1. **CONTRACTOR RESPONSIBILITIES**

Contractor shall:

* 1. Be licensed and fully competent in all aspects of water remediation in a safe manner.
     1. Employ only skilled, qualified workers.
  2. Provide all-inclusive quotes to provide 100% turnkey projects that include common installation, repairs, preventative maintenance, and replacement of fixtures/equipment.
     1. Include all required labor, material, equipment, plans, surveys, permitting and local and state inspections.
     2. Include costs for general housekeeping and work area clean up.
     3. Include travel time.
     4. Change orders shall not be issued for incidental items or tasks that should have been reasonably construed to be part of the project by the Contractor.
  3. Obtain licenses, permits, and fees (including inspection fees) as required to comply with all laws, ordinances, regulations, and code requirements applicable to complete projects.
  4. Be responsible inspections, penalties, fees, or fines for projects.
  5. Be responsible for damages caused as the result of completing projects.
  6. Furnish all tools and equipment to complete projects timely.

1. **SCOPE OF WORK**
   1. **Assessment and Inspection**
      1. Identify the source(s) of the water intrusion.
      2. Determine the category (1, 2, or 3) and class (1, 2, 3, or 4) of water damage to determine the level of contamination and the necessary cleanup procedures.
      3. Assess the extent of the damage by inspecting all affected areas, including walls, floors, ceilings, furniture, and contents.
      4. Use moisture detection tools, such as moisture meters and thermal imaging cameras, as appropriate, to detect hidden moisture and map affected areas.
      5. Evaluate air quality and humidity, check for high humidity levels and the presence of mold spores and relevant health hazards.
      6. Document findings with photos, notes, and create a report outlining the damage and proposed remediation plan. Do not proceed with remediation without County written approval.
   2. **Water Extraction and Removal**
      1. Remove standing water utilizing appropriately sized pumps and vacuums to extract all standing water from the affected area(s).
      2. Remove water from porous materials, including extraction of water from carpets, subfloors, and other absorbent materials.
      3. Identify and dispose of unsalvageable materials. Remove and dispose of damaged materials, including but not limited to drywall, insulation, flooring, etc. if directed to do so by County Project Manager.
   3. **Drying and Dehumidification**
      1. Provide and set up drying equipment, such as air movers and industrial dehumidifiers, to dry affected areas and reduce humidity.
      2. Monitor drying progress. Regularly check moisture levels to ensure the property is thoroughly dried.
      3. Identify and address areas of hidden moisture. Ensure spaces within walls and under floors are properly dried.
   4. **Cleaning, Sanitizing, and Deodorizing**
      1. Clean and disinfect affected surfaces. Thoroughly clean all surfaces to eliminate bacteria, mold spores, and contaminants.
      2. Remove odors. Utilize air scrubbers and appropriate deodorization techniques to eliminate any lingering odors.
      3. Sanitize and disinfect contaminated materials. Use proper cleaning agents and disinfection methods, especially for gray or black water contamination.
   5. **Mold Prevention and Remediation**
      1. Inspect for mold growth. Conduct thorough inspections for mold, particularly in hidden areas.
      2. Apply antimicrobial treatments. Treat affected areas with antimicrobial solutions to prevent mold growth.
      3. Contain and isolate areas of mold to prevent the spread of spores.
      4. Safely remove and dispose of contaminated and mold-damaged materials.
   6. **Documentation and Reporting**

Contractor shall:

* + 1. Maintain detailed documentation keeping records of all assessments, procedures, materials used, and costs.
    2. Prepare reports for insurance claims: Provide accurate and comprehensive reports to assist with insurance claims.
    3. Provide daily status updates: Submit progress reports to the County Project Manager every day during active remediation.
    4. Follow Federal requirements for federally funded projects.
  1. **Project Management and Coordination**

Contractor shall:

* + 1. Respond to all emergency calls within 1 hour and initiate action within 4 hours of initial contact.
    2. Be available to assist County Project Manager with insurance adjusters and restoration contractor.
    3. Prioritize safety throughout the entire process.
    4. Ensure the scope of work for each project is specific and detailed to avoid misunderstandings and disputes.
  1. **Final Acceptance**

County will engage an independent, third-party inspector to assess indoor air quality and mold presence following the completion of evaluation, water removal, and repair. Final project acceptance will be contingent upon successful clearance testing, certifying that conditions meet established environmental health standards.

1. **DEFINITIONS**
   1. **Categories**
      1. Category 1 Water – Refers to a source of water that does not pose a substantial threat to humans. Examples are broken water supply lines, tub or sink overflows or appliance malfunctions that involve water supply lines.
      2. Category 2 Water – Refers to a source of water that contains a significant degree of chemical, biological or physical contaminants and causes discomfort or sickness when consumed or even exposed to. This type carries microorganisms and nutrients of micro-organisms. Examples are toilet bowls with urine (no feces), sump pump failures, seepage due to hydrostatic failure and water discharge from dishwashers or washing machines.
      3. Category 3 Water – This water contains unsanitary agents, harmful bacteria and fungi, causing severe discomfort or sickness. This category includes water sources from sewage, seawater, rising water from rivers or streams, storm surge, ground surface water or standing water.
   2. **Classes**
      1. Class 1 — (least amount of water absorption and evaporation load): Water intrusion where wet, porous materials (e.g., carpet, gypsum board, fiber-fill insulation, concrete masonry unit (CMU), textiles) represent less than ~5% of the combined floor, wall and ceiling surface area in the space; and where materials described as low evaporation materials or assemblies have absorbed minimal moisture (see definitions for Class 4 and low evaporation assemblies).
      2. Class 2 — (significant amount of water absorption and evaporation load): water intrusion where wet, porous materials (e.g., carpet, gypsum board, fiber-fill insulation, concrete masonry unit (CMU), textiles) represent ~5% to ~40% of the combined floor, wall and ceiling surface area in the space; and where materials described as low evaporation materials or assemblies have absorbed minimal moisture (see definitions for Class 4 and low evaporation assemblies).
      3. Class 3 — (greatest amount of water absorption and evaporation load): water intrusion where wet, porous materials (e.g., carpet, gypsum board, fiber-fill insulation, concrete masonry unit (CMU), textiles) represent more than ~40% of the combined floor, wall and ceiling surface area in the space; and where materials described as low evaporation materials or assemblies have absorbed minimal moisture (see definitions for Class 4 and low evaporation assemblies).
      4. Class 4 — (deeply held or bound water): water intrusion that involves a significant amount of water absorption into low evaporation materials (e.g., plaster, wood, concrete, masonry) or low evaporation assemblies (e.g., multilayer wallboard, multilayer subfloors, gym floors, or other complex, built-up assemblies). Drying may require special methods, longer drying times, or substantial water vapor pressure differentials.

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