

## SERVICES AGREEMENT

### ONE SILVER SERVE, LLC dba SERVPRO GLOBAL DISASTER RECOVERY TEAM

#### Emergency and Non-Emergency General Contractor – RFP No. 2524

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, the CITY OF RIVERSIDE, a California charter city and municipal corporation (“City”), and ONE SILVER SERVE, LLC, a California limited liability company, doing business as SERVPRO GLOBAL DISASTER RECOVERY TEAM (“Contractor”), mutually agree as follows:

1. **Scope of Services.** Contractor shall furnish all labor, materials and equipment for and perform the work of Emergency and Non-Emergency General Contractor – RFP No. 2524 (“Services”). Contractor shall perform the Services in accordance with the provisions and requirements of the Scope of Services attached hereto as Exhibit “A” and incorporated herein by reference.

2. **Term.** This Agreement shall be in effect from July 1, 2026, and shall remain in effect until June 30, 2029, unless otherwise terminated pursuant to the provisions herein. The term of the Agreement may be extended by mutual written consent of the parties for two (2) additional one (1) year terms.

3. **Compensation.** City shall pay Contractor for the performance of the Services during the initial term of this Agreement a Contract Price not to exceed amount of Two Million Two Hundred Fifty Thousand Dollars (\$2,250,000.00), unless an increase is agreed to by the parties. City shall pay Contractor for Services performed to City’s satisfaction on a monthly basis in accordance with the provisions of the Compensation Schedule attached hereto as Exhibit “B” and incorporated herein by this reference. If the term of the Agreement is extended, Contractor’s compensation for the extended term shall be mutually agreed upon in writing by the parties.

4. **General Compliance with Laws.** Contractor shall keep fully informed of federal, state and local laws and ordinances and regulations which in any manner affect those employed by Contractor, or in any way affect the performance of Services by Contractor pursuant to this Agreement. Contractor shall at all times observe and comply with all such laws, ordinances and regulations, and shall be solely responsible for any failure to comply with all applicable laws, ordinances and regulations.

5. **Business Tax Certificate.** As a condition of this Agreement, Contractor shall secure a business tax certificate to operate in the City of Riverside pursuant to Chapter 5.04 of the Riverside Municipal Code, and shall also secure any other licenses or permits which may be required.

6. **Business Tax and Penalties.** Contractor acknowledges and agrees that with respect to any business tax or penalties thereon, utility charges, invoiced fee or other debt which is owed, or which becomes owed, by Contractor to City, City reserves the right to withhold and offset said amounts from any payments, refunds or reimbursements owed by City to Contractor under the

Agreement. Notice of such withholding and offset shall promptly be given to Contractor by City in writing. In the event of a dispute as to the amount owed or whether such amount is owed to City, City will hold such disputed amount until either the appropriate appeal process has been completed or until the dispute has been resolved.

7. **Personnel.** Contractor shall furnish all personnel necessary to perform the Services and shall be responsible for their performance and compensation. The key personnel are listed in Exhibit "C," attached hereto and incorporated herein by reference. Contractor shall furnish qualified personnel to perform the Services.

8. **Assignment and Subcontracting.** Neither party shall assign any right, interest, or obligation in or under this Agreement to any other entity without prior written consent of the other party. In any event, no assignment shall be made unless the assignee expressly assumes the obligations of assignor under this Agreement, in a writing satisfactory to the parties. Contractor acknowledges that any assignment may, at the City's sole discretion, require City Manager and/or City Council approval. Contractor shall not subcontract any portion of the work required by this Agreement without prior written approval by the responsible City Contract Administrator. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement, including without limitation, the insurance obligations set forth in Section 11. The Contractor acknowledges and agrees that the City is an intended beneficiary of any work performed by any subcontractor for purposes of establishing a duty of care between any subcontractor and the City.

9. **Independent Contractor.** In the performance of this Agreement, Contractor, and Contractor's employees, subcontractors and agents, shall act in an independent capacity as independent contractors, and not as officers or employees of the City of Riverside. Contractor acknowledges and agrees that the City has no obligation to pay or withhold state or federal taxes or to provide workers' compensation or unemployment insurance to Contractor, or to Contractor's employees, subcontractors and agents. Contractor, as an independent contractor, shall be responsible for any and all taxes that apply to Contractor as an employer.

10. **Indemnification.** Except as to the sole negligence or willful misconduct of the City, Contractor shall indemnify and hold harmless the City, and the City's employees, officers, managers, agents and council members from any liability, claim, damage or action whatsoever, to the extent it is based or asserted upon any wrongful act or omission of Contractor, its officers, employees, subcontractors, agents or representatives, or arises out of or in any way relates to this agreement including but not limited to property damage, bodily injury, or death. Contractor shall defend, at its sole cost and expense, including but not limited to attorney fees, cost of investigation, defense and settlement or awards, the City and the City's employees, officers, managers, agents and council members in any such action or claim. With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at its sole cost, have the right to use counsel of its own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of City; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor's indemnification of City. Contractor's obligations hereunder shall be satisfied when Contractor has provided to City the appropriate form of dismissal (or similar document) relieving the City from any liability for the action or claim

involved. The specified insurance limits required in this Agreement shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless the City.

## 11. Insurance.

11.1 General Provisions. Prior to the City's execution of this Agreement, Contractor shall provide satisfactory evidence of, and shall thereafter maintain during the term of this Agreement, such insurance policies and coverages in the types, limits, forms and ratings required herein. The rating and required insurance policies and coverages may be modified in writing by the City's Risk Manager or City Attorney, or a designee, unless such modification is prohibited by law.

11.1.1 Limitations. These minimum amounts of coverage shall not constitute any limitation or cap on Contractor's indemnification obligations under Section 10 hereof.

11.1.2 Ratings. Any insurance policy or coverage provided by Contractor or subcontractors as required by this Agreement shall be deemed inadequate and a material breach of this Agreement, unless such policy or coverage is issued by insurance companies authorized to transact insurance business in the State of California with a policy holder's rating of A or higher and a Financial Class of VII or higher.

11.1.3 Cancellation. The policies shall not be canceled unless thirty (30) days' prior written notification of intended cancellation has been given to City by certified or registered mail, postage prepaid.

11.1.4 Adequacy. The City, its officers, employees and agents make no representation that the types or limits of insurance specified to be carried by Contractor pursuant to this Agreement are adequate to protect Contractor. If Contractor believes that any required insurance coverage is inadequate, Contractor will obtain such additional insurance coverage as Contractor deems adequate, at Contractor's sole expense.

11.2 Workers' Compensation Insurance. By executing this Agreement, Contractor certifies that Contractor is aware of and will comply with Section 3700 of the Labor Code of the State of California requiring every employer to be insured against liability for workers' compensation, or to undertake self-insurance before commencing any of the work. Contractor shall carry the insurance or provide for self-insurance required by California law to protect said Contractor from claims under the Workers' Compensation Act. Prior to City's execution of this Agreement, Contractor shall file with City either 1) a certificate of insurance showing that such insurance is in effect, or that Contractor is self-insured for such coverage, or 2) a certified statement that Contractor has no employees, and acknowledging that if Contractor does employ any person, the necessary certificate of insurance will immediately be filed with City. Any certificate filed with City shall provide that City will be given ten (10) days' prior written notice before modification or cancellation thereof.

11.3 Commercial General Liability and Automobile Insurance. Prior to City's execution of this Agreement, Contractor shall obtain, and shall thereafter maintain during the term of this Agreement, commercial general liability insurance and automobile liability insurance as

required to insure Contractor against damages for personal injury, including accidental death, as well as from claims for property damage, which may arise from or which may concern operations by anyone directly or indirectly employed by, connected with, or acting for or on behalf of Contractor. The City, and its officers, employees and agents, shall be named as additional insureds under the Contractor's insurance policies.

11.3.1 Contractor's commercial general liability insurance policy shall cover both bodily injury (including death) and property damage (including, but not limited to, premises operations liability, products-completed operations liability, independent contractor's liability, personal injury liability, and contractual liability) in an amount not less than \$1,000,000 per occurrence and a general aggregate limit in the amount of not less than \$2,000,000.

11.3.2 Contractor's automobile liability policy shall cover both bodily injury and property damage in an amount not less than \$1,000,000 per occurrence and an aggregate limit of not less than \$1,000,000. All of Contractor's automobile and/or commercial general liability insurance policies shall cover all vehicles used in connection with Contractor's performance of this Agreement, which vehicles shall include, but are not limited to, Contractor owned vehicles, Contractor leased vehicles, Contractor's employee vehicles, non-Contractor owned vehicles and hired vehicles.

11.3.3 Prior to City's execution of this Agreement, copies of insurance policies or original certificates along with additional insured endorsements acceptable to the City evidencing the coverage required by this Agreement, for both commercial general and automobile liability insurance, shall be filed with City and shall include the City and its officers, employees and agents, as additional insureds. Said policies shall be in the usual form of commercial general and automobile liability insurance policies, but shall include the following provisions:

It is agreed that the City of Riverside, and its officers, employees and agents, are added as additional insureds under this policy, solely for work done by and on behalf of the named insured for the City of Riverside.

11.3.4 The insurance policy or policies shall also comply with the following provisions:

a. If the policy is written on a claims made basis, the certificate should so specify and the policy must continue in force for one year after completion of the services. The retroactive date of coverage must also be listed.

b. The policy shall specify that the insurance provided by Contractor will be considered primary and not contributory to any other insurance available to the City and Endorsement No. CG 20010413 shall be provided to the City.

12. **Termination.** City shall have the right to terminate any or all of Contractor's Services and work covered by this Agreement at any time upon thirty (30) calendar days' written notice to Contractor. In the event of such termination, Contractor shall submit Contractor's final written statement of the amount of services provided as of the date of such termination for payment

by the City.

Notwithstanding the foregoing, the City may terminate Contractor's performance of this Agreement upon five (5) calendar days' written notice if:

- (1) Contractor fails to promptly begin performance of the Services;
- (2) Contractor fails to perform the Services;
- (3) Contractor discontinues performance of the Services;
- (4) Contractor fails to make payment to employees in accordance with applicable law;
- (5) Contractor disregards laws, ordinances, or rules, regulations, or orders of a public authority having jurisdiction;
- (6) Contractor otherwise is guilty of breach of a provision of this Agreement;
- (7) Contractor becomes insolvent, is adjudicated bankrupt, or makes a general assignment for the benefit of creditors and fails to provide City with adequate assurances of Contractor's ability to satisfy its contractual obligations.
- (8) A receiver, trustee, or other judicial officer shall not have any right, title, or interest in or to this Agreement. Upon that person's appointment, City has, at its option and sole discretion, the right to immediately cancel the Agreement and declare it null and void.

13. **Non-Discrimination.** During Contractor's performance of this Agreement, Contractor shall not discriminate on the grounds of race, religious creed, color, national origin, ancestry, age, physical disability, mental disability, medical condition including the medical condition of Acquired Immune Deficiency Syndrome (AIDS) or any condition related thereto, marital status, gender, gender identity, genetic information, gender expression, sex or sexual orientation, military and veteran status, in the selection and retention of employees and subcontractors and the procurement of materials and equipment, except as provided in Section 12940 of the California Government Code. Further, Contractor agrees to conform to the requirements of the Americans with Disabilities Act in the performance of this Agreement.

14. **City's Right to Employ Other Consultants/Contractors.** City reserves the right to employ other Contractors in connection with the Services. If the City is required to employ another contractor to complete Contractor's work, due to the failure of the Contractor to perform, or due to the breach of any of the provisions of this Agreement, the City reserves the right to seek reimbursement from Contractor.

15. **Conflict of Interest.** Contractor, for itself and on behalf of the individuals listed in Exhibit “C”, represents and warrants that by the execution of this Agreement, they have no interest, present or contemplated, affected by the above-described Services. Contractor further warrants that neither Contractor, nor the individuals listed in Exhibit “C” have any real property, business interests or income interests that will be affected by this project or, alternatively, that Contractor will file with the City an affidavit disclosing any such interest.

16. **Solicitation.** Contractor warrants that Contractor has not employed or retained any person or agency to solicit or secure this Agreement, nor has it entered into any agreement or understanding for a commission, percentage, brokerage, or contingent fee to be paid to secure this Agreement. For breach of this warranty, City shall have the right to terminate this Agreement without liability and pay Contractor only for the value of work Contractor has actually performed, or, in its sole discretion, to deduct from the Agreement price or otherwise recover from Contractor the full amount of such commission, percentage, brokerage or commission fee. The remedies specified in this section shall be in addition to and not in lieu of those remedies otherwise specified in this Agreement.

17. **Prevailing Wage.** If applicable, pursuant to Section 1771 of the California Labor Code, Contractors are required to pay the general prevailing rates of per diem wages, overtime and holiday wages as determined by the Director of the Department of Industrial Relations and implemented by Resolution No. 13346 of the City Council of the City of Riverside. The Director’s determination of prevailing wage rates is available on-line at [www.dir.ca.gov/dlsr/DPreWageDetermination.htm](http://www.dir.ca.gov/dlsr/DPreWageDetermination.htm), and is referred to and made a part hereof as though fully set forth herein. Contractor is aware of and stipulates that Contractor will also comply with California Labor Code Sections 1725.5 and 1771.1 requiring all general contractors and subcontractors to be registered with DIR, when applicable. Registration can be accomplished through the DIR website by using this link: <http://www.dir.ca.gov/PublicWorks/PublicWorks.html>.

18. **Notices.** Service of any notices, bills, invoices or other documents required or permitted under this Agreement shall be sufficient if sent by one party to the other by United States mail, postage prepaid and addressed as follows:

To City

Finance Department  
City of Riverside  
Attn: Maria Guerrero  
3900 Main Street  
Riverside, CA 92522

To Contractor

One Silver Serve, LLC dba ServPro  
Global Disaster Recovery Team  
Attn: Todd Resnick, SVP  
16601 Ventura Blvd. 4<sup>th</sup> Floor  
Encino, CA 91436

19. **Venue.** Any action at law or in equity brought by either of the parties hereto for the purpose of enforcing a right or rights provided for by this Agreement shall be tried in the Superior Court of California, County of Riverside and the parties hereby waive all provisions of law providing for a change of venue in such proceedings to any other county.

20. **Waiver.** No action or failure to act by the City shall constitute a waiver of any right or duty afforded City under this Agreement, nor shall any action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically provided in this Agreement or as may be agreed in writing.

21. **Severability.** Each provision, term, condition, covenant and/or restriction, in whole and in part, in this Agreement shall be considered severable. In the event any provision, term, condition, covenant and/or restriction, in whole and/or in part, in this Agreement is declared invalid, unconstitutional, or void for any reason, such provision or part thereof shall be severed from this Agreement and shall not affect any other provision, term, condition, covenant and/or restriction of this Agreement and the remainder of the Agreement shall continue in full force and effect.

22. **Amendments.** This Agreement may be modified or amended only by a written agreement and/or change order executed by the Contractor and City.

23. **Authority.** The individuals executing this Agreement and the instruments referenced herein on behalf of Contractor each represent and warrant that they have the legal power, right and actual authority to bind Contractor to the terms and conditions hereof and thereof.

24. **Entire Agreement.** This Agreement constitutes the final, complete, and exclusive statement of the terms of the agreement between the parties pertaining to the subject matter of this Agreement, and supersedes all prior and contemporaneous understandings or agreements of the parties. Neither party has been induced to enter into this Agreement by, and neither party is relying on, any representation or warranty outside those expressly set forth in this Agreement.

25. **Digital and Counterpart Signatures.** Each party to this Agreement intends and agrees to the use of digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (Civil Code §§ 1633.1, et seq.), California Government Code § 16.5, and California Code of Regulations Title 2 Division 7 Chapter 10, to execute this Agreement. The parties further agree that the digital signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures for purposes of validity, enforceability, and admissibility. For purposes of this section, a “digital signature” is defined in subdivision (d) of Section 16.5 of the Government Code and is a type of “electronic signature” as defined in subdivision (h) of Section 1633.2 of the Civil Code. This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each certified or authenticated electronic copy of an encrypted digital signature shall be deemed a duplicate original, constituting one and the same instrument and shall be binding on the parties hereto.

26. **Interpretation.** City and Contractor acknowledge and agree that this Agreement is the product of mutual arms-length negotiations and accordingly, the rule of construction, which provides that the ambiguities in a document shall be construed against the drafter of that document, shall have no application to the interpretation and enforcement of this Agreement.

26.1 Titles and captions are for convenience of reference only and do not define, describe or limit the scope or the intent of the Agreement or any of its terms. Reference to section numbers, are to sections in the Agreement unless expressly stated otherwise.

26.2 This Agreement shall be governed by and construed in accordance with the laws of the State of California in effect at the time of the execution of this Agreement.

26.3 In the event of a conflict between the body of this Agreement and Exhibit “A” - Scope of Services hereto, the terms contained in Exhibit “A” shall be controlling.

27. **Exhibits.** The following exhibits attached hereto are incorporated herein to this Agreement by this reference:

Exhibit “A” - Scope of Services

Exhibit “B” - Compensation

Exhibit “C” - Key Personnel


**[SIGNATURES ON FOLLOWING PAGE]**

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed the day and year first above written.

CITY OF RIVERSIDE, a California charter city and municipal corporation

ONE SILVER SERVE, LLC, a California limited liability company, doing business as SERVPRO GLOBAL DISASTER RECOVERY TEAM


By: \_\_\_\_\_  
Mike Futrell  
City Manager

By:   
Todd Resnick (Jun 9, 2026 16:14:16 GMT+2)  
Print Name: Todd Resnick  
Title: SVP  
(Signature of Board Chair, President, or Vice President)

Attest: \_\_\_\_\_  
Donesia Gause  
City Clerk


**and**

CERTIFIED AS TO AVAILABILITY OF FUNDS:

By:   
Jon Hill (Jun 9, 2026 08:16:44 PDT)  
Print Name: Jon Hill  
Title: Controller  
(Signature of Secretary, Assistant Secretary, CFO, Treasurer or Assistant Treasurer)

By:   
Chief Financial Officer

APPROVED AS TO FORM:

By:   
Sean B. Murphy  
Deputy City Attorney

**EXHIBIT "A"**

**SCOPE OF SERVICES**

## EXHIBIT A

### SCOPE OF SERVICES

**The full scope of work shall include but not be limited to:**

- **Emergency response time shall be 60 minutes or less to arrive on location.**
- **Urgent calls shall have a mobilization time of 2 hours or less.**
- All repairs should not impact the City's daily operations.
- Documentation requirement for all projects - progress pictures of damaged area, daily summary of staff progress, and daily summary of work performed.
- Assist City staff on projects requiring work ten (10) feet below the surface.
- Proper and necessary traffic control for work performed in the public right-of-way.
- Assist City staff in responding to calls when the City's own equipment is down and unable to be used.
- Emergency and non-emergency cleanup and repair, including concrete grinding, gutter and sidewalk replacement, water leak detections, sewer line repair, painting/stripping, paving, and pothole investigations, and must be completed per City standards (<https://riversideca.gov/publicworks/sites/riversideca.gov.publicworks/files/pdf/Std-2025.pdf>).
- Assist City staff in either stopping or restoring the flow of water and sewer services.
- Assist the City's Water Division in replacing sections of City-owned tailpipe as required by an authorized staff member.
- Provide daily and/or continual cleanup of all refuse caused or created by this Subcontractor's work and/or its workmen.
- Provide emergency roof repairs.
- Provide masonry repair.
- Provide thermal and moisture protection.
- Provide equipment and/or materials as needed.
- Provide conveying equipment if repair is not able/possible.
- Provide Electrical Safety and Security (ex. gates)
- Provide earthwork services as needed to bring site to original state.
- Provide exterior improvements.
- Provide restroom facilities for Vendor's staff as needed.
- Repair/replacement of flooring and dry wall.
- Assist City staff with administrative and project management duties as requested by authorized City staff.
- As listed below and depending on sewer defect identified, Contractor shall:
  - **Root Intrusion:**
    - Clean lower lateral and remove root intrusion.
    - At a minimum, lower lateral shall be effectively cleaned using high-pressure water "hydro-jet" or other approved cleaning method effective in removing roots. Augers, snakes, or similar methods which may temporarily eliminate, or merely puncture, a blockage without removing roots are not considered effective.

- A post cleaning lower lateral recorded video inspection shall be conducted in accordance with the requirements below.
- Partially Collapsed Lateral:
  - Attempt to clear blockage from lower lateral with the intent of providing limited sewer service while the City considers the appropriate course of action.
  - A post work recorded video inspection shall be conducted in accordance with the requirements above.
- Offset Lateral:
  - Attempt to clear blockage from lower lateral with the intent of providing limited sewer service while the City considers the appropriate course of action.
  - A post work recorded video inspection shall be conducted in accordance with the requirements above.
- Fully Collapsed Lateral:
  - Mark location and depth of collapsed lateral.

### **Potential Scenarios**

The City receives calls from private residents and businesses when sewer or water services are not performing as usual. Frequent causes for these disruptions in service include, but are not limited to, offsets on sewer laterals, tree root invasions in water meter boxes and within sewer laterals.

The contractor(s) selected under this RFP may be required to respond to the scenarios mentioned in this section and other related situations that may arise.

**Scenario 1: Property Line Cleanout present and holding water (remove blockage & inspect).** Property has a cleanout present at the property line or easement boundary as required, and that cleanout is holding water. This observation would suggest there is a blockage within the city-owned portion of the lateral.

#### Presumed Scope of Work:

- Using property-line cleanout, contractor to clear blockage from lower lateral including the point of connection to the main line, if possible.
- Video inspection of lower lateral.
- Video inspection shall begin with an above-ground video confirmation of the property address and continuing with an uninterrupted recording of the CCTV camera entering the cleanout and proceeding through the lower lateral.
- The inspection shall continue until it reaches the main sewer line to which the lateral is connector or the point where the camera can no longer safely pass.
- Video inspection video shall include a footage counter which is clearly paused and set to zero feet at the point where the sewer line cleanout pipe transitions to the lateral pipeline.
- Contractor, upon observing any defects in the lower lateral (including but

not limited to root intrusion, pipe offset, partial or full pipe collapse) shall capture still images of each defect from the video inspection.

**Scenario 2: Property Line cleanout absent, licensed plumber confirms blockage in lower lateral (remove blockage & inspect).** Property owner does not have a cleanout present at the property line, but a licensed plumber has confirmed a blockage within the city-owned lower lateral.

**Property owner to install Property Line cleanout, if not, then:**

Presumed Scope of Work:

Prior to proceeding with any work, City shall review and approve any video, photographs, or other available information to confirm and agree to the presence of a blockage in the lower lateral.

- Same as Scenario 1 but using private cleanout under authority granted in [RMC 14.08.020C](#):

*A City inspector and/or City contractor shall be admitted at all reasonable hours at all parts of any premises connected with the sewerage system for the purpose of checking, either visually, by camera, or any other means, any facilities mentioned in this Chapter and establishing sewer service charges as provided in [Chapter 14.04](#).*

**Scenario 3: Property Line cleanout absent, presumed issue in lower lateral (inspect).**

Property owner does not have a cleanout present at the property line, but other information suggests a blockage within the city-owned lower lateral.

**Property owner to install Property Line cleanout, if not, then:**

Presumed Scope of Work:

Prior to proceeding with any work, City shall review and approve any video, photographs, or other available information to confirm and agree to the presence of a blockage in the lower lateral.

- Same as Scenario 1 but using private cleanout under authority granted in [RMC 14.08.020C](#) to inspect the lower lateral:

*A City inspector and/or City contractor shall be admitted at all reasonable hours at all parts of any premises connected with the sewerage system for the purpose of checking, either visually, by camera, or any other means, any facilities mentioned in this Chapter and establishing sewer service charges as provided in [Chapter 14.04](#).*

**Job Safety Site Procedures:**

- No alcohol or drugs will be used on the job at any time.
- Report all job accidents on the same day the accident occurs.
- Your employees are responsible for keeping your work area and the job site clean and neat on a daily basis.
- Stored materials, equipment and tools must be kept in an orderly fashion and out of the public right-of-way.
- All power activated tools, equipment and ladders will be used in a safe manner and in

- compliance with governmental agency regulations.
- Do not remove or bypass any safety guards on any machinery at any time.
- Wear safety glasses.
- No hazardous or toxic substances will be disposed of on the job site.
- When operating loud power tools or machinery, wear ear plugs or ear muffs.
- Follow all other written and spoken safety rules.

Contractor(s) or appropriate subcontractor(s) shall be properly licensed for testing and inspection that occurs prior to project completion as necessary per project. Contractor(s) shall be responsible for obtaining all permits as required by City. Specific services will be coordinated with the City on a per project basis. Upon request of the City, the Contractor(s) will make such revisions to the work done under this agreement as are necessary to correct errors or omissions appearing therein and make other minor revisions. Contractor(s) acknowledges that the purpose of this Services Agreement is for emergency and non-emergency services only and agrees to provide staff with cost records and accounting pertaining to this agreement.

The contractor(s) selected for RFP# 2524 will need to be available to assist the City in responding to Emergency and Non-Emergency responses. "*Emergency*" means any occurrence or set of circumstances involving actual or imminent physical trauma or property damage which demands immediate action (RMC 7.10.060 – *Emergency*). "*Emergency work*" means work made necessary to restore property to a safe condition following a physical trauma or property damage caused by an *emergency* or work necessary to prevent or minimize damage from a potential *emergency* (7.10.065 - *Emergency work*). Emergency Conditions that prompt the need for Emergency work requests will include one or more of the following conditions: (A) a great public calamity; (B) An immediate need to prepare for national or local defense; (C) a breakdown in machinery, facilities, or essential services which requires the immediate Procurement of Goods, Services, or Construction to protect the public health, welfare, safety, property, or personal/confidential information (Section 301). The City's Risk Manager and authorized Risk Management staff will have authority to request Non-Emergency work needed where a hazard is identified in to minimize and avoid future damages. City departments are prohibited from using this agreement for routine maintenance that prompt the need for competitive and formal procurement as stated within Purchasing Resolution No. 24101.

#### ADDITIONAL TERMS OF AGREEMENT:

In the event of a conflict between documents the following order of precedence shall apply:

- 1) Agreement
- 2) City of Riverside's Request For Proposals
- 3) Company's Response to the Request For Proposals

Company selected for RFP #2524 is required to meet the following insurance requirements:

**EXHIBIT C****INSURANCE REQUIREMENTS**

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damage to property, which may arise from or in connection with the performance of the work hereunder, and the results of that work by the Contractor, his agents, representatives, employees, or subcontractors. With respect to General Liability, Errors & Omissions, Contractors Pollution Liability, and/or Asbestos Pollution Liability, coverage should be maintained for a minimum of five (5) years after contract completion.

**MINIMUM SCOPE AND LIMIT OF INSURANCE**

Coverage shall be at least as broad as:

- **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury, and personal & advertising injury with limits no less than \$2,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
- **Automobile Liability:** Insurance Services Office Form Number CA 0001 covering any auto (Code 1), or if Contractor has no owned autos, hired (Code 8) and non-owned (Code 9) autos, with limit no less than \$1,000,000 per accident for bodily injury and property damage.
- **Workers’ Compensation** insurance as required by the State of California, with Statutory Limits, and Employer’s Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
- **Contractors Pollution Liability and/or Asbestos Pollution Liability and/or Errors & Omissions** applicable to the work being performed, with a limit no less than \$2,000,000.

**OTHER INSURANCE PROVISIONS:**

- **The Entity, its officers, officials, employees, and volunteers are to be covered as additional insureds** with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor’s insurance (at least as broad as ISO Form CG 20 10, CG 11 85 or both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 forms if later revisions used).
- **Waiver of Subrogation-** Contractor hereby grants to Entity a waiver of subrogation which any insurer may acquire against Entity, its officers, officials, employees, and volunteers, from Contractor by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the Entity has received a waiver of subrogation endorsement from the insurer.
- The Workers’ Compensation policy shall be endorsed with a waiver of subrogation in

favor of the Entity for all work performed by the Contractor, its employees, agents, and subcontractors.

▪ For any claims related to this project, **the Contractor's insurance coverage shall be primary**

**insurance coverage** at least as broad as ISO CG 20 01 04 13 as respects the Entity, its officers, officials, employees, agents, and volunteers. Any insurance or self-insurance maintained by the Entity, its officers, officials, employees, agents, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

### **Subcontractors**

Contractor shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Contractor shall ensure that Entity is an additional insured on insurance required from subcontractors. For CGL coverage subcontractors shall provide coverage with a format least as broad as CG 20 38 04 13.

### **Special Risks or Circumstances**

The City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

### **Umbrella or Excess Policy**

The Contractor may use Umbrella or Excess Policies to provide the liability limits as required in this agreement. This form of insurance will be acceptable provided that all of the Primary and Umbrella or Excess Policies shall provide all of the insurance coverages herein required, including, but not limited to, primary and non-contributory, additional insured, Self-Insured Retentions (SIRs), indemnity, and defense requirements. The Umbrella or Excess policies shall be provided on a true "following form" or broader coverage basis, with coverage at least as broad as provided on the underlying Commercial General Liability insurance. No insurance policies maintained by the Additional Insureds, whether primary or excess, and which also apply to a loss covered hereunder, shall be called upon to contribute to a loss until the Contractor's primary and excess liability policies are exhausted.

**EXHIBIT "B"**

**COMPENSATION**

**Labor rates are inclusive of all fees and costs.**

**Contractor is required to pay prevailing wage for all projects.**

**Equipment and Material mark-up fee shall not exceed 10% of mark-up.**

# Executive Pricing Compliance Certification

**RFP No. 2524 – Emergency & Non-Emergency General Contractor Services  
City of Riverside**

SERVPRO Global Disaster Recovery Team hereby certifies that its pricing submission complies with all pricing limitations and requirements set forth in RFP No. 2524.

SERVPRO Global DRT's 2026 Time and Materials rates reflect standardized industry pricing for emergency and restoration services. These rates are applied uniformly and provide consistency, transparency, and predictability across assignments without discretionary escalation.

**1. Subcontractor, Equipment, and Material Markup**

All subcontractor services, third-party equipment rentals, and materials shall be billed at actual cost plus a markup not to exceed **ten percent (10%)**, in strict accordance with the RFP requirements. No layered, compounded, or additional overhead and profit percentages will be applied beyond the 10% cap.

**2. Labor Rates**

The labor rates submitted are fully burdened and inclusive of overhead, supervision, and administrative costs. No additional percentage markups will be applied to stated hourly labor rates.

**3. Prevailing Wage & Specialty Conditions**

Any wage adjustments required to comply with prevailing wage laws are statutory labor requirements and are not considered subcontractor or material markups. Subcontracted specialty trades will remain subject to the 10% maximum markup limitation.

**4. Conflict of Terms**

In the event of any conflict between standard SERVPRO pricing language and the requirements of RFP No. 2524, the terms of the RFP shall govern.

SERVPRO Global DRT affirms its commitment to pricing transparency, compliance, and adherence to the City of Riverside's contractual requirements.

**Authorized Representative:**



Todd Resnick  
Senior Vice President  
SERVPRO Global Disaster Recovery Team

# Prevailing Wage Labor Rate Clarification

As of 02/18/2026

The Time and Materials (T&M) labor rates included in this proposal reflect SERVPRO Global Disaster Recovery Team’s standardized 2026 industry rates for non-prevailing wage assignments. In circumstances where work is subject to California Prevailing Wage requirements, labor classifications and compensation will be adjusted in accordance with the applicable California Department of Industrial Relations (DIR) determinations in effect at the time of service. Prevailing wage rates are generated based on the applicable DIR determination, including the designated school classification (where applicable) and the specific task order scope of work issued by the City. The prevailing wage rates provided below are separate from, and supersede where required, the standard T&M labor schedule solely for assignments legally designated as prevailing wage work. All prevailing wage billing will comply fully with statutory requirements, certified payroll reporting obligations, and applicable labor classifications.

EMERGENCY GENERAL LABOR							Response
1	Apprentice Standard Rate	HR		1	\$55.56	Yes	
2	Apprentice Overtime Rate	HR		1	\$75.35	Yes	
3	Apprentice Double Time	HR		1	\$95.14	Yes	
4	Journeyman Standard Rate	HR		1	\$75.09	Yes	
5	Journeyman Overtime Rate	HR		1	\$98.33	Yes	
6	Journeyman Double Time	HR		1	\$121.57	Yes	
7	Supervisor/Foreman Standard Rate	HR		1	\$75.09	Yes	
8	Supervisor/Foreman Overtime Rate	HR		1	\$98.33	Yes	
9	Supervisor/Foreman Double Time	HR		1	\$121.57	Yes	
10	Specialty Technician Standard Rate	HR		1	\$75.09	Yes	
11	Specialty Technician Overtime Rate	HR		1	\$98.33	Yes	
12	Specialty Technician Double Time	HR		1	\$121.57	Yes	
13	Project Manager Standard Rate	HR		1	\$75.09	Yes	
14	Project Manager Overtime Rate	HR		1	\$98.33	Yes	
15	Project Manager Double Time	HR		1	\$121.57	Yes	
NON-EMERGENCY GENERAL LABOR							
16	Apprentice Standard Rate	HR		1	\$55.56	Yes	
17	Apprentice Overtime Rate	HR		1	\$75.35	Yes	
18	Apprentice Double Time	HR		1	\$95.14	Yes	
19	Journeyman Standard Rate	HR		1	\$75.09	Yes	
20	Journeyman Overtime Rate	HR		1	\$98.33	Yes	
21	Journeyman Double Time	HR		1	\$121.57	Yes	
22	Supervisor/Foreman Standard Rate	HR		1	\$75.09	Yes	
23	Supervisor/Foreman Overtime Rate	HR		1	\$98.33	Yes	
24	Supervisor/Foreman Double Time	HR		1	\$121.57	Yes	
25	Specialty Technician Standard Rate	HR		1	\$75.09	Yes	
26	Specialty Technician Overtime Rate	HR		1	\$98.33	Yes	
27	Specialty Technician Double Time	HR		1	\$121.57	Yes	
28	Project Manager Standard Rate	HR		1	\$75.09	Yes	
29	Project Manager Overtime Rate	HR		1	\$98.33	Yes	
30	Project Manager Double Time	HR		1	\$121.57	Yes	



# Time and Materials Commercial Pricing

## 1-800-SERVPRO (1-800-737-8776)

### Schedule A: Labor

#### Restoration Services. See Page 9 for Prime Area Labor Conditions.

Category:	Rate:	Prime Area Labor Rate:	Unit:
Project Coordinator	\$145.00	\$165.00	Per Hour
Sr. Project Manager	\$135.00	\$154.00	Per Hour
Project Manager	\$115.00	\$138.00	Per Hour
Health & Safety Officer	\$93.00	\$107.00	Per Hour
Remediation Supervisor	\$87.00	\$105.00	Per Hour
Desiccant & Technical Specialist	\$95.00	\$118.00	Per Hour
Assistant Project Manager	\$85.00	\$105.00	Per Hour
Restoration Supervisor	\$77.00	\$93.00	Per Hour
Content Inventory Supervisor	\$70.00	\$79.50	Per Hour
Remediation Technician	\$69.00	\$82.00	Per Hour
CDL Driver	\$68.00	\$85.00	Per Hour
Restoration Technician	\$66.00	\$75.00	Per Hour
Resource Coordinator/Supply Supervisor	\$65.00	\$72.00	Per Hour
Skilled Labor	\$63.00	\$71.00	Per Hour
Project Clerical Administrator	\$57.00	\$60.00	Per Hour
General Labor	\$44.00	\$54.00	Per Hour
Management Fee * (See Page 11)	\$4.00	\$4.00	Per Hour
Consultant/Estimator ** (See Page 11)	\$105.00	\$120.00	Per Hour
Emergency Service Fee (see Page 9)	\$200.00	\$350.00	One Time Fee

#### Reconstruction Services. See Page 9 for Prime Area Labor Conditions.

Category:	Rate:	Prime Area Labor Rate:	Unit:
Reconstruction Sr. Project Manager	\$135.00	\$154.00	Per Hour
Reconstruction Foreman /Supervisor	\$105.00	\$115.00	Per Hour
Electrician	\$125.00	\$139.75	Per Hour
Roofer	\$110.00	\$130.00	Per Hour
HVAC Mechanical	\$120.00	\$144.25	Per Hour
Plumber	\$115.00	\$140.00	Per Hour
Finish/ Trim Carpenter	\$95.00	\$110.00	Per Hour
Carpenter/Framer	\$90.00	\$105.00	Per Hour
Drywaller/Finisher	\$88.00	\$102.00	Per Hour
Tile/Flooring Installer	\$78.00	\$87.50	Per Hour
Painter	\$75.00	\$85.00	Per Hour
Equipment Operator	\$79.00	\$94.00	Per Hour
Insulator	\$60.00	\$67.00	Per Hour

**Schedule B: Consumables**

<b>Consumables Description:</b>	<b>Rate:</b>	<b>Unit:</b>
<b>Cleaning/Disinfectant</b>		
Benefect Decon 30	\$85.41	Gallon
Benefect Disinfectant	\$89.89	Gallon
Benefect Disinfectant Wipes	\$78.49	250 ct
BioBlast	\$13.91	Gallon
BotaniPRO Floor Cleaner	\$35.40	Gallon
BotaniPRO Hard Surface Cleaner	\$41.50	Gallon
Bright-N-Neutral Cleaner	\$2.18	Gallon
CitraSolvent	\$115.40	Gallon
Citrus Deodorizer, Water-Based	\$7.97	Gallon
Coil Cleaner	\$22.75	Aerosol/Can
Concrobium® Disinfectant	\$73.18	Gallon
Defoamer	\$66.89	Gallon
Duct Sealer	\$95.20	Gallon
EASYDECON DF200	\$208.05	Kit
EnviroShield™ Odor and Stain Blocker	\$381.02	5 Gallon Pail
Extreme Laundry Detergent	\$60.48	9 lb. pail
Extreme Laundry Detergent	\$198.47	35lb pail
Fire Star	\$10.04	Gallon
Flame Stop	\$99.55	Gallon
Furniture Polish	\$18.26	Aerosol/Can
Glass Cleaner, Multi-Purpose	\$9.95	Aerosol/Can
Glass Cleaner, Ready-To-Use	\$24.25	Gallon
Heavy Duty Degreaser	\$4.25	Gallon
Industrial Cleaner	\$5.99	Gallon
Lemon Fresh Deodorizer	\$3.65	Gallon
Lemon Oil Polish	\$70.64	Gallon
Liquid Emulsifier	\$53.34	Gallon
Powdered Emulsifier	\$82.49	Gallon
Pre-Spray & Traffic Lane Cleaner	\$5.34	Gallon
Rusticide	\$35.56	Quart
SERVPRO Green	\$2.85	Gallon
SERVPRO Orange	\$4.25	Gallon
SERVPRO Orange Plus	\$5.30	Gallon
ServprOXIDE	\$68.89	Gallon
Shampoo Super Concentrate	\$3.21	Gallon
Smoke Deodorizer	\$4.84	Gallon
Solvent Additive	\$6.89	Gallon
Stainless Steel Cleaner	\$18.25	Aerosol/Can
Stone and Porcelain Cleaner	\$2.90	Gallon
Tile & Grout Cleaner	\$2.52	Gallon
Ultra Content CleanER	\$4.23	Gallon
Ultrasonic Cleaning Agent	\$3.63	Gallon

**Schedule B: Consumables**

<b>Consumables Description:</b>	<b>Rate:</b>	<b>Unit:</b>
<b><u>Cleaning/Disinfectant (continued)</u></b>		
Upholstery/Draperies Solvent, Heatable	\$74.15	Gallon
Vanquish (Cannot be used in California)	\$1.89	Gallon
Wall and All Plus	\$4.25	Gallon
Window Green Clean	\$25.16	Gallon
Wintergreen Deodorizer	\$4.54	Gallon
<b><u>Containment</u></b>		
RAM Board Floor Protection 38" x 100'	\$175.00	Each
Red Rosin Paper - 166' Roll	\$36.00	Each
Plastic Sheeting .31 mil - 9" x 400' - Roll	\$62.00	Each
Plastic Sheeting 4 mil - 20' x 100' - Roll	\$169.00	Each
Clear Poly Sheeting 6 mil 20 x 100' - Anit Static Roll	\$319.21	Each
6 mil Clear White - Fire Retardant 20' x 100' - Roll	\$390.50	Each
Plastic Sheeting Hangers - Blue	\$611.39	Case
<b><u>Contents</u></b>		
Box - Large	\$6.91	Each
Box - Medium	\$6.16	Each
Box - Small	\$5.49	Each
Foam / Wood Blocks	\$87.00	Box
Moving Blankets - One time use only	\$5.40	Each
Packing Paper (26" x 24" - 140 ct - recycled)	\$47.93	Box/50lb
Tacky Mats 37" x 26" PAD/30	\$153.45	Each
Tarp (per square ft)	\$0.69	Each
Wrap - Bubble /Anti Static	\$98.75	Roll
Wrap - Stretch	\$68.95	Roll
Filter - Activated Carbon 500 / 700 cfm	\$88.75	Each
Filter - Air Scrubber 500 /700 cfm - HEPA	\$287.25	Each
Filter - Air Scrubber 500/700 cfm - Secondary	\$27.50	Each
Filter - Air Scrubber 500 /700 cfm - Prefilter	\$18.75	Each
Filter - Air Scrubber 1000 cfm - HEPA	\$308.69	Each
Filter - Air Scrubber 1000 cfm - Prefilter	\$19.95	Each
Filter - Air Scrubber 1000 cfm - Secondary	\$29.95	Each
Filter - Air Scrubber 2000 cfm - HEPA	\$398.90	Each
Filter - Air Scrubber 2000 cfm - Prefilter	\$11.45	Each
Filter - Air Scrubber 2000 cfm - Secondary per 12 pack	\$176.49	Each
Filter - Activated Carbon 2000 cfm	\$213.09	Each
Filter - Back Pak Vacuum Kit	\$44.53	Each
Filter - Desiccant Dehumidifier - 5000 cfm	\$18.16	Each
Filter - Refrigerant Dehumidifier - 754	\$39.25	Each
Filter - Upright Vacuum	\$5.25	Each
Filter - Wet/Dry Vacuum, non-HEPA	\$30.00	Each
Filter Material, Poly Rolled Medium	\$48.87	Box
Vacuum Cleaner Bags	\$21.71	Pak/10
Vacuum Cleaner Bags - Back Pack HEPA	\$44.07	Pak/10
Vacuum Cleaner Bags - Canister HEPA	\$32.64	Pak/6

**Schedule B: Consumables**

<b>Consumables Description:</b>	<b>Rate:</b>	<b>Unit:</b>
<b><u>Contents</u></b>		
Box - Large	\$6.91	Each
Box - Medium	\$6.16	Each
Box - Small	\$5.49	Each
Foam / Wood Blocks	\$87.00	Box
Moving Blankets - One time use only	\$5.40	Each
Packing Paper (26" x 24" - 140 ct - recycled)	\$47.93	Box/50lb
Tacky Mats 37" x 26" PAD/30	\$153.45	Each
Tarp (per square ft)	\$0.69	Each
Wrap - Bubble /Anti Static	\$98.75	Roll
Wrap - Stretch	\$68.95	Roll
<b><u>Filters</u></b>		
Filter - Activated Carbon 500 / 700 cfm	\$88.75	Each
Filter - Air Scrubber 500 /700 cfm - HEPA	\$287.25	Each
Filter - Air Scrubber 500/700 cfm - Secondary	\$27.50	Each
Filter - Air Scrubber 500 /700 cfm - Prefilter	\$18.75	Each
Filter - Air Scrubber 1000 cfm - HEPA	\$308.69	Each
Filter - Air Scrubber 1000 cfm - Prefilter	\$19.95	Each
Filter - Air Scrubber 1000 cfm - Secondary	\$29.95	Each
Filter - Air Scrubber 2000 cfm - HEPA	\$398.90	Each
Filter - Air Scrubber 2000 cfm - Prefilter	\$11.45	Each
Filter - Air Scrubber 2000 cfm - Secondary per 12 pack	\$176.49	Each
Filter - Activated Carbon 2000 cfm	\$213.09	Each
Filter - Back Pak Vacuum Kit	\$44.53	Each
Filter - Desiccant Dehumidifier - 5000 cfm	\$18.16	Each
Filter - Refrigerant Dehumidifier - 754	\$39.25	Each
Filter - Upright Vacuum	\$5.25	Each
Filter - Wet/Dry Vacuum, non-HEPA	\$30.00	Each
Filter Material, Poly Rolled Medium	\$48.87	Box
Vacuum Cleaner Bags	\$21.71	Pak/10
Vacuum Cleaner Bags - Back Pack HEPA	\$44.07	Pak/10
Vacuum Cleaner Bags - Canister HEPA	\$32.64	Pak/6

**Schedule B: Consumables**

<b>Consumables Description:</b>	<b>Rate:</b>	<b>Unit:</b>
<b>Miscellaneous/General</b>		
Carpet Protection Film 2' x 200'	\$105.00	Each
Cleaning Rags	\$9.47	Per 25 lb.
Cleaning Towel	\$13.25	Dozen
Cleaning Towel (Microfiber)	\$53.95	Dozen
Cotton Mop Head	\$14.79	Each
Dusting Cloth - Masslin treated	\$63.90	50/Bag
Insulation Disposal Collection Bag	\$25.00	Each
Lay Flat (Roll - 250' x 14")	\$159.00	Each
Lay Flat (Roll - 500' x 18")	\$457.50	Each
Lay Flat (Roll - 500' x 33")	\$795.00	Each
Rayon Mop Head	\$24.77	Each
Sponge Dry Clean	\$276.25	48/Case
44 gal Trash Bags - Contractor 3 mil	\$61.75	Box 50
33 gal Trash Bags -Contractor 6 mil (Clear)	\$156.49	Box 100
Wall Zippers	\$28.00	Pak/2
Zip Ties 14" - Industrial	\$25.83	Pak/20
Zip Ties 36" - Industrial	\$41.24	Pak/10
Zip Ties 48" - Industrial	\$55.44	Pak/10
<b>Safety</b>		
Gloves - Cotton	\$6.75	Each
Gloves - Leather Safety/Work	\$12.50	Each
Gloves - Nitrile/Latex	\$46.95	Box/100
Hearing Protection	\$50.85	100/box
Muck Boots	\$59.50	Pair/Per Project
Respirator - Full or Half Mask	\$43.00	Each
Respirator - N 95	\$6.25	Each
Respirator Cartridges - Ammonia	\$29.50	Each
Respirator Cartridges - Organic	\$27.50	Each
Safety Goggles (Chemical Splash)	\$24.20	Each
Safety Glasses	\$6.00	Each
Safety Vest/Hard Hat Combo	\$15.00	Ea. Per Project
Tyvek (Bio-Shield Coveralls)	\$29.40	Per Suit/Exchange
<b>Tapes/Adhesives</b>		
Spray Adhesives	\$18.25	Aerosol/Can
Tape - Caution 3" x 1000' HDX	\$29.70	Roll
Tape - Duct - 2" x 60 yrds.	\$13.19	Roll
Tape - HVAC 2" x 50 yrds.	\$25.17	Roll
Tape - Painter (Blue) 2" x 60yrds.	\$15.78	Roll
Tape - Poly/Box - 2" x 109 yrds.	\$9.75	Roll

**Schedule C: Equipment**

<b>Equipment Description:</b>	<b>Rate:</b>	<b>Unit:</b>
<b><u>Air Mover/ Scrubbers</u></b>		
Air Mover - Axial	\$44.00	Each/Day
Air Mover - Carpet	\$30.00	Each/Day
Air Scrubber - 2000 cfm	\$175.00	Each/Day
Air Scrubber - 1000 cfm	\$140.00	Each/Day
Air Scrubber - 700 cfm	\$120.00	Each/Day
Air Scrubber - 500 cfm	\$95.00	Each/Day
<b><u>Blast/Power Wash Units</u></b>		
Electrostatic Sprayer	\$125.00	Each/Day
Fogger/ULV Sprayer	\$60.00	Each/Day
Fogger/Thermal	\$140.00	Each/Day
Media Blasting Machine	\$475.00	Each/Day
Pressure Washer - Hot	\$180.00	Each/Day
<b><u>Cleaning/Vacuum Extraction</u></b>		
Insulation Removal Vacuum	\$357.50	Each/Day
Orbital Floor Machine	\$48.75	Each/Day
Portable Carpet Machine	\$357.50	Each/Day
Portable Extractor	\$235.00	Each/Day
Portable Fuel Cells	\$65.00	Each/Day
Pump - Sump (Gas)	\$175.00	Each/Day
Pump - Trash (2" to 4")	\$150.00	Each/Day
Truck Mount Carpet/Extraction Machine	\$522.50	Each/Day
Rover Extraction Unit	\$220.00	Each/Day
Ultrasonic Cleaning Machine	\$412.50	Each/Day
Vacuum - Upright Vacuum Cleaner	\$29.00	Each/Day
Vacuum - Back Pack, or Canister HEPA	\$115.00	Each/Day
Vacuum - Wet/Dry	\$55.00	Each/Day
<b><u>Drying Equipment</u></b>		
LGR Dehumidifier - Commercial (100 and over PPD)	\$150.00	Each/Day
LGR Dehumidifier - Commercial (under 100 PPD)	\$125.00	Each/Day
Desiccant -to 1000 cfm	\$525.00	Each/Day
Desiccant - 2,000/2250 cfm	750.00	Each/Day
Desiccant - 3,500 cfm	\$1,225.00	Each/Day
Desiccant - 5,000 - 6,000 cfm	\$1,625.00	Each/Day
Desiccant - 10,000 / 12,000cfm	\$2,775.00	Each/Day
Desiccant - 15,000 cfm	\$4,450.00	Each/Day
5000 cfm Desiccant Package Unit (**)	\$2,860.00	Each/Day
Desiccant Door Kit - Total/one time charge	\$325.00	Per Opening
Dry Force Injectidry (Wall Cavity)	\$150.00	Each/Day
DX Unit - 5 Ton	\$675.00	Each/Day
DX Unit - 20/30 Ton	\$1,495.00	Each/Day
DX Unit - 60 / 70 Ton	\$2,450.00	Each/Day
Flex Duct	\$47.00	Each/Day
Indirect Fire Temporary Heat: 150k-300k BTU	\$950.00	Each/Day
Indirect Fire Temporary Heat: 300k-450k BTU	\$1,375.00	Each/Day
Indirect Fire 51k – 150k BTU	\$525.00	Each/Day
Under 50k BTU (Electric)	\$225.00	Each/Day

**Schedule C: Equipment**

<b>Equipment Description:</b>	<b>Rate:</b>	<b>Unit:</b>
<b><u>HVAC</u></b>		
HVAC Cleaning Package (**)	\$616.00	Each/Day
Video Inspection	\$300.00	Each/Day
<b><u>Odor Control</u></b>		
Airless Sprayer	\$125.00	Each/Day
Hydroxyl	\$235.00	Each/Day
Ozone Generator - Activated Oxygen	\$142.00	Each/Day
Steam Hero Vapor Shark	\$95.00	Each/Day
<b><u>Power</u></b>		
Cable - 50- 100 ft.	\$38.50	Each/Day
Cable Ramps	\$17.55	Each/Day
Air Compressor	\$45.00	Each/Day
Generator Portable	\$175.00	Each/Day
Generator Cable - 5 Band	\$84.50	Each/Day
Generator -20kW	\$565.00	Each/Day
Generator - 50kW	\$797.50	Each/Day
Generator - 150kW	\$1,100.00	Each/Day
Generator - 200kW	\$1,300.00	Each/Day
Generator - 300kW	\$1,750.00	Each/Day
Generator - 500kW	\$2,700.00	Each/Day
Generator - 1,000kW	\$5,670.00	Each/Day
Splitter Panel -400 Amp	\$275.00	Each/Day
Power Distribution, 100-200 Amp	\$150.00	Each/Day
800 Amp I- Line Panel	\$390.00	Each/Day
Spider Box	\$90.00	Each/Day
<b><u>Safety and Site Services</u></b>		
DocuSketch™ or Matterport™ Imaging Cameras	\$300.00	Per Project
Demo Carts	\$25.00	Each/Day
Floor Scraper - Electric	\$125.00	Each/Day
Lighting - 100' String Lights	\$30.00	Each/Day
Lighting - Demo Lights	\$25.00	Each/Day
Lighting - Tower Mobile	\$189.00	Each/Day
Lighting - Wobbles	\$57.00	Each/Day
Lock-Out/Tag-Out Kit	\$25.00	Each/Day
Personal Fall Protection (With Lanyard)	\$12.00	Each/Day
Scaffolding, Bakers (Per Section)	\$45.00	Each/Day
<b><u>Trailers/Vehicles</u></b>		
Golf Cart/Gator	\$75.00	Each/Day
Vehicle - Auto/Pick-up	\$120.00	Each/Day
Vehicle - Box Truck	\$195.00	Each/Day
Vehicle - Cargo/Passenger Van	\$145.00	Each/Day
Vehicle - Mobile Command Center	\$550.00	Each/Day
Vehicle - Onsite Recovery Trailer (53')	\$300.00	Each/Day
Vehicle - Semi-Tractor	\$375.00	Each/Day
Vehicle - Trailer/ Flatbed	\$140.00	Each/Day

**Schedule C: Equipment**

**Small Tools (See page 9)**

Adjustable Wrenches/Pliers	Extension Cords	Mobile Office Equipment (Laptops, Monitors, Printers, Scanners, Tablets, etc.)	Smocks, Vests and T-Shirts
Bar - Flat Pry	Fire Extinguishers		Spray Bottles/Triggers
Barrel Pumps	First Aid Kits		Squeegees
Blades (Replacements)	Flash Lights	Moisture Meters	Staple Guns
Bolt Cutters	Fuel Cans	Mop Buckets, Handles and Wringers	Tables
Brooms	Funnels	O2 Meters	Tape Gun
Brushes (All types)	Gang Boxes	Pallet Jacks (All types)	Thermo Imaging /Hygrometer
Buckets (All types)	Generator Aux. Adapter	Power Hand Tools	Tool Box
Bulbs (Replacements)	GFI Scraper	Pump Sprayers (All types)	Tool Kit (Mechanical)
Cell Phones	Hammers	Putty Knife	Trash Barrel
Chains/Locks	Hand Sanitizer	Repair Kit - Hose, Airless, Electric	Two Way or Portable Radios, Communication Devices
Chain Saws	Hog Rings	Rope 50" (Nylon, Hemp)	
Chairs	Ice Chests	Roto Zips	Unger Poles
Chalk/Chalk Line	Inventory Tags	Sanders	Utility Knives
Demo Tools	Step Ladders (All sizes)	Saws (All types)	Wheelbarrows
Dolly/Hand Truck	Laundry cost for reuse of rags will be paid at cost plus 10%.	Screw Drivers	
Drills/Drill Bit Set		Scrapers -Shovels	
Electric Heaters < 15kw		Shoe Covers	

## Labor Conditions:

**Labor Classifications and Rates** – listed on Page 1 apply to personnel engaged to provide services. Whether regular full-time employees of SERVPRO franchisees, temporary labor engaged directly by SERVPRO franchises or personnel secured through a labor service or vendor source. We reserve the right to revise any of the rates herein upon written notice when the project is affected by market conditions beyond our control and/or availability, during large national and region-wide extraordinary events, as declared by Servpro Industries. These include, but are not limited to: epidemics, pandemics, storms, catastrophes, hurricanes, floods, earthquakes, wildfires and tornadoes.

**Standard Rates** – the rates on Page 1 are “standard rates” and apply during first eight (8) hours worked. All jobs performed during normal business hours may not charge an Emergency Service Fee; however, a one-time Emergency Service Fee will be charged for any initial emergency services started outside of normal business hours. Normal business hours are defined as Monday through Friday 8:00 AM to 5:00 PM. Donning and doffing PPE and any necessary personnel decontamination will be charged at the actual time.

**Overtime Rates** – will be billed for all labor classifications at the rate of 1.5 times the standard rate per hour after eight (8) hours per day or forty (40) hours per week, worked on the same project in accordance with all state labor laws in the state where the work is being performed. Hours worked by personnel on the following holidays will be charged at 2 times the standard rate: New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day. If a state or local authority imposes more stringent overtime requirements, including holidays, those will apply. Other than performing Emergency Services, overtime must have client approval.

**Mobilization/Travel** – time for all personnel including, without limitation, managers, crew, labor subcontractors and other subcontractors will be billed portal to portal (office/warehouse to job site and return) at the rates set forth above. With a strong nationwide network, we will attempt to mobilize qualified personnel and equipment as near to the loss site as we can. Client is also responsible for the mobilization and return costs of vehicles, equipment and trailers over 75 miles one way.

**Stand-by** – When circumstances beyond our control require personnel and/or equipment to be delayed from beginning or continuing work, the rates herein per hour will be charged for personnel and equipment, with a minimum of 6 hours for personnel, and all labor associated fees will apply.

**Prime Area Labor Rates** – will be applied to projects within 25 miles from the center of the following areas: Boston, Chicago, Denver, Minneapolis, New York City, Washington, D.C. and within the entire states of Alaska, California, Hawaii, Oregon, Washington and all U.S. Territories. Prime Area Labor Rates may also apply when the governor of any of the 50 states has declared a state of emergency. These include, but are not limited to: epidemics, pandemics, storms, catastrophes, hurricanes, floods, earthquakes, wildfires and tornadoes, where labor availability is compromised and/or due to market conditions beyond our control. In the event where the above Prime Area Labor Rates are applied outside of the areas listed above the client must approve prior to. The above Prime Area Labor Rates will apply outside of the areas listed above only upon the client’s prior approval.

**Prevailing, Union, State and Government Wages** – Labor which is subject to prevailing wage, unionized labor, state and government or any other extraordinary local labor conditions. In such events, Labor will be charged at presented certified payroll invoice plus 30%.

**Small Tools Charge** – of 3% applies to all labor of Restoration Tech and below that are assigned to the project full time and includes all listed items under Small Tools above.

**Subcontracted General Labor** – includes outside labor services provided as needed for the scope of the project: will be charged at the current rates on Schedule A of this T&M Pricing; plus all other applicable labor billable items including, but not limited to, per diem, small tools, vehicles, mileage, lodging, as set forth herein and as applicable to the project.

**Specialty and Licensed Trades** – include but are not limited to electrical, plumbing, mechanical, roofers, engineers, architects, and other specialty trades, and will be charged at presented invoice plus 10% overhead and 10% profit.

## Restoration Services Labor Descriptions:

**Project Coordinator** – coordinates activities and assignments of designated projects to ensure that goals and objectives specified for the projects are accomplished. **Job Responsibility Examples:** Ensure proper reporting (CLLD); Review Project Burn Reports; Review status of jobs in progress; inspect all projects in progress; assist with project scope and estimate as necessary; meet with Adjuster/Consultant/Insured to review progress and provide dispute resolution and job site inspections and all appropriate permits are in place, if applicable.

**Sr. Project Manager** – for extremely large projects requiring multiple Project Managers, a Senior Project Manager draws communication responsibilities with the materially interested parties away from the PMs, so they can better focus on task completion and documentation of their assigned project. **Job Responsibility Examples:** Job site inspection; prepare daily work orders; morning meeting with PM's; oversee morning line-up; meeting with Project Clerical Administrator to review previous days paperwork and ensure insurance company receives proper documentation; meeting with Insured/Adjuster/Consultant to review progress; troubleshoot issues as necessary; complete daily checklist and job diary; review end of shift paperwork with APM for accuracy; daily meeting with PC; and ensures daily reporting to all stakeholders.

**Project Manager** – directs all operations of a designated project and provides the primary single point of contact for all materially interested parties. The PM is accountable for the project's execution and completion. **Job Responsibility Examples:** Jobsite inspection; prepare Daily Work Orders; morning meeting with APM, HSO & RC; oversee morning line-up; meet with Project Clerical Administrator to review previous day's paperwork and ensure insurance company receives proper documentation; meet with Insured/Adjuster/Consultant to review progress; troubleshoot issues as necessary; complete Daily Checklist and Job Diary; review end-of-shift paperwork with APM for accuracy; daily meeting with PC and ensures daily reporting to all stakeholders.

**Health & Safety Officer** – identifies, evaluates, and implements policy and procedures that affect health and safety aspects for all personnel on the jobsite. **Job Responsibility Examples:** Morning meeting with PM; morning Safety Meeting at line-up; continuous site inspections for safety infractions; ensure all safety boards are in place and satisfy all SERVPRO standards; incident reports as necessary; OSHA inspections as necessary; job site safety training, as necessary.

**Remediation Supervisor** – Has developed expertise through project experience and supervises the General Laborers (GL) to maintain quality production but does not participate in the physical completion of tasks, other than training and coaching the General Laborers performing the work.

**Desiccant & Technical Specialist** – handles specific specialty restoration services or tasks, such as, but not limited to: thermal imaging, 3D geospatial scans of a structure, ensures proper setup of all large and small format equipment, maintains drying zones and/or chambers, and is a technical advisor in specialty restoration services.

**Assistant Project Manager** – executes the production plan (based on work orders and the direction of the Project Manager) by coordinating Restoration Supervisors (RS) and labor while assuring safety compliance and quality of production. **Job Responsibility Examples:** Job site inspection with PM; morning meeting with Restoration Supervisors; issue Daily Work Orders; morning line-up; on-going quality inspections; end-of-shift meeting with Restoration Supervisors; collect daily paperwork and review for accuracy; review end-of-shift paperwork with PM.

## Restoration Services Labor Descriptions:

**Restoration Supervisor** – Has developed expertise through project experience and supervises all labor classifications to ensure quality production but does not participate in the physical completion of tasks, other than training and coaching the those performing the work.

**Content Inventory Supervisor** – is responsible for tracking and documenting all aspects of the contents handling and processing on a project. This supervisor will manage teams within the structure/project and audit documentation and reports and provide them on a daily basis for the project file.

**Remediation Technician** – performs skilled production tasks and has training to work in specialized environments which may require additional PPE, safety gear. and communication techniques.

**CDL Driver** – is responsible for transportation involving vehicles that require CDL license.

**Restoration Technician** – performs skilled restoration tasks.

**Resource Coordinator/Supply Supervisor** – identifies, negotiates and secures needed resources including labor, equipment, and subcontractors. **Job Responsibility Examples:** Morning meeting with PM; purchase subcontractor services as requested by PM; issue purchase orders as requested by PM; oversee subcontractor services; general site services oversight; evening meeting to review daily paperwork with PM.

**Skilled Labor** – has developed expertise through project experience such as boarding up structures, the building temporary walls, erecting containment, and making precision cuts to building materials. This may also include the operation of specialty equipment (i.e. power tools, forklifts, and specialty restoration equipment) and work performed at high risk or height and providing specialized content packing and handling.

**Project Clerical Administrator** – collects, compiles and validates all documentation and financial information for the project. **Job Responsibility Examples:** attending the morning meeting with PM to review previous day's paperwork; data entry for all paperwork into Time and Materials Management (T&M) Software; reconcile invoices to tickets.

**General Labor** – perform labor tasks and are capable of using basic hand tools.

**Management Fee** – is charged for supervising and training labor provided by the customers employee pool. At times we are asked or required to utilize the customers employees to utilize certain task and this fee is a per employee supervisor fee.

**Project Consultant/Estimator** – may be billed at the request or the invitation of a customer/client to provide consulting services, including detailed estimates on third party projects.

### Consumables Conditions:

Client will be notified of non-scheduled consumables needed for the project, which will be charged at presented invoice plus 10% overhead and 10% profit.

We may add additional consumables, materials and corresponding rates to this schedule as needed for individual projects upon written notice which will be charged at presented Invoice plus 10% overhead and 10 % profit.

### Equipment Conditions:

**Daily Rate** – is charged for each calendar day equipment is utilized on a project, whether partial or full day.

**Quick Pay Discount** – full payment made within 45 days of invoice applies as follows to Schedule C.

- Weekly rate of the first 5 consecutive days of the same week (no charge for last 2 days), and
- Monthly rate of 3 consecutive weeks (21 Days) of a monthly period (no charge for the fourth/last week).

**Vendors** – for on-site services, such as fencing, porta johns, dumpsters and office trailers will be charged at presented invoice plus 10% overhead and 10% profit.

**Generators** – will have a minimum charge of 1 daily rate plus all costs incurred if power is restored upon or prior to arrival, or client cancels generator order. Servpro franchisee makes no guarantee on timelines for generator availability during a catastrophic event or other circumstances beyond our control.

**Fuel** – scheduled prices do not include fuel or fuel delivery, which will be charged at presented invoice plus 10% overhead and 10% profit.

**Ordered, Purchased and Unscheduled (additional) Equipment** – Client will be notified of any additional unscheduled equipment needed for the project and rented from third parties or purchased, which will be charged at presented invoice plus 10% overhead and 10% profit, with minimum of 1 day rental, plus any related charges including, without limitation, transportation and fuel as set forth herein.

**Equipment Transportation** – will be billed for delivery to project site and return by 3rd party vendors at presented invoice plus 10% overhead and 10% profit. Transportation provided by Servpro franchisee staff will be invoiced at scheduled rates herein.

**\*\*Desiccant Package Unit** – 5k Desiccant, 150kW Generator, Fuel Cell, Trailer, Distro Panel, Flex Duct/1 set, Power Cables/1 set.

**\*\*HVAC Cleaning Package** – Negative Air Machine, Compressor, Portable Cleaner, and WIP Kit.

**CAT - 3% Off-Site Logistical/Mobilization Support** – services include, without limitation, off-site management, mobilization of project office, communication support, specialty office equipment/supplies, technicians, administrative support staff, other costs of project support and administrative allowances that support field operations before and after the project start/completion date, which will be billed at 3% of the total charges incurred on the first seven (7) days of the project, excluding reimbursables expenses, subcontractor invoices and third party vendor invoices. To be charged during emergencies declared by national, state, local, or other authorities. These include, but are not limited to: epidemics, pandemics, storms, catastrophes, hurricanes, floods, earthquakes, wildfires and tornadoes. Written approval from the client and Servpro Industries Commercial Large Loss Division is required.

**General Conditions:**

**Mobilization/Travel** – for projects located over 100 miles one way will be charged to project as follows: Hotel at presented invoice; per diem at \$60 per person per day; rented vehicles at presented invoice; SERVPRO charges this daily rate whether the per diem is paid directly to the person. Airfare at presented invoice; Transportation for equipment and materials utilized for the benefit of the project at presented invoice; Meals for general labor at actual cost. 10% overhead and 10% profit will be added to the previously listed expenses.

**Taxes** – the rates herein are exclusive of federal, state and local sales, use or similar taxes, which will be separately itemized in the invoice and paid by Client.

**Permits** – the rates herein do not include permit costs and fees, which will be billed with 10% overhead and 10% profit added.

**Bonding** – may be applicable upon mutual agreement and will be invoiced at 5% of project.

**Scope** – Upon arrival on site, SERVPRO franchisee will assess the loss and begin Emergency Services, which are those needed, recommended, and approved to stabilize the environment/property, remove materials that are deemed to pose a safety hazard, and/or help prevent secondary damages. As soon as practicable after the property is stabilized, usually within 72 hours, Service Provider shall provide for Client approval a written scope of needed work and preliminary estimate, also known as a rough order of magnitude (ROM). This preliminary estimate and scope will list work needed, areas to mitigate and restore, workers, equipment, timeline, and preliminary price. The scope and price are subject to revision upon Client approval due to circumstances unforeseen at the time of the preliminary estimate, such as hidden damage that is discovered during demolition and removal of damaged building components. After the initial estimate/rough order of magnitude (ROM), Service Providers will provide daily field reports containing current status, action required, photos, estimates, Time and Materials summary of charges, change orders, moisture maps, drying reports and other applicable job updates.

**Payment:** Invoices are due and payable upon receipt and will be deemed late 30 days after receipt. Servpro franchisees reserve the right to require progress payments for large losses, and construction services. If there are any disputed charges on any invoices, these must be clearly identified in writing within 30 days of receipt of invoice; provided, however, that any amounts not disputed in good faith must be paid within 30 days of receipt of invoice. Both parties shall use best efforts to resolve any such disputed amounts within 30 days after written notice. Interest charges will begin to accrue after 30 days of receipt of invoice for undisputed amounts and 90 days for such disputed amounts at the rate of 1% per month or the maximum amount allowed by law, whichever is lower.

**Date:**

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<b>Client's Signature:</b>	<b>Provider's Signature:</b>

<b>Client Printed Name:</b>	<b>Franchise Legal Name:</b>

<b>Project Address:</b>	<b>d/b/a SERVPRO® of:</b>

<b>City, State and Zip:</b>	

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**City, State and Zip:**

*Provider is an independently owned and operated SERVPRO franchise.*

**EXHIBIT "C"**

**KEY PERSONNEL**

# **SERVPRO® Global DRT Company Personnel**

# **SERVPRO® Global DRT Company Personnel**

RFP No. 2524

Emergency & Non-Emergency General Contractor Services

SERVPRO Global Disaster Recovery Team

## **Key Personnel Assigned to the City of Riverside**

SERVPRO Global Disaster Recovery Team (Global DRT) will dedicate qualified leadership, field supervision, skilled trades, and compliance support personnel to perform services under this contract. All assigned personnel maintain appropriate licensing, DIR registration, prevailing wage compliance, and required safety training.

### **Todd Resnick**

#### **Senior Vice President**

Phone: 323-896-8809

Email: todd@spglobaldrt.com

#### Responsibilities:

- Executive oversight of City contract
- Resource allocation during emergency events
- Coordination with City leadership and Risk Management
- Escalation point for critical issues

Mr. Resnick ensures contract performance, responsiveness, and compliance at the executive level.

### **Project Manager**

#### **Anna Hawatmeh**

Phone: (818) 573-6331

Email: Anna@spglobaldrt.com

#### Responsibilities:

- Primary operational contact for assignments
- Coordination with authorized City personnel
- Scheduling, permitting, and documentation oversight

- Cost tracking and quality control

The Project Manager manages day-to-day execution and ensures adherence to the contract requirements and City standards.

## **Field Superintendent**

**Alex Herrera**

[alex@spglobaldrt.com](mailto:alex@spglobaldrt.com)

(510) 588 1158

### **Responsibilities:**

- On-site supervision of crews
- Safety compliance and traffic control coordination
- Daily reporting and progress documentation
- Final quality inspections

The Field Superintendent ensures safe, efficient, and compliant field operations.

## **Skilled Trade Personnel**

SERVPRO Global DRT maintains experienced technicians capable of performing:

- General building and structural repairs
- Concrete, paving, and masonry
- Drywall, flooring, and painting
- Exterior improvements and site restoration
- Electrical safety and minor system repairs

All personnel are properly licensed and trained in municipal project standards.

## **Safety, Compliance & Administrative Support**

Dedicated support staff provides:

- Prevailing wage and certified payroll compliance
- Insurance verification

- Permit coordination
- Daily documentation and reporting
- Invoice and cost record preparation

A designated Safety Coordinator ensures OSHA/Cal-OSHA compliance and job site safety standards on all projects.

## **Subcontractor Oversight (If Required)**

When specialty subcontractors are utilized, they are pre-qualified, licensed, DIR-registered, and fully insured. SERVPRO Global DRT retains full responsibility for performance, coordination, and compliance.

## **Availability & Surge Capacity**

- 24/7/365 emergency response
- Regionally staged crews
- Rapid mobilization capability
- Scalable staffing for multiple simultaneous events

This structure enables SERVPRO Global DRT to meet required response timelines while maintaining quality and compliance.