

January 28, 2016

INSURANCE INFORMATION NOTICE 2016-5

REVISED: STATEWIDE EMERGENCY REMEDIATION SERVICES

Insurance Information Notice 2016-5 supercedes Insurance Information Notice 2015-5 dated June 9, 2015. **Changes have been made in red.**

Should damage occur to State property (Building and/or Contents) the affected State agency will utilize the services of approved contractors to provide emergency remediation services. Remediation Services are defined as those used to minimize any further damage caused by fire, smoke, water, sewer back up, vandalism, etc. as well as the stabilization of the property until it can be accessed by ORM's Third Party Administrator. Emergency Remediation Services include but are not limited to water extraction, structural drying, dehumidification, deodorizing, sanitation of property, boarding openings, glazing (removal, repair & replacement), temporary roofing/board-up, relocation services (including pack-out, cleaning and short and long term storage), and contents inventory.

Agencies are advised to consult with the Records Management and Archives Section of the Secretary of State's Office for guidance and advice prior to contracting remediation services for losses to or disposal of documents and records. For Records Management you may contact Carrie Martin at 225-925-7552, fax 225-922-1220. For Archives you may contact Doug Harrison at 225-922-1218, fax 225-922-0002.

After remediation of damages your agency will be able to begin restoration of the damaged property to bring it back to its pre-crisis condition.

Below find a link to the Statewide Emergency Remediation Contract:

<http://www.doa.la.gov/orm/pdf/statewideEmergencyRemediationServicesContracts.pdf>

State agencies are expected to refer to the attached map to identify the primary and secondary contract vendors in their area. Note that these contractors are qualified and approved to perform these services for the State. They have agreed to provide enhanced services and pricing.

Agencies must make the initial call for remediation services to the primary vendor in their region. If the primary contractor fails to respond to the agency's request for service with deployment information within 2 hours of initial contact then the agency may consider moving to the secondary contractor. Failed efforts to work with the primary contractor must be documented. Also, agencies must justify procuring services from vendors who are not part of this program by documenting their unsuccessful efforts with the approved vendors. Documentation should include the date of the call, the name of the person(s) with the approved vendors who were contacted and the reasons why their services were not available.

Agencies are allowed to retain these service so as to prevent further damages from occurring. For insured losses, the Office of Risk Management will require that the scope of work be approved by the handling adjuster with ORM's Third Party Administrator. Photographs of damage are to be taken immediately after a loss to document those conditions that existed prior to the adjuster's

inspection. Agencies will not be reimbursed for the wages that are incurred by a State employee who may provide some of this work. Documented material costs will be considered.

Attached to this document are a regional map and a matrix of approved contractors. Note that each region has a primary and an alternate contractor for Catastrophic and for Non-Catastrophic losses. For the purposes of this notice a "Catastrophic" loss is one where damages occur over a broad area that affects many structures, such as, a major windstorm or flood. A "Non-Catastrophic" loss is an isolated event affecting fewer than 5 structures.

For any other issues pertaining to the remediation services contracts, please contact Patricia Barron at (225) 342-8467 or Farrel Hebert at (225) 342-8424.

Region 1 Vendors

	Primary Non-Catastrophic	Alternate Non-Catastrophic
Vendor	Guarantee Service Team of Professionals	Belfor USA Group, Inc
Contact	Johnny Wilson	Christopher Self
Phone	225-753-8682	251-471-1115
Alternate Phone	225-279-4216	800-856-3333
e-mail address	Not available	Not Available
	Primary Catastrophic	Alternate Catastrophic
Vendor	Huey H. Miller, LLC dba Servicemaster	Guarantee Service Team of Professionals
Contact	Huey H. Miller, Jr	Johnny Wilson
Phone	337-234-1289	225-753-8682
Alternate Phone	337-654-2700	225-279-4216
e-mail address	hueyjr@servicemasterrestoration.com	Not available

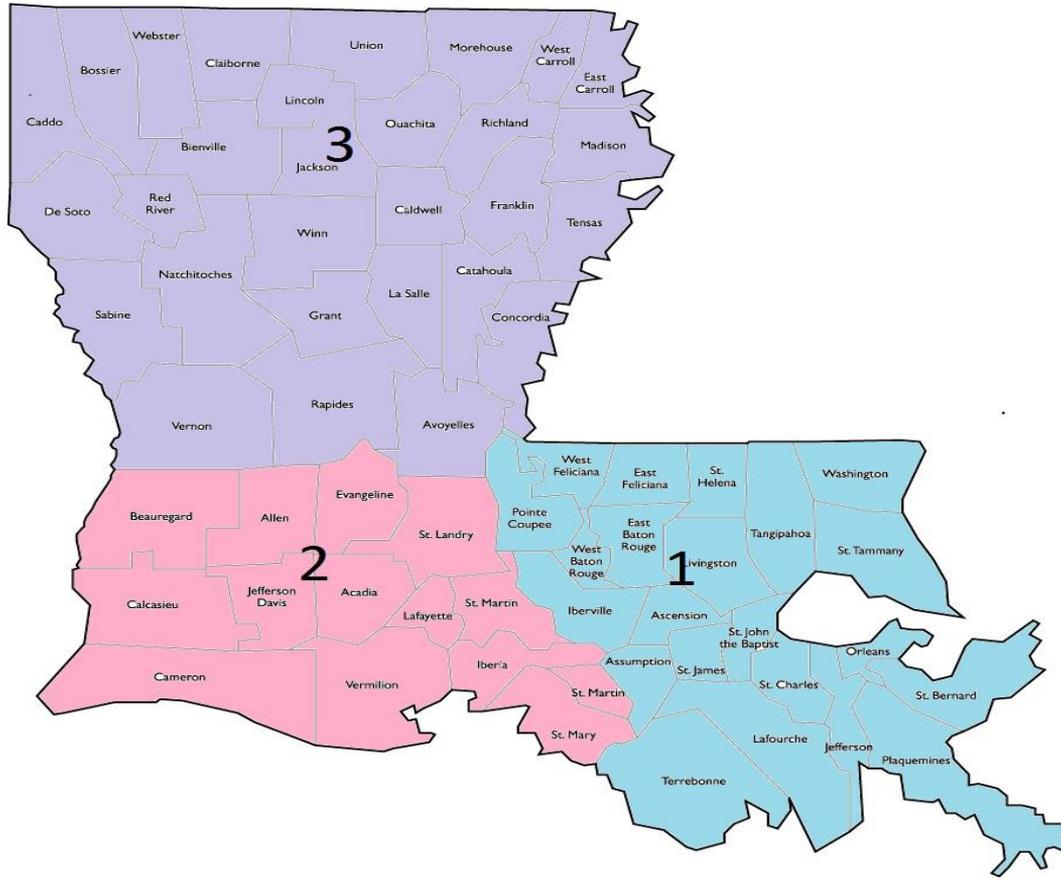
Region 2 Vendors

	Primary Non-Catastrophic	Alternate Non-Catastrophic
Vendor	Guarantee Service Team of Professionals	Belfor USA Group, Inc
Contact	Johnny Wilson	Christopher Self
Phone	225-753-8682	251-471-1115
Alternate Phone	225-279-4216	800-856-3333
e-mail address	Not available	Not Available
	Primary Catastrophic	Alternate Catastrophic
Vendor	Huey H. Miller, LLC dba Servicemaster	Interstate Restoration
Contact	Huey H. Miller, Jr	Kim Hartz (KH), Chris Wiggins (CW)
Phone	337-234-1289	602-999-3619 (KH), 817-219-9983 (CW)
Alternate Phone	337-654-2700	800-622-6433
e-mail address	hueyjr@servicemasterrestoration.com	

Region 3 Vendors

	Primary Non-Catastrophic	Alternate Non-Catastrophic
Vendor	Guarantee Service Team of Professionals	Belfor USA Group, Inc
Contact	Johnny Wilson	Christopher Self
Phone	225-753-8682	251-471-1115
Alternate Phone	225-279-4216	800-856-3333
e-mail address	Not available	Not Available
	Primary Catastrophic	Alternate Catastrophic
Vendor	Huey H. Miller, LLC dba Servicemaster	Interstate Restoration
Contact	Huey H. Miller, Jr	Kim Hartz (KH), Chris Wiggins (CW)
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Region 1	Region 2	Region 3
Ascension	Acadia	Avoyelles
Assumption	Allen	Bienville
East Baton Rouge	Beauregard	Bossier
East Feliciana	Calcasieu	Caddo
Iberville	Cameron	Caldwell
Jefferson	Evangeline	Catahoula
Lafourche	Iberia	Claiborne
Livingston	Jeff Davis	Concordia
Orleans	Lafayette	DeSoto
Plaquemine	St. Landry	East Carroll
Pointe Coupee	St. Martin	Franklin
St. Bernard	St. Mary	Grant
St. Charles	Vermilion	Jackson
St. Helena		LaSalle
St. James		Lincoln
St. John		Madison
St. Tammany		Morehouse
Tangipahoa		Natchitoches
Terrebonne		Ouachita
Washington		Rapides
West Baton Rouge		Red River
West Feliciana		Richland
		Sabine
		Tensas
		Union
		Vernon
		Webster
		West Carroll
		Winn