



City of Palm Desert
PW - Operations & Maintenance
Randy Chavez, Director of Public Works
73-510 Fred Waring Drive, Palm Desert, CA 92260

[R&R B INC DBA SERVPRO OF PALM SPRINGS/INDIO/COACHELLA/LAQUINTA/INDIAN WELLS] RESPONSE
DOCUMENT REPORT

RFP No. 2024-RFP-161

Facilities Repairs and Improvements Project 4

RESPONSE DEADLINE: April 17, 2025 at 5:00 pm

Report Generated: Friday, May 9, 2025

R&R B Inc DBA Servpro of Palm Springs/Indio/Coachella/LaQuinta/Indian Wells Response

CONTACT INFORMATION

Company:

R&R B Inc DBA Servpro of Palm Springs/Indio/Coachella/LaQuinta/Indian Wells

Email:

sales@servpro9344.com

Contact:

Amber Pedersen

Address:

81785 Trader Place, Suite A
Indio, CA 92201

Phone:

N/A

Website:

servprochinohills.com

Submission Date:

Apr 4, 2025 12:17 PM (Pacific Time)

ADDENDA CONFIRMATION

Addendum #1

Confirmed Mar 20, 2025 11:12 AM by Amber Pedersen

Addendum #2

Confirmed Mar 20, 2025 11:12 AM by Amber Pedersen

Addendum #3

Confirmed Mar 20, 2025 11:12 AM by Amber Pedersen

Addendum #4

Confirmed Apr 10, 2025 1:20 PM by Amber Pedersen

QUESTIONNAIRE

1. Proposal (WITHOUT COST)*

Proposals shall be concise, well organized and demonstrate qualifications and applicable experience. Proposals shall be organized and include page numbers for all pages in the proposal. The proposal shall be uploaded here, in the following order and shall include:

1. Cover Letter

- A. This letter should briefly introduce the firm, summarize the firm's general qualifications, include an executive summary of the specific approach which will be used to deliver the work scope; and identify the individual(s) name, address and phone number authorized to negotiate Agreement terms and compensation.

2. Experience and Technical Competence

- A. **Background:** Provide history of the firm's consulting experience which specifically addresses the individual or firm's experience with similar Service as described in this RFP.

- B. **References:** The proposal shall include a list of recently completed projects that are similar in scope and function to this RFP. Provide a description of the project, client name, and the name, title, and telephone number of the primary contact person.

3. **Firm Staffing and Key Personnel**

- A. **Staffing:** Provide the number of staff to be assigned to perform the Services and the names/discipline/job title of each as well as your firm's capacity to provide additional personnel as needed.
- B. **Key Personnel:** Identify key persons that will be principally responsible for working with the City. Indicate the role and responsibility of each individual.
- C. **Team Organization:** Describe proposed team organization, including identification and responsibilities of key personnel.
- D. **Subcontractors:** The Proposer shall identify functions that are likely to be subcontracted and identify the subcontractor that is anticipated to perform each function.

4. **Proposed Method to Accomplish the Work**

- A. Describe the technical and management approach to providing the Services to the City. Proposer should take into account the scope of the Services, and general functions required. Include a draft first year schedule of tasks, milestones, and deliverables that will provide for timely provision of the Services. In reviewing the scope of Services and goals described herein, the Proposer may identify additional necessary tasks and is invited to bring these to the City's attention within the discussion of its proposed method to accomplish the work.

Final_Draft-Submittal_(2024-RFP-161)_Facility_Repairs_and_Improvement_Project_4.pdf

2. **Non-Collusion Declaration***

The undersigned declares:

I am an authorized representative of my company, the party making the foregoing Bid, to certify the following.

The Bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The Bid is genuine and not collusive or sham. The Bidder has not directly or indirectly induced or solicited any other Bidder to put in a false or sham bid. The Bidder has not directly or indirectly colluded, conspired, connived, or agreed with any Bidder or anyone

else to put in a sham bid, or to refrain from bidding. The Bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the Bid Price of the Bidder or any other Bidder, or to fix any overhead, profit, or cost element of the Bid Price, or of that of any other Bidder. All statements contained in the Bid are true. The Bidder has not, directly or indirectly, submitted his or her Bid Price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a Bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the Bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Confirmed

3. Iran Contracting Act Certification*

(Public Contract Code section 2200 et seq.)

As required by California Public Contract Code Section 2204, the Contractor certifies subject to penalty for perjury that the option selected below relating to the Contractor's status in regard to the Iran Contracting Act of 2010 (Public Contract Code Section 2200 et seq.) is true and correct.

Note: In accordance with Public Contract Code Section 2205, false certification of this form shall be reported to the California Attorney General and may result in civil penalties equal to the greater of \$250,000 or twice the Contract amount, termination of the Contract and/or ineligibility to bid on contracts for three years.

The Contractor is not identified on the current list of person and entities engaged in investment activities in Iran prepared by the California Department of General Services in accordance with subdivision (b) of Public Contract Code Section 2203; or a financial instruction that extends, for 45 calendar days or more, credit in the amount of \$20,000,000 or more to any other person or entity identified on the current list of persons and entities engaging in investment activities in Iran prepared by the California Department of General Services in accordance with subdivision (b) of Public Contract Code Section 2203, if that person or entity uses or will use the credit to provide goods or services in the energy sector in Iran.

4. Enter your valid CA Contractors State License Board (CSLB) number*

Please enter your License Number here. This will be verified against the state database.

935856

[Click to Verify](#) *Value will be copied to clipboard*

5. Enter your California Department of Industrial Relations (DIR) Registration number*

Please enter your Public Works Contractor DIR Number. This will be verified against the state database.

1000030258

[Click to Verify](#) *Value will be copied to clipboard*

6. Type of Business*

S Corporation (if corporation, two signatures are required)

7. Litigation*

Provide litigation history for any claims filed by your firm or against your firm related to the provision of Services in the last five (5) years (or type "N/A").

N/A

8. Changes to Agreement*

The City or Authority standard professional services agreement contract is included as an attachment herein. The Proposer shall identify any objections to and/or request changes to the standard contract language in this section of the proposal (or type "N/A"). If you are identifying changes here **ALSO** upload a copy of the redlined Language/Agreement with your Proposal. Changes requested may effect the City or Authority's decision to enter into an Agreement.

N/A

9. No Deviations from the RFP*

In submitting a proposal in response to this RFP, Proposer is certifying that it takes no exceptions to this RFP including, but not limited to, the Agreement. If any exceptions are taken, such exceptions must be clearly noted here, and may be reason for rejection of the proposal. As such, Proposer is directed to carefully review the proposed Agreement and, in particular, the insurance and indemnification provisions therein (or type "N/A").

Maximum response length: 5000 characters

N/A

10. Project Team Resumes*

Submit resumes of all key personnel/support staff that will produce work product for the Services. Describe their qualifications, education, and professional licensing.

Resumes.pdf

11. List the Signatory(s) Authorized to Sign and Bind an Agreement.*

(If two (2) signatures are required, include the following information for both signatories)

1. Full Name
2. Title
3. Physical Business Address
4. Email Address
5. Phone Number

Rick Brogdon; Owner/President; 13885 Redwood Ave. Chino, CA 91710; rick@servpro9344.com; 909-548-3191

Rhonda Brogdon; Owner/Secretary/Treasurer; 13885 Redwood Ave. Chino, CA 91710; rhonda@servpro9344.com; 909-548-3191

12. Certification of Proposal: The undersigned hereby submits its proposal and, by doing so, agrees to furnish services in accordance with the Request for Proposal (RFP), and to be bound by the terms and conditions of the RFP.*
Confirmed

PRICE TABLES

HOURLY RATES

These rates are to be used to provide quotes for work under the Maintenance Services Agreement and incorporated into Task Orders.

Line Item	Description	Unit of Measure	Unit Cost
1	Construction Foreman	Hourly Rate	\$115.50
2	Construction Supervisor	Hourly Rate	\$115.50
3	Framer	Hourly Rate	\$115.50
4	Drywall Installer	Hourly Rate	\$115.50
5	Plumber	Hourly Rate	\$126.50
6	Concrete worker	Hourly Rate	\$126.50
7	Carpenter	Hourly Rate	\$115.50
8	Painter	Hourly Rate	\$115.50
9	Welder	Hourly Rate	\$126.50
10	Flooring Installer	Hourly Rate	\$115.50
11	Electrician	Hourly Rate	\$126.50

Line Item	Description	Unit of Measure	Unit Cost
12	Laborer	Hourly Rate	\$105.50



Prepared for:



CITY OF PALM DESERT

REQUEST FOR PROPOSAL

2024-RFP-161

FACILITIES REPAIRS AND IMPROVEMENTS PROJECT 4

R&R B INC. DBA:



Team Brogdon

Construction. Restoration. Remodel

SERVPRO of Chino/Chino Hills

INDIO LOCATION

SERVPRO OF INDIO/PALM SPRINGS/
COACHELLA/INDIAN WELLS/LA QUINTA
81785 TRADER PLACE, SUITE A
INDIO, CA 92201

ACCOUNT MANAGER

CINDY HELMSTEAD

760-454-9268

CINDY@SERVPRO9344.COM

COVER LETTER

March 28, 2025



City of Palm Desert-PW-Operations & Maintenance
73-510 Fred Waring Drive
Palm Desert, CA 92260

RE: Request for Proposal (2024-RFP-161) Facility Repairs and Improvement Project 4

Dear Melanie Slater,

We are pleased to submit our response to the Facility Repairs and Improvement Project 4 RFP. SERVPRO Team Brogdon, a highly qualified and experienced contractor, is eager to offer our expertise and commitment to successfully complete this ongoing project.

R&R B, Inc. – SERVPRO Team Brogdon, specializes in construction, project management, and consulting services. With a focus on quality restoration and extensive experience in emergency and non-emergency services, we possess the necessary skills to address the facilities repairs and improvements needed. Our firm's general qualifications lie in our reputation for delivering exceptional results, adhering to high-quality standards, and maintaining effective project management. We have successfully executed numerous projects, including mitigation, fire damage restoration, mold remediation, asbestos/lead abatement, and various construction initiatives. Our extensive experience and expertise position us as a trusted contractor in the industry and especially the Coachella Valley.

Our specific approach to delivering the work scope for the Facility Repairs and Improvement Project 4 emphasizes efficient project execution, effective management, and seamless communication. We will conduct regular site visits, perform thorough assessments, and provide detailed reports outlining maintenance projects, estimated costs, and project timelines. Our dedicated team of skilled technicians, supported by a reliable network of subcontractors, ensures the successful completion of complex construction tasks, comprehensive project management, and expert consulting services.

SERVPRO Team Brogdon Owners Rick Brogdon and Rhonda Brogdon, located at 13885 Redwood Ave, Chino, CA 91710 and reachable at 909-548-3191 are available to negotiate Agreement terms and compensation on behalf of SERVPRO Team Brogdon.

Cindy Helmstead, Director of Commercial Accounts, will serve as the Account Manager for the City of Palm Desert.

Warm regards,

Amber Pedersen

Amber Pedersen
Office Administrator
amber@servpro9344.com

EXPERIENCE AND TECHNICAL COMPETENCE

BACKGROUND



SERVPRO Team Brogdon is a leading provider of commercial, industrial, and residential restoration, construction, and cleaning services that specializes in water, fire, and mold damage, asbestos abatement as well as biohazard and crime scene cleanup. We're here 24/7/365 to respond to any emergency. Trust us to make it "Like it never even happened."

Founded and led by the dynamic duo of Rick Brogdon and Rhonda Brogdon, SERVPRO Team Brogdon stands as a testament to their unwavering dedication and exceptional leadership. With over 17 years as SERVPRO franchise owners, Rick and Rhonda have been instrumental in establishing a strong presence in the industry. Currently at the helm of seven franchises in Southern California, spanning across San Bernardino and Riverside counties, SERVPRO Team Brogdon's reach extends far and wide. Their franchise locations include Chino/Chino Hills, Hesperia/Apple Valley/Barstow/Twentynine Palms/Victorville, Palm Springs, and Indio/Coachella/Indian Wells/La Quinta.

We take pride in our Indio office, which has been serving the Palm Springs, Coachella, Indian Wells, and La Quinta communities for over 40 years. Equipped with a 10,000 square foot warehouse, office space, a robust fleet of trucks, and a skilled team of technicians and employees, we have the necessary resources to handle any repair, improvement, or emergency service required by the City of Palm Desert.

SERVPRO Team Brogdon has a proven track record of successfully completing projects that align with the specifications outlined in the RFP. Our expertise covers a wide range of construction disciplines, including grading, concrete, framing, plumbing, electrical, welding, HVAC, insulation, drywall, paint, flooring, finish work, job site cleanup, and debris removal. With an in-house team of skilled professionals, we ensure meticulous execution and outstanding results throughout the construction process.

Moreover, we have established a vast network of top-quality subcontractors who complement our in-house capabilities. These subcontractors have been carefully vetted based on their expertise, reliability, and commitment to delivering exceptional results. By leveraging this network, we enhance the efficiency and overall quality of our projects, ensuring timely completion and customer satisfaction.

At SERVPRO Team Brogdon, we understand the unique requirements of the City of Palm Desert. Our experienced team is adept at coordinating multiple trades, managing complex timelines, and adhering to stringent industry standards. From foundational elements such as concrete and framing to the final touches of fixtures and finishes, we possess the skills and resources to consistently deliver outstanding results.

We are excited about the opportunity to collaborate with the City of Palm Desert. With our proven expertise, extensive experience, and unwavering commitment to excellence, SERVPRO Team Brogdon is the ideal partner to fulfill the construction, project management, and consulting needs as outlined in the RFP.

REFERENCES



We take pride in our extensive portfolio of successfully completed projects that demonstrate our ability to deliver the services outlined in the RFP. These projects have showcased our expertise and proficiency in various construction disciplines, including framing, drywall installation, painting, concrete work, carpentry, welding, flooring installation, fixtures, and plumbing. Each reference provided below exemplifies our commitment to quality, timely execution, and customer satisfaction. We invite you to review these references, which serve as a testament to our capabilities and track record of excellence.

Owner and Project Name: City of Palm Desert-Water Quality Tenant Improvements
Address: 73-510 Fred Waring Dr. Palm Desert, CA 92260
Contact Person: Kevin Swartz
Phone Number: 760-574-5536
Email: kswartz@palmdesert.gov
Scope of Services: Tenant Improvement Project
Date of Completion: April 2025
Contract Amount: \$721,399.00

Owner and Project Name: City of Palm Desert-City Hall Remodel
Address: 73-510 Fred Waring Dr. Palm Desert, CA 92260
Contact Person: Kevin Swartz
Phone Number: 760-574-5536
Email: kswartz@palmdesert.gov
Scope of Services: City Hall Remodel
Date of Completion: August 2024
Contract Amount: \$448,644.00

Owner and Project Name: JFK Memorial Hospital-Maternity/OR Restoration and Reconstruction
Address: 47-001 Monroe St. Indio, CA 92201
Contact Person: Melissa Atilano
Phone Number: 760-774-8107
Email: melissa.atilano@tenethealth.com
Scope of Services: Maternity Floor and OR Restoration and Reconstruction
Date of Completion: July 2024
Contract Amount: \$400,519.00

REFERENCES-CONTINUED

Owner and Project Name: First Service Residential-Four Seasons Beaumont

Address: 1518 Four Seasons Circle Beaumont, CA 92223

Contact Person: Genevieve Ginelsa

Phone Number: 951-973-7534

Email: genevieve.ginelsa@rsresidential.com

Scope of Services: Clubhouse Reconstruction

Date of Completion: March 2025

Contract Amount: \$72,024.00

Owner and Project Name: County of San Bernardino-Garden Office Kitchen Remodels

Address: 900 E. Gilbert St. San Bernardino, CA 92415

Contact Person: Robert Celaya

Phone Number: 909-208-8563

Email: robert.celaya@pfm.sbcounty.gov

Scope of Services: Kitchen Remodels

Date of Completion: December 2024

Contract Amount: \$36,069.00

Owner and Project Name: County of San Bernardino-New Hall of Records Room Construction

Address: 222 W. Hospitality Lane San Bernardino, CA 92415

Contact Person: Robert Celaya

Phone Number: 909-208-8563

Email: robert.celaya@pfm.sbcounty.gov

Scope of Services: Records Room Construction

Date of Completion: October 2024

Contract Amount: \$35,696.00

Owner and Project Name: Hyder Management-Bell Property Management-Mold and Reconstruction

Address: 312 W. 120th St. #1 Los Angeles, CA 90061

Contact Person: Sonia Cabrera

Phone Number: 760-202-8884

Email: scabrera@hyderco.com

Scope of Services: Housing unit mold remediation and reconstruction

Date of Completion: July 2024

Contract Amount: \$27,907.00

FIRM STAFFING AND KEY PERSONNEL



STAFFING

At SERVPRO Team Brogdon, we take pride in the strength and capabilities of our staff, which consists of over 25 skilled technicians spread across our three offices. This dedicated workforce empowers us to handle a wide range of repair and improvement projects for the City of Palm Desert efficiently. Our technicians bring a wealth of expertise and experience to the table, allowing us to deliver high-quality services that meet the city's needs and exceed expectations.

Our Indio office, conveniently located at 81785 Trader Place Suite A, Indio, CA 92201, serves as the primary responding office for the City of Palm Desert. This office is equipped with a 10,000 square foot warehouse, spacious office facilities, and an extensive fleet of trucks. With these resources at our disposal, along with a highly skilled team of technicians and employees, we have the necessary infrastructure and capabilities to handle any repair, improvement, or emergency service required by the City of Palm Desert.

To ensure the successful execution of repair and improvement projects, all services rendered for the City of Palm Desert will be overseen by Curtis Brogdon, our Director of Commercial Division. Curtis brings extensive knowledge and experience to his role, ensuring that each project is meticulously planned, coordinated, and executed to meet the city's requirements and specifications. Supported by a team of key personnel, including Cindy Helmstead, Mitch Breuer, Jose Torres, and Aubrey Garcia our dedicated team is committed to delivering exceptional results and providing a seamless experience for the City of Palm Desert.

In addition to our skilled in-house team, we leverage our extensive subcontractor network to further enhance our capabilities. Our carefully selected subcontractors have a proven track record of delivering exceptional workmanship and meeting project deadlines. We strategically utilize their specialized expertise to handle specific aspects of the repair and improvement projects, allowing us to provide comprehensive solutions that address the city's unique needs. Through this collaborative approach, we ensure that all work is executed to the highest standards, leveraging the combined expertise of our in-house team and trusted subcontractors.

By leveraging our skilled staff and subcontractor network, SERVPRO Team Brogdon is fully equipped to successfully execute repair and improvement projects for the City of Palm Desert. Our comprehensive approach, attention to detail, and commitment to exceeding expectations enable us to deliver exceptional results, tailored to meet the specific needs of the city. We are dedicated to providing the highest level of service, ensuring the long-term functionality, safety, and aesthetics of the city's facilities

KEY PERSONNEL



Cindy Helmstead
Director of Commercial Accounts

Cindy Helmstead brings over 30 years of expertise in the construction industries to her role as the Director of Commercial Accounts for SERVPRO Team Brogdon. With over two years of dedicated service to the team, Cindy plays a pivotal role in driving business growth and ensuring unparalleled customer satisfaction.

Cindy's journey in the restoration sector commenced on the sales teams of other construction companies, providing her with comprehensive training and proficiency across all facets of the industry. Her diverse experience encompasses the management of intricate restoration projects, team leadership, and the delivery of exceptional customer service.

Having attended numerous educational seminars and training programs in marketing and content restoration, Cindy's commitment to continuous learning positions her as a leader informed by the latest industry trends. This dedication empowers her to excel in her role, consistently delivering outstanding results.

Beyond her contributions to the restoration field, Cindy holds a principal real estate broker's license and a notary public license, reflecting her commitment to expanding her knowledge. Her background in real estate and legal documentation enhances her understanding of the legal and regulatory aspects surrounding the restoration industry, providing a valuable perspective.

Cindy's unwavering passion for aiding others, coupled with her extensive knowledge and experience, establishes her as an invaluable asset to any team. Committed to delivering superior customer service, she ensures that each project she undertakes is executed to the highest standards of quality and professionalism.



Curtis Brogdon
Director of Commercial Division

Curtis Brogdon currently serves as the Director of the Commercial Division, bringing a wealth of experience and expertise in the construction industry. With an impressive 18-year tenure at SERVPRO Team Brogdon, Curtis has consistently excelled in various roles, showcasing his proficiency in project management, customer service, and team leadership.

Throughout his career, Curtis has held diverse positions such as Technician, Crew Chief, and Production Manager, working his way up to Director of the Commercial Division. He has extensive experience in commercial construction and project management, overseeing a wide range of restoration and remodel projects.

His unwavering dedication, meticulous attention to detail, and strong managerial skills have earned Curtis a reputation as a reliable and skilled Director of Commercial Division. Beyond his team, Curtis has demonstrated his expertise on a national scale, collaborating with other SERVPRO franchises during critical times like Hurricane Irene in 2009 and the Texas Winter Freeze in 2021. These experiences have solidified his adaptability, resourcefulness, and ability to thrive under challenging circumstances.

With a proven track record of successfully managing projects of varying scales, a commitment to continuous learning, and an unwavering dedication to excellence, Curtis Brogdon is an ideal candidate to lead and oversee any commercial construction project. His exceptional skills, extensive experience, and proven ability to deliver outstanding results make him a valuable asset to any endeavor.

EDUCATION, TRAINING & CERTIFICATIONS

IICRC Water Damage Restoration Technician
IICRC Advanced Structural Drying Technician
IICRC Applied Microbial Remediation Technician
IICRC Commercial Drying Specialist
Asbestos Supervisor Certification





Mike Todd
Commercial Estimator

Mike Todd is a Commercial Estimator for SERVPRO Team Brogdon, bringing over 30 years of hands-on experience in the restoration and construction industry. His extensive background as an Estimator has equipped Mike with valuable skills and knowledge that are vital in his current role. He has a deep understanding of SERVPRO's services and can effectively communicate with clients, understanding their unique restoration and cleanup needs.

In his 30 years as an Estimator, Mike has assessed damages caused by various disasters and provided accurate cost estimates to clients. His meticulous attention to detail and expertise in evaluating property damage have seamlessly translated into his current role as a Commercial Estimator. With his organizational skills honed as an Estimator, Mike effectively manages multiple client accounts and prioritizes tasks to ensure efficient operations. He leverages his comprehensive understanding of the restoration process to guide clients, providing accurate timelines and addressing any concerns with confidence.

Overall, Mike's extensive experience as an Estimator contributes to his success as a Commercial Estimator with SERVPRO, allowing him to build strong client relationships, deliver tailored solutions, and enhance customer satisfaction. His technical expertise, strong communication skills, organizational abilities, and comprehensive understanding of the restoration process have positioned him as a valuable asset to the company and allowed him to effectively serve clients in his role.



Jose Torres
Operations Manager

Jose Torres currently serves as the Operations Manager at SERVPRO Team Brogdon, bringing a total of 10 years of expertise in the construction industry. For the past four years, Jose has been an invaluable asset to the SERVPRO Team Brogdon, initially joining as a Project Manager before advancing to his current leadership role. In his role as Project Manager, he successfully managed large-scale restoration projects, ensuring they were completed efficiently and in compliance with industry standards. Prior to this, he worked as an Environmental Asbestos Supervisor, overseeing asbestos abatement and ensuring the safety and compliance of projects involving hazardous materials.

As Operations Manager, Jose is responsible for overseeing the day-to-day operations, including resource allocation, job scheduling, and ensuring quality control across all restoration projects. His extensive knowledge of environmental safety regulations, combined with his hands-on experience, allows him to lead teams effectively in executing complex restoration and abatement projects. Jose has played a crucial role in streamlining operations, improving project workflows, and maintaining high standards of service.

Jose holds multiple certifications from the Institute of Inspection, Cleaning, and Restoration Certification (IICRC), including Water Damage Restoration Technician and Advanced Structural Drying Technician. He also holds certifications in asbestos abatement and lead-related construction supervision. His commitment to professional development is demonstrated through his continued pursuit of advanced education, training, and certifications. This dedication ensures he remains at the forefront of industry advancements, allowing him to apply the latest techniques and best practices to SERVPRO's operations.

EDUCATION, TRAINING & CERTIFICATIONS

IICRC Water Damage Restoration Technician
IICRC Advanced Structural Drying Technician
IICRC Applied Microbial Remediation Technician
Lead-Related Construction Certification



Todd Lyon

Commercial Large Loss Estimator

Todd Lyon has over 17 years of experience in the restoration and construction industry. He currently serves as the Commercial Large Loss Estimator for SERVPRO Team Brogdon, where he plays a critical role in managing and estimating large-scale commercial restoration and reconstruction projects.

Todd's extensive experience has equipped him with the skills and knowledge necessary to provide accurate and detailed estimates for complex projects. His expertise in navigating large loss situations ensures efficiency, precision, and high-quality outcomes for clients.

Todd has completed numerous training and certification programs, including Xactimate 28 Training and IICRC Water Damage Restoration Technician certification. He is also certified in Asbestos Abatement through the Contractors/Supervisors 5- Day Course provided by Occupational Training International and holds a 10-Hour OSHA Construction Safety & Health certification.

Todd's comprehensive understanding of the restoration and construction industry, combined with his technical training, makes him an invaluable asset to SERVPRO Team Brogdon. His ability to handle the complexities of large commercial losses ensures that the company consistently delivers exceptional service.

EDUCATION, TRAINING & CERTIFICATIONS

Xactimate 28 Training Asbestos Abatement
Contractors/Supervisors 5-Day Course
(Occupational Training International)
IICRC Water Damage Restoration Technician
10-Hour OSHA Construction Safety & Health



Mitch Breuer

Commercial Project Manager

Mitch Breuer brings 40 years of construction management experience to his role as Commercial Project Manager at SERVPRO Team Brogdon. Throughout his extensive career, Mitch has been instrumental in the construction of thousands of ground-up residential single-family homes, multi-family residences, apartments, and custom homes. His commercial portfolio includes ground-up construction, remodels, and tenant improvements (TI) for a diverse range of projects, including storage facilities, churches, country club clubhouses and pro shops, upscale nightclubs, spay and neuter clinics, and a luxury pet resort.

Mitch's expertise extends to overseeing all onsite and offsite project activities, ensuring seamless execution from start to finish. He has successfully managed scheduling and coordination of subcontractors, underground utilities, budget oversight, customer relations, safety enforcement, quality control, and inspections, including compliance with public works and city regulations.

With his vast industry knowledge and hands-on experience, Mitch plays a crucial role in SERVPRO Team Brogdon's commercial restoration and construction operations. His ability to manage complex projects with efficiency and precision ensures that each job meets the highest standards of quality and client satisfaction.

EDUCATION, TRAINING & CERTIFICATIONS

CPR and First Aid Certified
10-Hour OSHA Certified

TEAM ORGANIZATION



Our team is organized to ensure optimal coordination and efficiency throughout the project. Under the leadership of Curtis Brogdon, Mitch Breuer, Jose Torres, and Aubrey Garcia, our technicians work together to execute the necessary repair and improvement tasks. This collaborative approach ensures smooth operations and adherence to project timelines.

Supporting our technicians and project managers are our office administrators, Amber Pedersen and Heather Schaeffer. They play a vital role in handling administrative tasks, supporting the team, and contributing to the overall success of our projects.

With this well-structured staffing setup, key personnel in strategic roles, and a cohesive team organization, SERVPRO Team Brogdon is well-prepared to deliver exceptional results and foster a successful partnership with the City of Palm Desert.

SERVPRO Team Brogdon Leadership



Rick Brogdon
CEO



Rhonda Brogdon
CFO



Curtis Brogdon
Director of
Commercial Division



Jose Torres
Operations Manager



Mitch Breuer
Commercial
Project Manager



Cindy Helmstead
Director of
Commercial Accounts



Todd Lyon
Commercial Large
Loss Estimator



Jeffrey Bingham
Construction
Project Manager



Mike Todd
Commercial
Estimator



Amy Meinzer
Regional
Account Manager



Chris Brogdon
Construction
Superintendent



Fernand Lopez
Restoration Manager



Jacob Alfaro
Restoration Manager



Aubrey Garcia
Restoration Manager



Heather Schaeffer
Office Manager



Amber Pederson
Office Administrator

SUBCONTACTORS



In addition to our in-house expertise, we maximize our capabilities by utilizing a network of trusted subcontractors. These subcontractors have been carefully selected based on their specialized skills and proven track record of delivering high-quality workmanship. When necessary, we leverage their expertise to handle specific aspects of the projects, ensuring that all tasks are executed to the highest standards.

By collaborating with our subcontractors, we are able to tap into their specialized knowledge and capabilities, enhancing the overall quality and efficiency of our projects. This allows us to address diverse repair and improvement needs across various disciplines, including grading, concrete, framing, plumbing, electrical, welding, HVAC, insulation, drywall, paint, flooring, finish work, job site cleanup, and debris removal. We maintain close relationships with our subcontractors, ensuring clear lines of communication, coordination, and accountability.

Our team actively oversees and manages the work of subcontractors, providing guidance, supervision, and quality control to ensure their work aligns with our commitment to excellence. This collaborative approach allows us to scale our workforce and resources based on project demands, ensuring that we can meet tight deadlines, handle multiple concurrent projects, and deliver services efficiently.

By leveraging our extensive subcontractor network in conjunction with our skilled in-house team, SERVPRO Team Brogdon ensures the successful execution of maintenance projects for the City of Palm Desert. Through this strategic approach, we offer comprehensive solutions tailored to meet the specific needs of the city, delivering exceptional results that exceed expectations.

List of Subcontractors

Concrete: City Service Paving
License Number: 502305

Audio/Visual: Vector USA
License Number: 654046

Welding: California On-Site Welding
License Number: 999417

Flooring: IJ Rager Floor Covering
License Number: 568171

Plumbing: 24 Hour Express Plumbing
License Number: 761778

Electrical: Cove Electric
License Number: 397002

PROPOSED METHOD TO ACCOMPLISH THE WORK

Assessment and Planning: Our skilled technicians will regularly visit each facility listed in the scope of work. During these visits, we will conduct thorough inspections and assessments to identify repair needs and recommend improvement projects. Our expertise spans various areas, including grading, concrete, framing, plumbing, electrical, welding, HVAC, insulation, drywall, paint, flooring, finish work, job site cleanup, and debris removal. Working closely with City staff, we will develop long-term plans for facility upkeep, ensuring that each location's unique requirements are addressed.

Resource Allocation and Subcontractor Network: With a highly skilled in-house team, we possess the proficiency to handle a wide range of repair and improvement tasks directly. Our technicians specialize in various trades, enabling us to efficiently address repair and improvement needs across multiple disciplines. Additionally, we have cultivated a network of trusted subcontractors who excel in specific areas. This strategic partnership allows us to tap into their expertise when necessary, ensuring that all projects are completed to the highest standards.

Task Scheduling and Milestones: Collaborating closely with City staff, we will develop a detailed schedule of tasks, milestones, and deliverables for the entire contract term. This schedule will prioritize repair and improvement projects based on their urgency and importance. By establishing clear deadlines for each task, we ensure effective project management and progress monitoring. Regular nightly email updates will be provided to the City showing job progress, promoting transparency and facilitating adjustments as needed.

Collaboration and Communication: Open communication and collaboration are vital to the success of any project. We will establish clear communication channels and designate specific points of contact to ensure prompt response to repair and improvement requests and efficient coordination of site visits. By actively engaging in discussions with City staff, we will address any modifications or additional tasks required to achieve the project goals effectively.

Quality Assurance: Our commitment to delivering high-quality workmanship is unwavering. Adhering to industry best practices, building codes, and safety regulations, our technicians will ensure that all repair and improvement projects meet the highest standards. Thorough quality inspections will be conducted throughout the process to identify and address any deficiencies promptly. Our goal is to ensure that the City's facilities are safe, functional, and aesthetically pleasing.

KEY PERSONNEL



Cindy Helmstead
Director of Commercial Accounts

Cindy Helmstead brings over 30 years of expertise in the construction industries to her role as the Director of Commercial Accounts for SERVPRO Team Brogdon. With over two years of dedicated service to the team, Cindy plays a pivotal role in driving business growth and ensuring unparalleled customer satisfaction.

Cindy's journey in the restoration sector commenced on the sales teams of other construction companies, providing her with comprehensive training and proficiency across all facets of the industry. Her diverse experience encompasses the management of intricate restoration projects, team leadership, and the delivery of exceptional customer service.

Having attended numerous educational seminars and training programs in marketing and content restoration, Cindy's commitment to continuous learning positions her as a leader informed by the latest industry trends. This dedication empowers her to excel in her role, consistently delivering outstanding results.

Beyond her contributions to the restoration field, Cindy holds a principal real estate broker's license and a notary public license, reflecting her commitment to expanding her knowledge. Her background in real estate and legal documentation enhances her understanding of the legal and regulatory aspects surrounding the restoration industry, providing a valuable perspective.

Cindy's unwavering passion for aiding others, coupled with her extensive knowledge and experience, establishes her as an invaluable asset to any team. Committed to delivering superior customer service, she ensures that each project she undertakes is executed to the highest standards of quality and professionalism.



Curtis Brogdon
Director of Commercial Division

Curtis Brogdon currently serves as the Director of the Commercial Division, bringing a wealth of experience and expertise in the construction industry. With an impressive 18-year tenure at SERVPRO Team Brogdon, Curtis has consistently excelled in various roles, showcasing his proficiency in project management, customer service, and team leadership.

Throughout his career, Curtis has held diverse positions such as Technician, Crew Chief, and Production Manager, working his way up to Director of the Commercial Division. He has extensive experience in commercial construction and project management, overseeing a wide range of restoration and remodel projects.

His unwavering dedication, meticulous attention to detail, and strong managerial skills have earned Curtis a reputation as a reliable and skilled Director of Commercial Division. Beyond his team, Curtis has demonstrated his expertise on a national scale, collaborating with other SERVPRO franchises during critical times like Hurricane Irene in 2009 and the Texas Winter Freeze in 2021. These experiences have solidified his adaptability, resourcefulness, and ability to thrive under challenging circumstances.

With a proven track record of successfully managing projects of varying scales, a commitment to continuous learning, and an unwavering dedication to excellence, Curtis Brogdon is an ideal candidate to lead and oversee any commercial construction project. His exceptional skills, extensive experience, and proven ability to deliver outstanding results make him a valuable asset to any endeavor.

EDUCATION, TRAINING & CERTIFICATIONS

IICRC Water Damage Restoration Technician
IICRC Advanced Structural Drying Technician
IICRC Applied Microbial Remediation Technician
IICRC Commercial Drying Specialist
Asbestos Supervisor Certification





Mike Todd
Commercial Estimator

Mike Todd is a Commercial Estimator for SERVPRO Team Brogdon, bringing over 30 years of hands-on experience in the restoration and construction industry. His extensive background as an Estimator has equipped Mike with valuable skills and knowledge that are vital in his current role. He has a deep understanding of SERVPRO's services and can effectively communicate with clients, understanding their unique restoration and cleanup needs.

In his 30 years as an Estimator, Mike has assessed damages caused by various disasters and provided accurate cost estimates to clients. His meticulous attention to detail and expertise in evaluating property damage have seamlessly translated into his current role as a Commercial Estimator. With his organizational skills honed as an Estimator, Mike effectively manages multiple client accounts and prioritizes tasks to ensure efficient operations. He leverages his comprehensive understanding of the restoration process to guide clients, providing accurate timelines and addressing any concerns with confidence.

Overall, Mike's extensive experience as an Estimator contributes to his success as a Commercial Estimator with SERVPRO, allowing him to build strong client relationships, deliver tailored solutions, and enhance customer satisfaction. His technical expertise, strong communication skills, organizational abilities, and comprehensive understanding of the restoration process have positioned him as a valuable asset to the company and allowed him to effectively serve clients in his role.



Jose Torres
Operations Manager

Jose Torres currently serves as the Operations Manager at SERVPRO Team Brogdon, bringing a total of 10 years of expertise in the construction industry. For the past four years, Jose has been an invaluable asset to the SERVPRO Team Brogdon, initially joining as a Project Manager before advancing to his current leadership role. In his role as Project Manager, he successfully managed large-scale restoration projects, ensuring they were completed efficiently and in compliance with industry standards. Prior to this, he worked as an Environmental Asbestos Supervisor, overseeing asbestos abatement and ensuring the safety and compliance of projects involving hazardous materials.

As Operations Manager, Jose is responsible for overseeing the day-to-day operations, including resource allocation, job scheduling, and ensuring quality control across all restoration projects. His extensive knowledge of environmental safety regulations, combined with his hands-on experience, allows him to lead teams effectively in executing complex restoration and abatement projects. Jose has played a crucial role in streamlining operations, improving project workflows, and maintaining high standards of service.

Jose holds multiple certifications from the Institute of Inspection, Cleaning, and Restoration Certification (IICRC), including Water Damage Restoration Technician and Advanced Structural Drying Technician. He also holds certifications in asbestos abatement and lead-related construction supervision. His commitment to professional development is demonstrated through his continued pursuit of advanced education, training, and certifications. This dedication ensures he remains at the forefront of industry advancements, allowing him to apply the latest techniques and best practices to SERVPRO's operations.

EDUCATION, TRAINING & CERTIFICATIONS

IICRC Water Damage Restoration Technician
IICRC Advanced Structural Drying Technician
IICRC Applied Microbial Remediation Technician
Lead-Related Construction Certification



Todd Lyon

Commercial Large Loss Estimator

Todd Lyon has over 17 years of experience in the restoration and construction industry. He currently serves as the Commercial Large Loss Estimator for SERVPRO Team Brogdon, where he plays a critical role in managing and estimating large-scale commercial restoration and reconstruction projects.

Todd's extensive experience has equipped him with the skills and knowledge necessary to provide accurate and detailed estimates for complex projects. His expertise in navigating large loss situations ensures efficiency, precision, and high-quality outcomes for clients.

Todd has completed numerous training and certification programs, including Xactimate 28 Training and IICRC Water Damage Restoration Technician certification. He is also certified in Asbestos Abatement through the Contractors/Supervisors 5-Day Course provided by Occupational Training International and holds a 10-Hour OSHA Construction Safety & Health certification.

Todd's comprehensive understanding of the restoration and construction industry, combined with his technical training, makes him an invaluable asset to SERVPRO Team Brogdon. His ability to handle the complexities of large commercial losses ensures that the company consistently delivers exceptional service.

EDUCATION, TRAINING & CERTIFICATIONS

Xactimate 28 Training Asbestos Abatement
Contractors/Supervisors 5-Day Course
(Occupational Training International)
IICRC Water Damage Restoration Technician
10-Hour OSHA Construction Safety & Health



Mitch Breuer

Commercial Project Manager

Mitch Breuer brings 40 years of construction management experience to his role as Commercial Project Manager at SERVPRO Team Brogdon. Throughout his extensive career, Mitch has been instrumental in the construction of thousands of ground-up residential single-family homes, multi-family residences, apartments, and custom homes. His commercial portfolio includes ground-up construction, remodels, and tenant improvements (TI) for a diverse range of projects, including storage facilities, churches, country club clubhouses and pro shops, upscale nightclubs, spay and neuter clinics, and a luxury pet resort.

Mitch's expertise extends to overseeing all onsite and offsite project activities, ensuring seamless execution from start to finish. He has successfully managed scheduling and coordination of subcontractors, underground utilities, budget oversight, customer relations, safety enforcement, quality control, and inspections, including compliance with public works and city regulations.

With his vast industry knowledge and hands-on experience, Mitch plays a crucial role in SERVPRO Team Brogdon's commercial restoration and construction operations. His ability to manage complex projects with efficiency and precision ensures that each job meets the highest standards of quality and client satisfaction.

EDUCATION, TRAINING & CERTIFICATIONS

CPR and First Aid Certified
10-Hour OSHA Certified