



## QVL OVERVIEW

These instructions have been revised as of September 18, 2025, to reflect an emergency rule promulgated by the Department of Shared Administrative Services (SAS), Office of Property Risk.

The Master Outline Agreement, developed by the Office of State Procurement (OSP), is a resource intended help state entities quickly obtain services needed to mitigate damage to State property following an unexpected or catastrophic event. The Master Outline Agreement represents the Qualified Vendors List (QVL) established as a result of RFQ SP-21-0042.

“Mitigation” or “Mitigate” means to reduce, lessen, stop, and/or prevent the severity and/or seriousness of damage to State property, and includes, but is not limited to, services listed in Table 1. **Mitigation does not include permanent repair, replacement, or restoration to damaged property. Entities shall not use this QVL for permanent repair or restoration to property, such as repairing facilities, buildings, roads, parking lots, etc.**

## QVL VENDOR INFORMATION

Vendor Name	Vendor Number	Vendor Contact	Contact Email
Arkansas Mold and Water Inc	100210012	Ken Mullen	ken@armoldandwater.com
Belfor USA Group Inc	100208061	Gina Dolezal	gina.dolezal@us.belfor.com
Metro Disaster Specialists	100030404	Britt Stewart	bstewart@metrodisaster.com
ServPro Commercial LLC	100209085	Carissa Perry	cperry@servpronet.com

## AGENCY INSTRUCTIONS

1. This Master Outline Agreement is for unexpected or catastrophic events only. It cannot be used for permanent repair or restoration of property, such as repairing facilities, buildings, roads, parking lots, or for mold removal.
2. Entities must create an outline agreement/contract referencing the applicable vendor’s Master Outline Agreement number and SP-21-0042.
3. Entities are responsible for following all related procurement and public works laws and insurance requirements.
4. Entities must report and obtain the necessary reviews and approvals for all outline agreements/contracts. This includes but is not limited to legislative reporting and entry into the TGS/PCS Portal.
5. If your Entity has an unexpected and/or catastrophic event occur, and your emergency Mitigation services are expected to exceed the Small Order threshold, you must obtain quotes from at least three (3) Contractors prior to obtaining a contract for emergency Mitigation services. This requirement does not apply if the emergency is a critical emergency, defined as an emergency in which human life or health is imminently endangered or when a state of disaster emergency is declared under A.C.A. 12-75-107.
6. If your Entity has an unexpected and/or catastrophic event occur, you must obtain approval for the emergency procurement in advance. Approval must come from the State Procurement Director, the head of a procurement agency, or a designee of either officer. This prior approval is not required for a critical emergency. In situations where time or circumstance does not permit prior approval, you must obtain approval at the earliest practical date.

7. Mitigation services purchased from the QVL do not require prior legislative review but those contracts must be reported to the Arkansas Legislative Council as required under 25 CAR § 57-101.
8. If your Entity participates in the State Captive Insurance Program, you must notify the Arkansas Department of Shared Services, Office of Property Risk of the situation and/or emergency at the earliest practical time. The Office will provide additional information on working with insurance and adjusters.

Agency Contact: Office of Property Risk  
 Agency Phone: 855-249-2857  
 Agency Email: [OPR@arkansas.gov](mailto:OPR@arkansas.gov)

9. If your emergency is a critical emergency, you may contact any vendor on the Qualified Vendors List to request services for your critical emergency.
10. Qualified Vendors shall return all phone calls and messages for service requests within one (1) hour of the Entity's initial notification.
11. Unless prior written approval is granted by the Entity, Qualified Vendors shall be on location within twelve (12) hours of initial notification to determine the scope of work. The Entity may approve additional time during disasters.
12. Unless prior written approval is granted by the Entity, Qualified Vendors shall provide a written scope of work to the Entity within twenty-four (24) hours of assessing the damaged location. The State Entity may approve additional time during disasters.
13. Qualified Vendors shall provide the Entity with a Payment & Performance Bond for each property damage Mitigation event.
14. Qualified Vendors shall determine pricing for each project by using Xactimate or comparable software.
15. Xactimate profit and overhead markup must not be more than ten percent (10%).
16. Upon entering into a contract, Contractors shall adhere to all agreements and standards of service for each project. Invoicing shall be submitted according to the Entity's specifications.
17. State law requires that qualifying services contracts include Performance Standards. A Contractor shall meet these standards to avoid the assessment of damages.
18. The Entity and Qualified Vendor will negotiate Performance Standards at the beginning of each project.

## **QVL COMMODITIES AND SERVICES**

- Flood damage cleanup and decontamination
- Earth movement damage cleanup and decontamination
- Water intrusion and damage cleanup and decontamination
- Wind damage cleanup and decontamination
- Hail damage cleanup and decontamination
- Fire damage cleanup and decontamination
- Vandalism damage cleanup and decontamination
- Deodorization
- Smoke damage cleanup and decontamination
- Animal/vermin infestation cleanup and decontamination
- Pollution cleanup and decontamination
- Biohazard cleanup and decontamination
- Crime scene cleanup and decontamination
- Sewage cleanup and decontamination
- Debris removal
- Offsite storage facility and onsite container storage
- Premises and/or building board-up and secured access
- Art/collection artifacts cleaning and decontamination
- Electronic equipment cleaning and decontamination
- Content cleaning and decontamination
- Vital records handling, retrieval, removal, cleaning and decontamination (i.e. paper, photo, database, magnetic tape)