



DAVID H. LILLARD, JR.
STATE TREASURER

TREASURY DEPARTMENT
STATE CAPITOL
NASHVILLE, TENNESSEE 37243-0225

BELFOR Procedures for Emergency Services Cleanup (Water, Fire, Etc.)
Department of General Services *Edison Contract # 77570*

Facility Director/Manager Responsibilities

1. Call the BELFOR Call Center at 1-800-856-3333 immediately to speak to a customer service representative.
2. Tell representative that you are with the **State of Tennessee Account**. This is very important. With all of the various agencies across the state, BELFOR cannot keep up with all of them. The representative will get basic information such as your name and call back phone number, address, and basic description of loss.
Note: If you think the total loss (emergency service, building repair, contents replacement, etc.) will exceed \$25,000.00, give immediate notice to <https://tntreasury.wufoo.com/forms/state-of-tennessee-damage-claim-report/> of any loss which may exceed the \$25,000 deductible. Sedgwick is the State's Adjuster of Record. An adjuster must be assigned to all losses exceeding the \$25,000.00 insurance deductible.
3. For questions about notifying the State of property damage contact Sarah Gregory, Department of Treasury, Risk Management, at work (615) 734-2205 or cell (615) 878-3558.
4. A BELFOR Project Manager will call you back within one (1) hour of initial notification to the call center as required by the contract. The Project Manager will ask several questions to determine size and scope of the damaged area.
5. BELFOR will dispatch the initial Project Management Team consisting of one (1) project manager and three (3) technicians to your facility as required by the contract to assess the situation and begin work immediately.
Note: The BELFOR project team must be on site within three (3) hours of notification as required by contract.
6. BELFOR will provide an initial scope of work and verbal projected price to the facility director and/or state's adjuster of record within Seventy-Two (72) hours from the time the contractor arrives on site. BELFOR will provide an estimate scope of work in the designated format (XACTIMATE estimating software) within five (5) days from the time BELFOR arrived on site. All of the above is required by contract. XACTIMATE software is allowed to be set for 10% overhead, and 10% profit for permanent finishing work.
7. Upon total completion of the emergency services job, BELFOR will provide a final invoice within thirty (30) business days as required by contract. The total invoice price will be discounted 33% from the final Xactimate invoice for restorations projects.
Note: Any job completed by the Contractor that exceeds \$200,000.00 will not include the contract discount. These jobs will refer to a time and material rate agreement with the State of Tennessee's insurer of record.
8. Upon total completion of the permanent repair job (if needed), BELFOR will provide a final invoice within thirty (30) business days as required by contract.

9. For questions on the specific contract, or to issue a valid complaint if the above procedures have not been followed or by specific work performed by BELFOR, please contact, Andrew Martin, Contract Administrator (Dept. of General Services), at 615-532-7367 or via email Andrew.Martin@tn.gov.

Agency/Facility Manager's Questionnaire BELFOR Disaster Response

For All Emergencies:

- Who will meet us at site?
- What are contact numbers for those responsible?

For Water Damage:

- What was cause of loss, sewer, sprinkler, water supply line or roof leak etc?
- How many rooms or if known, how many square feet are affected?
- How much drywall/ceiling tile is affected?
- Are there any contents involved?
- How much water is still standing, is it above carpet knap?
- Is the power still on, is the breaker panel accessible?
- Is the heat/ac still on?
- Is ductwork affected?
- Is there any hazardous material issues?

For Fire or Smoke damage:

- What was cause of loss, electrical, organic, possible arson?
- How many rooms or if known, how many square feet are affected?
- How much drywall/ceiling tile/flooring is affected?
- Is there any gas, sprinkler or alarm issues?
- Are there any contents involved?
- Was fire extinguished with water or extinguisher?
- Is the power still on, is the breaker panel accessible?
- Is the heat/ac still on?
- Is ductwork affected?
- Is there any hazardous material issues?

For Collapse, Earthquake or Vehicle Collision damage:

- How many rooms or if known, how many square feet are affected?
- What is the composition of the structure, steel, concrete, wood frame etc?
- Is there any natural gas or hazardous material issues?
- Is the power still on?
- How tall is the building?