



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JUNE 23, 2026

FROM: FINANCE DEPARTMENT WARDS: ALL

SUBJECT: SERVICES AGREEMENTS FROM RFP NO. 2524 WITH ONE SILVER SERVE, LLC DBA SERVPRO GLOBAL DRT OF ENCINO, CALIFORNIA AND T.E. ROBERTS INC. OF IRVINE, CALIFORNIA FOR EMERGENCY AND NON-EMERGENCY GENERAL CONTRACTOR SERVICES FOR THE TERM OF THREE YEARS, EACH IN THE AMOUNT OF \$2,250,000, WITH THE OPTION TO EXTEND FOR TWO ONE-YEAR TERMS, PLUS 10% CHANGE ORDER AUTHORITY IN THE AMOUNT OF \$225,000 FOR A TOTAL AGREEMENT AMOUNT OF \$2,475,000 EACH

ISSUE:

Approve two Services Agreements from RFP No. 2524 with One Silver Serve, LLC dba SERVPRO Global DRT of Encino, California and the other with T.E. Roberts Inc. of Irvine, California for emergency and non-emergency general contractor services for the term of three years for \$2,250,000, plus 10% change order authority in the amount of \$225,000 for a total agreement amount of \$2,475,000 each.

RECOMMENDATIONS:

That the City Council:

1. Approve a Services Agreements from RFP No. 2524 with One Silver Serve, LLC dba SERVPRO Global DRT of Encino, California for emergency and non-emergency general contractor services for the term of three years for \$2,250,000, with the option to extend for two one-year terms, plus 10% change order authority, if necessary, in the amount of \$225,000 for a total agreement amount of \$2,475,000; and
2. Approve a Services Agreements from RFP No. 2524 with T.E. Roberts Inc of Irvine, California for emergency and non-emergency general contractor services for the term of three years for \$2,250,000, with the option to extend for two one-year terms, plus 10% change order authority, if necessary, in the amount of \$225,000 for a total agreement amount of \$2,475,000; and
3. Authorize the City Manager, or designee, to execute the Agreements including making minor and non-substantive changes, including extensions up to two additional one-year terms, subject to the availability of budgeted funds.

BACKGROUND:

Risk Management has maintained an Emergency and Non-Emergency Contractor Panel since 2015. RFP 2524 for Emergency and Non-Emergency Contractor Services represents the fourth RFP issued by Risk Management to support the City's response to a wide range of situations in which property, health, or resident safety may be at risk

These contractors have the necessary credentials, equipment, and skillset to assist the City of Riverside in responding to any type of emergency and non-emergency incident identified by staff or any third party via 311 or any other type of communication method. Risk Management reserves the right to dispatch contractors to jobs based on the needs of the City. The City does not pay upfront costs to any contractor as the City only pays for services after they are rendered.

City staff have been able to contact contractors directly, resulting in time savings and reduced property damage, as contractors are primarily tasked with clearing hazards to prevent further loss. Staff rely on these contractors to deliver excellent customer service and high-quality repairs for residents. Risk Management serves as the contract administrator for these agreements and acts as the primary point of contact for both the contractors and City staff seeking assistance in responding to incidents.

DISCUSSION:

Per Riverside Municipal Code Section 3.18.030(B), the Risk Manager is responsible for developing and administering a system that identifies and reduces the City's property and liability losses, insurance costs, and overall risk management administrative costs. The contractors referenced are essential to Risk Management's ability to support the City in responding to both sensitive emergency and non-emergency incidents. Their services help mitigate and resolve damage to City assets and to the property of others, while also helping manage and limit the City's liability as directed by Risk Management.

The current contractor panel agreements expire on June 30, 2026, with new agreements scheduled to take effect on July 1, 2026. The scope of work may include, but is not limited to, the following:

- Stopping or restoring the flow of sewer and water services.
- Emergency roof repairs.
- Gutter and sidewalk replacement.
- Painting and striping.
- Repair or replacement of flooring and drywall.
- Pothole investigations.
- Assist City staff in responding to calls when the City's own equipment is down and unable to be used.

Throughout the current three-year agreement, the City has relied on the contractor panel to address several time-sensitive projects, including repairing a block wall at a City facility after it was damaged by a third-party vehicle collision that created security and tripping hazards; completing storm drain and sewer lateral repairs that affected services to residents and businesses; performing repairs to the Lime Street Bridge; and resolving water leaks at various City facilities.

	FY 23-24	FY 24-25	FY 25-26	Total
Total Paid in Emergency & Non-Emergency GC Services	\$1,237,105.86	\$691,453.86	\$363,548.15*	\$2,292,107.87

*Amount spent as of May 26, 2026

Two separate three-year service agreements, each valued at \$2,250,000, will be issued as a result of this council item. Risk Management will request the 10 percent contingency only if the full agreement amount of \$2,250,000 is expended. At the end of the initial three-year term, Risk Management will evaluate contractor performance to determine whether to exercise up to two additional one-year extensions.

Purchasing Overview

On January 27, 2026, the City’s Purchasing Division (Purchasing) issued Request for Proposals (RFP) No. 2524 on PlanetBids seeking prospective proposers to provide emergency and non-emergency repair work throughout the City.

The solicitation notification is summarized in the table below:

Action	Number of Vendors
External Vendors Notified	500
City of Riverside Vendors Notified	1184
Vendors who downloaded the RFP	65
Proposals received	10

A total of four (4) questions were received from prospective proposers, and no addenda were posted. RFP No. 2524 closed on February 18, 2026, with a total of ten (10) responses. Seven (7) responses were found to be responsive and responsible, with three (3) proposals deemed non-responsive for not meeting the minimum experience requirement or not responding back in time to a request for clarification issued by Purchasing.

Under the guidance of Purchasing, three (3) City staff from Finance and Public Works evaluated the proposals for one (1) round, which resulted in One Silver Serve, LLC. dba SERVPRO Global DRT and T.E. Roberts ranking the highest vendors in a competitive range. The evaluation criteria, total points and rankings for each evaluation round are summarized in the tables below.

Round 1 – Evaluation Criteria

Evaluation Criteria	Total Points
Qualifications	25%
Experience (Projects of similar size and scope)	25%
Professional References	10%
Approach and Methodology	15%
Pricing	25%

Round 1 – Evaluation Results

Vendor	Location	Evaluation Scores	Rank
One Silver Serve, LLC. dba SERVPRO Global DRT	Encino, CA	761.66	1
T.E. Roberts Inc.	Irvine, CA	756.92	2
M. Brey, Inc	Beaumont, CA	643.96	3
CornerstoneCC	Victorville, CA	566.62	4
YMC	Irvine, CA	530.96	5
Real Estate Consulting & Services, Inc	San Clemente, CA	527.08	6
Urban Worx Construction, Inc.	Palm Desert, CA	526.74	7
*All American Building Services	Santa Clarita, CA	N/A	N/A
*SAVI Construction Inc.	Chino, CA	N/A	N/A
*Powertech Inc	Yucaipa, CA	N/A	N/A

*Non-responsive vendor

This action is pursuant to Purchasing Resolution 24101, Section 508 which states, “Contracts procured through Formal Procurement shall be awarded by the Awarding Entity to the Lowest Responsive and Responsible Bidder, except that...(c) Contracts procured through Formal Procurement for Services or Professional Services, where a Request for Proposals or Request for Qualifications was used to solicit Bids, shall be awarded by the Awarding Entity in accordance with the evaluation criteria set forth in the Request for Proposals or Request for Qualifications...”

The Purchasing Manager concurs that the recommended action is compliant with Purchasing Resolution 24101.

FISCAL IMPACT:

The total fiscal impact of the agreements could be up to \$4,125,000 over the five-year term for each of these two agreements, including the two one-year extensions, if exercised. However, there is no immediate fiscal impact of the action as the City only pays for services and materials rendered on an as-needed basis. Sufficient funds for Fiscal Year 2026/27 have been included in the proposed budget going before Council in June 2026, in the Liability Insurance Trust Fund, Property Damage Claims account 232000-428630. Additionally, departments pay for their own service requests from existing departmental budgets. Appropriations for future fiscal years will be included in the budget submissions for those fiscal years to be presented to the City Council for approval.

Prepared by: Jackie Godinez, Risk Manager
 Approved by: Sergio Aguilar, Deputy Finance Director
 Certified as to availability of funds: Julie Nemes, Interim Finance Director
 Approved by: Edward Enriquez, Assistant City Manager/Chief Financial Officer
 Approved as to form: Rebecca McKee-Reimbold, Interim City Attorney

Attachments:

1. RFP Response by One Silver Serve, LLC dba ServePro Global DRT
2. RFP Response by T.E. Roberts, Inc.
3. Award Recommendation
4. One Silver Serve, LLC dba ServePro Global DRT Agreement
5. T.E. Roberts Inc. Agreement