

June 29, 2022

INSURANCE INFORMATION NOTICE 2022-3

**SUBJECT: Statewide Remediation Services
Effective 05/20/2022 – 05/19/2023**

This notice supercedes Insurance Information Notice 2020-3 dated September 26, 2019

ORM is the Division of Administration agency that is responsible for managing all state insurance coverage, both purchased and self-insured for property exposures. At the designation of the Commissioner of Administration, ORM also serves as the State of Louisiana public facilities sub-recipient representative for public assistance grants under federal regulations. Through this activity, ORM works with GOHSEP and FEMA to support state agencies through the coordination of benefits between insurance and public assistance grants for all temporary and permanent repairs to damaged State-owned facilities and property.

Statewide Remediation and Emergency Services – Prepositioned Contract

One aspect of managing the risk on state-owned property involves remediation services. A prepositioned statewide remediation contract was developed to help ensure services are available with standardized rates. A new contract was awarded and is in effect through May 19, 2023. Vendor Ranking and Contact Information and the Regional Map forms are attached at the end of this bulletin.

Vendors must be contacted in order of ranking based on the region and type of event, i.e. Catastrophe (this only refers to a **Presidentially Declared Disaster**) or a non-Catastrophe event. Note these contractors have agreed to provide enhanced services and pricing under the current contract.

If damage occurs to state property, the affected state agency will utilize the services of the approved vendors, as afforded under this prepositioned contract. Agencies are allowed to retain remediation services to prevent further damage from occurring. Remediation services available through the contract include, but are not limited to, water extraction, structural drying, dehumidification, cleaning and sanitation of a building and business personal property, and pack-out and storage of business personal property.

The approved vendors must be utilized on damages involving an insurance claim or any damages being handled under a FEMA Public Assistance Grant when ORM is the sub-recipient.

After remediation activities are complete, your agency will be able to begin the restoration process to bring the damaged property back to its pre-crisis condition.

IT IS IMPORTANT TO NOTE THAT SERVICES NOT COVERED BY INSURANCE WILL BE THE RESPONSIBILITY OF THE AGENCY.

Agencies must make the initial call for remediation services to the primary vendor in their region. If the primary vendor fails to respond with deployment information within 20 minutes for non-catastrophe services or 30 minutes for catastrophe services then the agency may move to the next vendor.

Additionally, if the primary vendor cannot deploy with both personnel and equipment in a reasonable timeframe, the agency may inform the primary vendor they are moving to the next ranked vendor and do so. Reminder the vendor must be able to access the property in order to respond timely. During a catastrophe, closed, blocked, or flooded roadways may impede response times.

If the primary vendor cannot respond to the agency's request for services, the agency will need to document vendor contact. Documentation should include the date of the call, the vendor's company name and the specific person the agency spoke to and the reasons why the services were not available along with the information of the vendor that accepted the assignment. **Failed efforts to work with the primary contractor must be documented.** A vendor contact log is attached for agency convenience.

For losses involving the Office of Risk Management, the scope of work must be approved by the ORM or its designee (e.g., the Third Party Administrator, consultant). The claims examiner will complete and issue a Project Agreement form to the involved parties when the remediation work is associated with a claim.

Although ORM works with the remediation vendors and the agency during the remediation process, agencies should still monitor work being performed at their facilities. If agencies have questions or concerns about the scope or extent of work, they should talk with their claim examiner and/or remediation vendor.

If there are remediation services needed for items not covered under the Self-Insurance Program, the user agency will be responsible for payment related to those services. If the agency chooses not to mitigate non-insured elements and that decision or delay negatively impacts the insured claims process, the agency may jeopardize recovery from the Self-Insurance Program or the Public Assistance Program.

Document restoration and recovery

This remediation contract does not provide services for document restoration activities. Agencies are advised to consult with the Records Management and Archives Section of the Secretary of State's Office for guidance and advice on losses to or disposal of documents and records prior to contracting with a restoration company. Damaged documents that are past required retention times or do not have retention requirements may only need proper disposal. Other documents/records may need to be restored if restoration is possible.

The Records Services section of the State Archives serves the state and local governmental agencies operating in Louisiana with their records related needs. This section has three components: records management, the Records Center and micrographics. In addition, the section also assists state and local agencies with disaster planning and recovery issues and records related policies and procedures.

The Records Management program and the Conservation Lab serve as a source for information about disaster planning and recovery procedures. Information on the removal, repair and storage of archival documents and permanent records from state and local government offices with damage from disasters, as well as disposal procedures for non-permanent records that have been damaged, can be obtained by contacting their office. Records Management can be reached through the records management officer statewide at 225-925-7552. The Conservation Lab can be reached through the conservator at 225-922-1218.

Reconstruction / Permanent Repairs

This remediation contract **does not** provide for services related to reconstruction / permanent repairs.

Contracts per vendor

To review a specific vendor's contract and attachments go to Louisiana's Electronic Catalog (LA eCat) on the OPS website. The link for LA eCat is:

https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/eCat/dsp_eCatSearchLagov.cfm.

The contracts can be searched for using multiple methods. The vendor's contract number is shown on the Vendor Contact form. Searching by the contract number will ensure the correct contract is located.

List of Attachments:

Attachment A – Vendor Ranking and Contact Information

Attachment B – Regional Map

Attachment C – Vendor Contact Log

If there are any questions relating to this process, please contact:

Tracey Nevels at tracey.nevels@la.gov or by phone at 225-342-8424.

Sherry Price at sherry.price@la.gov or by phone at 225-342-8466

Attachment A - Vendor Ranking and Contact Information

**VENDOR RANKING AND CONTACT INFORMATION
FOR STATEWIDE REMEDIATION CONTRACT
CONTRACT EFFECTIVE DATE 05/20/2022 to 05/19/2023**

| Order | Vendor | Phone | Contract Num |
|--------------|----------------------------|--------------|---------------------|
| 1 | Ashley Smith Construction | 504.416.8997 | 4400023805 |
| 2 | Lemoine Company | 225-383-3710 | 4400023808 |
| 3 | Continuum Restoration Svcs | 337-714-8311 | 4400024380 |

The vendor order above applies to all regions for both catastrophe and non-catastrophe assignments

IMPORTANT:

Primary (1st), Secondary (2nd) and Tertiary (3rd) contracts have been established in all Regions for remediation services as shown above.

USING AGENCIES ARE REQUIRED TO CONTACT CONTRACTORS IN THE SPECIFIED ORDER.

If the primary contractor fails to respond to the agency's request for service with deployment information within thirty (30) minutes (for a Catastrophe), or twenty (20) minutes (for a Non-Catastrophe), of initial contact, the agency may, at its option, move to the next contractor in line. See Attachment B - Specifications, page four (4) for additional details regarding contractor response time requirements. The using agency shall be responsible for all documentation regarding the contact of vendors for audit purposes, to show that proper procedures were

Attachment B - Remediation Regional Map



