTACHMENT B
CONTRACT NO. EV2692 (revised)
ON-CALL SEWER LINE/WATER MAIN CLEANUP AND RESTORATION SERVICES
SCOPE OF SERVICES

A. Project Understanding

1. City requires services of an on-call professional (“Professional” or “Contractor”) for cleanup of private properties primarily due to sewer backups or water main breaks.
2. Contractor will be available on a twenty-four hours per day, seven days per week, to include holidays (“24/7”) basis to provide these services and must have personnel and equipment necessary to provide a wide range of tasks set out in this Scope of Services.
3. All services will be ordered by telephone call or email from the Claims Unit of the City’s Law Department or other City department designated in writing.
4. All charges related to the services must be fully documented with a detailed description of the work done and presented to the City along with each invoice.
5. All services, including any abatement or treatment, must be provided in compliance with all City, State and Federal requirements.
6. Contractor will work in conjunction with an appraiser retained by the City
7. When needed, Contractor will provide a representative to testify in court on the City’s behalf.
8. Performance factors to be given consideration by the City will include but not be limited to:
 - a. Compliance with Scope of Services
 - b. Quality of Workmanship/Safety Record
 - c. Compliance with Project Schedules
 - d. Compliance with Laws and Regulations
 - e. Cost-Control/Innovation and Problem-Solving
 - f. Compliance with Section 1. Compensation A(1) and A(2) of the Contract.

B. Scope of Services

1. Response

- a. Service available 24/7.
- b. Unless other arrangements are made with property owner, Contractor shall work to begin within two (2) hours of City notification to begin work.

2. Duties on site

- a. Inspect the affected area, materials and contents to determine the damage and extent of the area affected including any structural issues, mold or other hazardous elements to be treated or abated.
- b. Document all processes or procedures used in the damage restoration process.
- c. Document all materials and contents recommended for disposal and coordinate disposal process with City representative, appraiser and property owner. Document all property owner requests related to the materials and contents recommended for disposal.

- d. Within thirty (30) minutes of arrival on site, determine services required in order to dry, sanitize and deodorize all affected areas and materials.
- e. If the Contractor cannot definitively estimate the cost of the Work but the cost is expected to exceed \$25,000.00 and/or the Work is expected to take longer than one month, the Contractor shall provide a written weekly report by email that reflects the amount of charges incurred for the Work to date. The Contractor shall also provide a revised cost estimate and time estimate every two weeks as the Work progresses.

3. Services

- a. Water Extraction
- b. Sewage Clean-up and Remediation
- c. Contents
 - (1) Contents Manipulation – Moving contents of the area including but not limited to furniture, appliances, electronics, etc.
 - (2) Contents Drying and Treatment – Including but not limited to sterilization, sanitization, deodorization, etc.
 - (3) Upholstery Cleaning
- d. Structural Drying and/or Floor Drying (wood, carpet, and vinyl)
- e. Floor, Carpet and Rug Cleaning, disinfecting and sanitizing
- f. Deodorize/Odor Removal
- g. Antimicrobial Treatment
- h. Structural Dehumidification
- i. Drying Equipment Monitoring – If it is necessary to leave drying equipment on site, Contractor shall return to the site at regular time intervals, preferably every twenty-four hours, to monitor the equipment and affected area.
- j. Mold Remediation, **as needed**
- k. Damage/Restoration, **as requested** by Claims Unit
- m. Any additional services necessitated by the Water Main Break or Sewer back-up.

4. Completion

Document completion of all damage restoration services in detail certifying that the location is deemed acceptable and safe according to industry standards.

- a. Within two (2) weeks of completion of services for a private residential property and thirty (30) days for a commercial property, provide itemized invoice of damage restoration services performed including all processes, abatement, treatment, equipment, personnel and any subcontractor services required and provide a flash drive or equivalent with before-and-after photographs of the restored area and affected materials and contents. Photographs should include those items disposed of.

