

## **SWC #817 Emergency Services/Restoration Contract Information and Usage Instructions**

***\*\*\*The contact information and processes detailed in this document are subject to change at any time. Please go to <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html> for the most up-to-date version of statewide contract usage instructions.***

**Contract Period:** This contract has a total five-year term, with the initial term being three years and the remaining two years consisting of optional one-year renewals.

**Contract Start Date:** 2/1/2018

**Current Contract Expiry Date:** 1/31/2021

### **Summary/Background Information:**

The purpose of this contract is for the State of Tennessee to receive emergency services for disaster recovery including restoration and finishing. Belfor USA Group is responsible for the immediate and initial response to emergency situations such as, but not limited to water/fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and mold remediation. Services such as: water extraction, drying of structure and contents, debris removal, etc. are also within the scope. This contract is available for use for all structures within all state agencies, departments, institutions, authorized local users, and higher education institutions.

**Supplier Name:** Belfor USA Group Inc

**Supplier ID:** 70016

**Edison Contract:** 57108

### **State Contact Information:**

#### **Contract Administrator-**

Eve Whittenburg

Category Specialist

Central Procurement Office

(615) 253-3000

[Eve.Whittenburg@tn.gov](mailto:Eve.Whittenburg@tn.gov)

**Vendor Contact Information:**

Russ Dailey  
615-885-6577 (office)  
Russ.Dailey@us.belfor.com  
595 Stewarts Ferry Pike  
Nashville, TN 37214

**Emergency Procedure Process:**

The Facility Director or Manager should follow the steps below when in need of emergency service from the contractor:

1. Call the BELFOR call center at 1-800-856-3333 immediately to speak with a customer service representative.
2. Tell representative that you are with the State of Tennessee Account. This is very important. The representative will get basic information such as your name, call back phone number, address, and basic description of loss.

**Note:** If you think the total loss (emergency service, building repair, contents replacement, etc. will exceed \$25,000.00, contact Ken Abernathy, Vericclaim Adjuster, at (423) 290-6150 or via email at kabernathy@vericclaim.com. An adjuster must be assigned to all losses exceeding the \$25,000.00 insurance deductible.

3. A BELFOR Project Manager will call you back with within one (1) hour of the initial notification to the call center as required by the contract. The Project Manager will ask several questions to determine the size and scope of the damaged area.
4. BELFOR will dispatch the initial Project Management Team consisting of one (1) project manager and three (3) technicians to your facility as required by the contract to assess the situation and begin work immediately.

**Note:** The BELFOR project team must be on site within three (3) hours of notification as required by contract.

5. BELFOR will provide an initial scope of work for the emergency services job and verbal projected price to the facility director and/or state's adjuster of record within seventy-two (72) hours from the time the contractor arrives on site. The above is required by contract. (Note: The emergency services work is the work needed to stabilize the situation to protect the asset; it may or may not provide the permanent solution.)
6. BELFOR will provide an estimate scope of work for the permanent repair job (if needed) in the designated format (XACTIMATE estimating software) within five (5) days from the time BELFOR arrived on site. This is required by the contract.

**Note:** If the cost of the permanent repair job exceeds \$100,000, approval of the State Building Commission will be required prior to starting the permanent

repair work. It is recommended that if the BELFOR estimate for the permanent repair job exceeds \$85,000, you contact: Keith King at 615-366-3983 (for TBR facilities); Michelle Crowder at 865-974-2628 (for UT facilities); Natalie Hansen at 615-741-1579 (for all other facilities) to determine the appropriate course of action to accomplish the permanent repair work.

7. Upon total completion of the emergency services job, BELFOR will provide a final invoice within thirty (30) business days as required by contract. The total invoice price will be discounted **33%** from the final Xactimate invoice for restoration projects. A **3%** discount will be applied to any finishing work completed. These discounts are to be clearly listed on each invoice.

**Note:** Any job completed by the Contractor that exceeds \$200,000.00 will not include the contract discount. These jobs will refer to a time and material rate agreement with the State of Tennessee's insurer of record.

### **Additional State Contacts**

Amy Dunlap  
Assistant Director Claims and Risk Management  
615-741-9962  
[Amy.Dunlap@TN.Gov](mailto:Amy.Dunlap@TN.Gov)

### **Requisition and Purchase Order Generation:**

For information on how to create a requisition and/or purchase order please reference our CPO Job Aids on the following page: <https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>