

Customer Service = Resolution



Safeguard
Properties

OUT OF SCOPE BIDS

Please note-this presentation is only intended to be used as a basic educational tool and is by no means all encompassing. Each property should be treated on a case by case basis and vendors will be held responsible for any errors made.



A bid that is placed when there is work at a property that you or your company cannot complete due to the specific type of work or lack of proper licensing

- State or City requirements
 - Some work may require proper licensing to complete work
 - It is your responsibility to know your State and Local requirements
- 3rd Party bids from Structural Engineers or Electrical Inspectors
 - Only provide when requested



- Structural Damage

Exceptions

- Minor tuck-pointing
- Seepage
- Settling



- Electrical Damage

Exceptions

- Test/Replace Outlets & Switches
- Test/Replace Breakers & Fuses
- Minor wiring replacements



- Mold
- Water
- Theft
- Roof
- Plumbing



These are types of work that Safeguard expects our vendor network to be able to complete

Correctly notifying client of a property's condition

When done incorrectly it leads to the following:

- Improper submission of bids to the client
- Client approval of bids that are out of scope
- Wrong department addressing property conditions
- Possible chargebacks

Why: to prevent contractor losses and strengthen timeframes for repairs to be completed at our clients' discretion.

Importance: If you do not know how to properly report an out of scope bid you may be inadvertently held responsible for completing the work at your own cost

- Example: Vendor does not provide a description for the damage, is too vague on the details of the damage, but provides a lower than realistic dollar amount for the "Bid to Remediate". This bid is in danger of being approved, and the vendor responsible to complete at their loss. All bids provided via a vendor's update are formal proposals to complete work. Detailed information, dimensions, and scopes of work provided are essential in conveying the correct message to Safeguard and their clients

Correctly reporting an out of scope bid will help prevent \$ losses by paying more attention to how you are providing bids/damages; meanwhile allowing Safeguard to get bids to our clients more effectively, with greater detail, and at competitive pricing



- When referencing out of scope bids and how to place them on the PCR:
 - In general, the same as how you would on vendor web; place an eyeball estimate of the damage, detailed description of the damage, and referral to appropriate ERD or third party specialist. You may utilize additional space on the back or a separate sheet of paper for detailing all applicable information.
- Out of scope bids should still be reported the same as any other damage
 - Include in the description the reason the bid is out of scope and what steps need to be taken to remediate the damage
- Photos to Support Bid being provided
 - Both interior and exterior if needed to support
 - Detailed to show reason bid is “out of scope”



Eyeball Estimate: How much value does the damage take away from the property?

Bid to Remediate Damage: How much do you need to repair it?

Locations: Where is the damage located?

Size of Affected Area: How many square feet does the damage cover?

Source, Cause: What is causing the damage? Did termites destroy the support beams? Is there water intrusion?

Description: *It is important to understand that while the damage repair may be out of your scope, the damage reporting is not. It remains an expectation that the above information is provided regardless of ability to repair the reported damage.*



Correct- This clearly depicts the extent of the damage while stating the repair is out of scope

Structural Damage Bid

Eyeball Estimate	\$30,000.00
Bid to remediate damage	\$999999.00
Locations	Basement
Size of affected area (list all applicable)	960 sq.ft. concrete block walls are bowing in and appear to be in process of collapsing, very critical that the walls are inspected by structural engineer as soon as possible
Source/Cause	Settling
Description	This is out of our scope to bid or complete. We recommend this property be transferred to Claim. Third party bid can be provided upon request

Incorrect - This report does not give the even the basic required information and provides a low “bid amount” that could result in accidentally approval and assignment causing potentially costly delays

Structural Damage Bid

Eyeball Estimate	\$300,000.00
Bid to remediate damage	\$800.00
Locations	Basement
Size of affected area (list all applicable)	Walls bowing
Source/Cause	Unknown
Description	Out of our scope