

Restorm Indy, LLC



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Section 1: Cover Letter

May 18, 2026

To the Evaluation Committee:

When a school district has a flooded classroom on Friday afternoon, and students are due back Monday morning, the contractor who receives that call is the difference between a building that is student-ready and one that is not. That is the work Restorm was built for, and it is the work we propose to deliver to AFI's Participating Public Agencies.

My name is Yeniferd Salgado. I am one of the owners of Restorm LLC, an Indianapolis-based general construction and restoration contractor. Restorm is built for public-use environments, schools where students need to learn through the work, municipal facilities where citizens still need access to services, and occupied residential buildings where federally-funded rehabilitation has to happen safely around the family living in the home. Across every engagement, the same operational discipline applies: scope validation up front, daily on-site supervision, weekly portfolio review, and disciplined documentation through closeout.

Restorm is well-positioned to deliver under this Master Agreement. Three commitments shape our proposal:

- Two active recurring task-order contracts: Restorm currently delivers under the City of Indianapolis Homeowner Repair Program and the Indianapolis Public Schools On-Call Trade Services Contract. Both are competitively awarded with a prequalified pool of contractors and consist of recurring task-order contracts using digital procurement platforms and ceiling unit pricing, the same operational profile as AFI's Master Agreement.
- Active federal-compliance experience: The Homeowner Repair Program is funded through HUD Community Development Block Grants and operates under Davis-Bacon labor standards, Section 3 hiring preferences, and the full federal compliance framework at 24 CFR 570. Restorm is currently delivering under that framework, a credential most regional general contractors do not hold and one that materially de-risks federally-funded Task Orders for Participating Public Agencies.
- Owner-led accountability: Restorm is led by its owners. Participating Public Agencies under this Master Agreement will work with a decision-maker directly throughout each stage, including for scope coordination, schedule questions, quality concerns, and escalations. The structural commitment behind that access is what allows Restorm to commit to the response standards detailed in this proposal.

Restorm has conducted a full review of RFP-2026-122 and the published evaluation criteria, and is prepared to meet the technical, managerial, pricing, and compliance requirements of this Master Agreement. The company has committed to maintain an active eConverge subscription for the term of the Master Agreement,

to submit monthly Contract Sales Reports to Edge Public, to pay the 0.50% Administrative Fee via ACH, and to provide performance and payment bonds at 100% of Task Order value where required.

Thank you for the opportunity to be considered. I look forward to answering any questions the evaluation committee may have, and welcome the chance to demonstrate Restorm's operational discipline through participation in this cooperative program.

Respectfully,



Yeniferd Salgado

Owner, Restorm LLC

765.607.0529

Section 2: JOC Qualifications & Experience

Section 2.1: Company Overview

Restorm is a contractor built for public-use environments. Founded in 2019 and headquartered in Indianapolis, Restorm LLC provides construction management, restoration, and reconstruction services to residential, commercial, institutional, and public-sector clients across Central Indiana and the surrounding Midwest. The same operational discipline applies across every engagement, regardless of scope size or client type: scope validation up front, daily on-site supervision, weekly portfolio review, and disciplined documentation through closeout.

Restorm is a licensed General Contractor and bonded, certified by the U.S. Environmental Protection Agency as a Lead-Safe Certified Firm, and IICRC-certified across their restoration disciplines. The company currently delivers under two active competitively-awarded recurring task-order contracts with Indianapolis-area public agencies, the City of Indianapolis Homeowner Repair Program and the Indianapolis Public Schools On-Call Trade Services Contract, both of which use digital procurement platforms, ceiling unit pricing, and a prequalified-pool delivery model parallel to AFI's JOC Master Agreement.

The company maintains in-house equipment, a skilled trades team, owner-led project oversight, 24/7 emergency response capability, and a deep network of over 30 prequalified regional subcontractor partners across MEP, roofing, masonry, concrete, drywall, painting, flooring, and glazing, sized to scale with Task Order demand and managed under Restorm's full quality control and safety oversight.

Section 2.2: Why Restorm

Restorm's public-agency portfolio is built around the kind of work AFI's Master Agreement proposes. Through the Indianapolis Public Schools On-Call Trade Services Contract, awarded in summer 2025 as 1 of 12 vendors selected from 16 proposers, Restorm delivers public works construction, repair, and maintenance for projects valued under \$300,000 across IPS facilities. The contract operates inside the Indigo procurement platform, which Restorm uses every day to receive scope requests, develop priced proposals against ceiling unit rates, and document Task Order delivery and performance, the same workflow AFI contemplates under eConverge.

Through the City of Indianapolis Homeowner Repair Program, awarded in August 2025 with a \$2 million contract ceiling through April 2027, Restorm performs CDBG-funded residential rehabilitation work under federal compliance frameworks that include Davis-Bacon prevailing wage classifications, certified payroll documentation, Section 3 hiring preferences, and HUD environmental review. Both engagements require Restorm to operate inside the specific tensions of public-agency construction work: schedules built around

occupied facilities, federal compliance documentation that has to be done right the first time, and Participating Public Agency staff who deserve a contractor that does more than meet the minimum.

The professional standards that govern Restorm's federally-compliant work, Davis-Bacon classifications, certified payroll documentation, lead-safe work practices under the EPA RRP rule, OSHA construction safety standards, and IICRC industry standards across water damage, mold remediation, and fire and smoke restoration, are the same standards that govern federally-funded Task Orders a Participating Public Agency may bring under this Master Agreement. For an agency facing a federally funded renovation, an emergency response under FEMA Public Assistance, or any Task Order tied to a federal grant stream, Restorm does not need to learn the outlined compliance discipline, because it is already in practice.

Restorm operates from Indianapolis with active capacity across Midwest markets. Owner-led project oversight, in-house equipment, a skilled trades team, and 24/7 emergency response infrastructure are matched by a deep network of over 30 prequalified regional subcontractor partners across MEP, roofing, masonry, concrete, drywall, painting, flooring, and glazing, sized to scale with Task Order volume and managed under Restorm's full quality control and safety oversight. For Participating Public Agencies in Restorm's service region, this means access to a partner already operating with the staffing infrastructure, subcontractor depth, and procurement-platform fluency the Master Agreement requires.

Restorm is led by its owners, Yeniferd and Mario Salgado, who provide direct oversight of every Master Agreement Task Order. Participating Public Agency staff submitting scope requests, raising quality concerns, or escalating issues will reach a decision-maker with full authority to act, ensuring responsive communication, accountability for outcomes, and continuity of service across the contract term.

Section 2.3: Infinite-Delivery Experience Similar to JOC

Restorm currently operates two active competitively-awarded, prequalified-pool, recurring task-order contracts with Indianapolis-area public agencies. Both contracts are functionally equivalent to Job Order Contracting under the AFI Master Agreement: each was awarded through formal RFP-based competitive procurement; each prequalifies a pool of contractors; each issues individual Task Orders with defined scopes through a digital procurement platform; and each operates under unit or ceiling pricing established at the time of contract award. Together, these contracts demonstrate that Restorm is already delivering JOC-equivalent work at scale under federal and state compliance frameworks parallel to those required by AFI.

City of Indianapolis – Homeowner Repair Program

The City of Indianapolis Department of Metropolitan Development (DMD) administers the Homeowner Repair Program to keep low- and moderate-income Indianapolis residents in safe, healthy, code-compliant housing. The work happens in occupied homes: kitchens where families cook every day, bathrooms in active use,

bedrooms where children sleep, and it has to occur without disrupting the daily life of the household living through the renovation. Roof replacements that have to be weatherproofed before forecast rain. Furnace replacements that cannot leave a family without heat in February. Lead-based paint stabilization in homes with young children. Plumbing repairs in bathrooms with no backup. Each project is its own small operation, and DMD needs contractors who can run that operation cleanly, on schedule, and inside a federal compliance framework that has zero room for shortcuts.

In August 2025, following a competitive qualification process, DMD awarded Restorm a Professional Services Agreement to participate as a contractor in the HRP program. The contract carries a \$2 million ceiling and runs through April 2027, with scope spanning general contracting, plumbing, electrical, HVAC, roofing, radon testing and mitigation, mold remediation, lead-based paint testing and removal, and asbestos removal.

Since being placed in the program, Restorm has actively delivered residential rehabilitation work for HRP, coordinating with homeowners on access and scheduling, performing scope under federal compliance discipline, working alongside DMD's Code Enforcement inspectors on permit walks, and closing projects out within DMD's approval workflow. Because HRP is funded through HUD Community Development Block Grants, the work operates inside the full federal compliance framework: Davis-Bacon prevailing wage classifications and certified payroll on every project, Section 3 hiring preferences for low- and very-low-income workers, HUD environmental review, lead-safe work practices under the EPA RRP rule, and the civil rights and accessibility requirements that follow federal funding. Each of those disciplines is a separate operational system that Restorm has built and faithfully maintained.

That experience matters for the AFI project. When a Participating Public Agency brings a Task Order with federal funding behind it, FEMA Public Assistance after a disaster, HUD CDBG-funded community work, EPA-funded environmental remediation, or any other federal grant stream, the compliance overhead does not have to be built from scratch. Restorm is operating under that framework today and will operate under it again on Day 1 of any federally-funded Task Order under this Master Agreement.

Restorm has completed more than 45 work orders to date. Scopes performed include roofing, plumbing, HVAC, electrical, mitigation, mold remediation, drywall, carpentry, lead-related work, and residential rehabilitation. Restorm self-performs mitigation, general trades, drywall, carpentry, and portions of reconstruction work, while specialized trades are completed through qualified subcontractor partners as needed.

Indianapolis Public Schools — On-Call Trade Services

Indianapolis Public Schools (IPS) serves more than 21,000 students across Marion County, operating one of Indiana's largest portfolios of school facilities, including academic buildings, athletic facilities, administrative offices, and support structures spread across dozens of campuses. Keeping that footprint operational is a

year-round challenge of small-to-mid-sized projects: roof repairs that have to be completed before rain, classroom renovations that have to be done before students return from break, mechanical fixes that affect whether a building can be used Monday morning.

In summer 2025, IPS sought a roster of qualified contractors who could absorb that work and deliver it under structured pricing, transparent task tracking, and accountable performance. After a competitive process that drew 16 proposers, the district awarded a place on its on-call contractor roster to 12 firms. Restorm was among them.

Earning that position required Restorm to demonstrate the licensing, bonding, insurance, safety record, references, and operational discipline IPS expects from its on-call partners. It also required Restorm to commit to working inside the chosen procurement platform, submitting priced quotes against ceiling unit rates, accepting Task Order awards, executing under structured timelines, and operating under continuous vendor performance evaluation.

The discipline this contract requires, quote turnaround under ceiling-rate constraints, scope and schedule accountability inside a digital procurement platform, and the agency-relationship rhythm of an Indiana public school district, is the discipline Restorm has built and maintains in active readiness for all partners.

Section 2.4: Licenses and Certifications

Restorm holds the following licenses and certifications relevant to Workstream 1:

- IICRC Certifications
- EPA Lead-Safe Certified Firm
- General Contractor License
- OSHA Compliance and Safety Training
- Asbestos and Lead-Related Project Experience through qualified partners
- Fully insured and bonded

Restorm confirms the ability to obtain general contractor licensure in additional jurisdictions where Participating Public Agencies are located within their proposed regional service area, within the timeframes typically required by Task Order award.

Section 3: Technical Approach & Methodology

Section 3.1: JOC Program Management

Restorm's approach to managing a high-volume JOC program is built on three operational commitments: disciplined intake, documented execution, and accountable closeout. These are applied consistently across every Task Order, regardless of scope size or trade composition. The framework is specifically crafted for public-use environments, where work happens in or around occupied facilities, and details and quality matter.

Task Order Intake & Scope Validation

Upon receipt of a Task Order request through eConverge, the Restorm Program Manager acknowledges receipt within 24 business hours, conducts a constructability review of the agency-provided scope, and initiates a Joint Scope Walk on site where the project profile warrants in-person verification. Scope ambiguities are documented through formal Requests for Information (RFIs) and resolved with the agency representative before project estimating begins.

Job Order Development

Restorm prepares a detailed scope of work in collaboration with the agency representative and develops a line-item estimate within eConverge using the TruPriceData™ Unit Price Book and applicable Metro Area Multipliers. Non-pre-priced items are documented with verifiable supplier quotations, invoices, published pricing, and/or documented labor rates. The priced proposal is submitted for agency review with a target turnaround of 5–10 business days from intake to delivered estimate, depending on scope complexity.

Execution

Following Notice to Proceed, a formal Pre-Construction Kickoff is held with field leadership, agency representatives, and key subcontractors. The critical work schedule is established, long-lead materials are confirmed and ordered, the project-specific Quality Control Plan and site-specific Safety Plan are issued, and daily on-site supervision is mobilized. Three-phase quality control inspections begin with the first definable piece of work.

Quality Control

Restorm operates a tiered quality control program built for high-volume Task Order delivery in public-use environments. Quality control is crucial and implemented at every phase of the Task Order lifecycle, from intake through the warranty period. The Quality Control program is structured around four operating layers:

- **Pre-Task Order Quality Controls**

Before any work begins, Restorm validates project scope through a constructability review, confirms specifications and material standards with the agency, verifies subcontractor and supplier qualifications, and develops a project-specific quality plan identifying required inspection checkpoints, submittal requirements, and acceptance criteria. For Task Orders performed under federal funding sources, the pre-Task Order phase also confirms applicable Davis-Bacon classifications, Section 3 hiring obligations, and environmental review status. These are disciplines Restorm currently practices under the City of Indianapolis HRP.

- **Daily Field-Level Quality Controls**

A Site Superintendent is assigned to each Task Order and is responsible for daily field operations, on-site supervision of self-perform crews and subcontractors, daily safety briefings, and progress documentation. Field-level controls include daily site walks to review the ongoing work against the project quality plan, immediate correction of non-conforming work, photographic documentation of progress and concealed conditions, and verification of installed materials against approved submittals.

- **Project-Level Quality Controls**

Each Task Order is assigned a Project Manager who maintains weekly quality reviews, conducts milestone inspection checkpoints (rough-in, pre-cover, substantial completion), coordinates third-party inspections required by code or specification, manages submittal and shop drawing review, and documents quality outcomes within the eConverge platform. The Project Manager is the primary point of accountability for adhering to the scope, schedule integrity, and agency communication on the Task Order.

- **Program-Level Quality Controls**

The Program/Contract Manager conducts portfolio-wide reviews of all active Task Orders on a weekly cadence, revealing schedule, scope, and quality risks early in the process; tracking subcontractor performance trends across Task Orders; and ensuring consistent application of Restorm's standard operating procedures across the project portfolio. The Program Manager also serves as the escalation point for any agency concerns, with a documented response standard of acknowledgment within 24 hours and a resolution plan within five business days.

Step-by-Step Task Order Quality Control

Every Task Order begins with a pre-construction kickoff that brings field leadership, agency representatives, and key subcontractors to the table to align on scope, schedule, safety, and quality expectations before any work starts. From that kickoff, Restorm develops a critical path schedule with milestone inspection checkpoints reviewed weekly throughout production, and confirms vendor material lead times before

mobilization so that schedule commitments rest on verified supply timing rather than assumptions. Where material substitutions become necessary, requests are documented and submitted for agency approval per the requirements of the Master Agreement.

Submittals and shop drawings are reviewed against approved specifications before materials are ordered, eliminating the rework cost of discovering a specification conflict on site. For specialty trades like flooring systems, roofing, MEP rough-in, lead-safe work practices, and any other scope where the first installation sets the tone for the rest, Restorm holds pre-installation meetings with the relevant subcontractor and, where appropriate, the agency representative, to walk through the scope, the spec, the sequence, and the quality expectations one final time before production begins.

Once work is in motion, a designated Site Superintendent provides daily on-site supervision, with photographic documentation of progress, concealed conditions, and material installation retained within eConverge for the duration of the project. Subcontractor scope is held to the same prequalification, oversight, and quality standards as Restorm self-performed work, and Restorm retains full responsibility for any subcontracted scope per the Master Agreement, and subcontractor work moves through the same three-phase inspection cycle described in Section 3.1. Milestone inspection checkpoints, hold points, and third-party testing required by code, specification, or agency request are honored as the work progresses; production does not advance past a hold point until the agency representative has cleared it.

Task Orders close out with punch list resolution and a formal substantial completion walkthrough with the agency representative, followed by a one-year correction-period warranty on all Task Order work and assignment of manufacturer's warranties to the agency at substantial completion. After closeout, Restorm follows up with a post-completion satisfaction confirmation and requests a Procured review from the agency, both because feedback sharpens our practice and because transparent performance evidence is part of how cooperative JOC programs build trust over time.

Continuous Improvement & Lessons Learned

Restorm conducts internal post-Task Order reviews to identify recurring quality issues, subcontractor performance trends, and process improvements. Findings are incorporated into updated standard operating procedures and pre-construction kickoff materials, ensuring that quality lessons learned on one Task Order translate into improved performance across the portfolio. This continuous improvement discipline has been refined through Restorm's active delivery under the IPS On-Call Trade Services Contract and the City of Indianapolis Homeowner Repair Program, where consistent quality outcomes across multiple simultaneous Task Orders are a core operational requirement.

Public-Use Environment Standards

Restorm understands that work in school facilities, occupied residential rehabilitation, municipal buildings, and other public-use settings requires heightened sensitivity beyond standard construction quality. Their standard practice includes dust and noise containment to protect adjacent active spaces, after-hours and weekend scheduling where required to minimize agency operational disruption, daily site cleanliness and securing protocols, identification badging for personnel where required by the agency, background-check verification for personnel performing work in environments with student or vulnerable-population contact, and clear protocols for any incident reporting or facility access changes.

Scheduling and Coordination

Public-use environments require heightened sensitivity to occupancy, safety, and operational continuity. Restorm's standard practice includes pre-construction coordination with agency facilities staff or homeowner-occupants, phased work sequencing aligned to agency calendars, after-hours and weekend scheduling where required, dust and noise containment to protect adjacent active spaces, and clear daily site access protocols. Where work is performed under Other Than Normal Hours (Monday–Friday before 7:00 a.m. or after 5:00 p.m., or weekends and federal holidays), the corresponding Other Than Normal Hours Coefficient will apply.

Closeout

Punch list resolution, agency acceptance, as-built documentation, manufacturer warranty handoff, and final reporting are completed within eConverge to maintain a complete audit trail for each Task Order. A one-year correction period applies from the Substantial Completion date on all Task Order work, with manufacturer warranties assigned to the agency at Substantial Completion.

This program management framework is the same approach Restorm applies to its existing recurring task-order work, including the IPS On-Call Trade Services Contract and the City of Indianapolis HRP.

Section 3.2: Unit Price Book (UPB)

For work covered by the TruPriceData Unit Price Book (UPB), Restorm will apply the UPB line item values multiplied by their awarded Coefficient(s) for the applicable category and time-of-work. For work not covered by the UPB, Restorm will identify the closest comparable task within the UPB where one reasonably exists. Where no comparable task exists, Restorm will document the direct cost using verifiable supplier quotations, invoices, published pricing, or documented labor rates and apply their approved Non-Pre-Priced Cost Item markup.

All non-pre-priced items will be submitted through eConverge as part of the Task Order estimate and will be subject to participating agency review and approval prior to inclusion in the Task Order.

Section 3.3: Technology & Software - eConverge Platform

Restorm acknowledges that eConverge is the required estimating and program management platform for all Task Order pricing under this Master Agreement, and that TruPriceData is the basis for all line-item pricing.

Restorm is well-positioned to onboard rapidly with these platforms. Restorm prepares quotes against ceiling unit pricing, manages Task Order workflow, and submits performance documentation through Indigo's platform on an ongoing basis.

Specifically, Restorm commits to:

- Maintain an active eConverge subscription throughout the term of the Master Agreement and any renewals.
- Complete the eConverge platform onboarding and training program for Restorm designated Estimator(s) and Program/Contract Manager before first Task Order issuance.
- Prepare all Task Order proposals as detailed, line-item estimates within eConverge, applying the TruPriceData Unit Price Book with appropriate Metro Area Multipliers for the Task Order locality.
- Document all non-pre-priced cost items with verifiable supplier quotations, invoices, published pricing, or labor rates, and apply Restorm's approved non-pre-priced markup as established in the contract.
- Use eConverge as the system of record for Task Order status, documentation, and agency reporting across the project lifecycle.

Reporting & Compliance

Restorm acknowledges and accepts the reporting, compliance, and cooperative program support requirements set forth in the RFP and the resulting Master Agreement. This includes the eConverge platform subscription, monthly Contract Sales Reporting and Administrative Fee payment to Edge Public, recordkeeping and audit cooperation rights, Civic Marketplace engagement, insurance and bonding requirements, and full compliance with applicable federal, state, and local laws, including Davis-Bacon prevailing wage requirements, OSHA safety standards, environmental regulations, and applicable building codes. Restorm currently delivers federally-compliant work under the Davis-Bacon Act, certified payroll documentation, Section 3 hiring preferences, and HUD environmental review through active participation in the City of Indianapolis Homeowner Repair Program. The reporting and compliance frameworks contemplated by this Master Agreement are operational disciplines Restorm already practices and can apply to AFI Task Orders without a learning curve.

Section 3.4: Subcontractor Management

Restorm maintains qualified relationships with over 30 regional subcontractors across MEP, specialty trades, roofing, masonry, and athletic flooring. Their subcontractor management program includes:

- Prequalification (license, insurance, safety record, and references)
- Prevailing-wage and Davis-Bacon compliance verification where applicable, including certified payroll requirements
- Weekly progress and safety reviews
- Documented quality control on subcontractor scope
- Prioritization of small business and locally-owned subcontractor participation consistent with applicable agency goals and applicable state and local procurement requirements

Restorm currently maintains relationships with an estimated network of 30+ active subcontractors and specialty trade partners across Indiana and surrounding markets, in addition to strategic industry partnerships and vendor support relationships, including collaboration access through CORE and related restoration industry resources.

Restorm's network includes qualified partners across HVAC, plumbing, electrical, roofing, asbestos abatement, lead-related work, flooring, masonry, environmental services, drywall, painting, insulation, concrete, framing, glazing, demolition, emergency mitigation, mechanical trades, finish carpentry, and specialty construction services.

Restorm maintains ongoing relationships with its subcontractors and can provide additional subcontractor roster information, certifications, insurance documentation, and trade-specific qualifications as requested.

Section 4: Key Personnel & Project Management

Section 4.1: Organizational Chart

Name	Title
Yeniferd Salgado	President / Executive Oversight / Agency Relations
Mario Salgado	Lead Estimator
Archie Mercer	Estimating Team Support
Adam Hensley	Operations Management / Project Coordination
Jamie Austin Dugle	Project Manager / Compliance & Client Coordination
Leonel Uzcategui S.	Reconstruction Superintendent / Field Operations
Steven Albea	Mitigation Superintendent
Maria Salgado	Mitigation & Field Support
Michelle Lozano	Financial Administration / Reporting Support

Section 4.2: Key Personnel

Restorm's JOC program will be structured to provide clear executive accountability, dedicated agency relationship management, project-level execution, estimating depth, and field-level supervision. The reporting structure for this Master Agreement is outlined below.

Name	Title
Yeniferd Salgado	Project / Contract Manager
Jamie Austin Dugle	Project Manager
Mario Salgado	Estimator
Archie Mercer	Estimator Support
Leonel Uzcategui S.	Site Superintendent
Steven Albea	Site Superintendent / Mitigation Operations

Full resumes for each named individual are provided below.

Section 4.3: Resumes - Key Personnel

Yenifer Salgado, Project / Contract Manager

Employment History

Restorm LLC	Founder & Owner	2019 - Present
R-Plus Solutions LLC	Co-Founder & Owner	2020 - Present

Jamie Austin Dugle, Project Manager

Education

Midwest Technical Institute	Welding in MIG/TIG	2019
Kaplan Financial	Finances & Business	2019

Employment History

Restorm LLC	Project Manager	2024 - Present
DryMedic Restoration	Water Technician 2 / Sales	2022 - 2024
Puroclean Restoration	Marketing Representative	2022 - 2023
State Farm	Sales Associate	2019 - 2022

Mario Salgado, Estimator

Education and Certifications

Place	Degree	Year
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Employment History

Place	Title	Month Yr - Month Yr
Place	Title	Month Yr - Month Yr

Archie Mercer, Estimator Support

Employment History

Restorm LLC	Estimating & Operations Support	Present
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Leonel Uzcategui S., Site Superintendent

Education and Certifications

SafeCru Academy	Initial Lead Abatement Supervisor Training Course
IIRC	Water Damage Restoration Certificate
Venezuela	Law Degree

Employment History

Restorm LLC	Construction Pro Manager	2021 - Present
Contractor	Reconstruction	2020 - Present

Steven Albea, Site Superintendent / Mitigation Operations

Employment History

Restorm LLC	Mitigation Superintendent
Kustom US	Restoration Operations

Section 4.4: Staff Retention & Continuity

Restorm operates a deliberate workforce model designed to ensure consistent, qualified staffing across the full Task Order portfolio. Personnel continuity is achieved through three key strategies.

1) Retention-first staffing strategy

Restorm invests in long-tenure trades and management personnel through competitive compensation, ongoing credentialing support (OSHA, EPA RRP, IICRC, and trade-specific certifications), and a project mix that keeps skilled workers engaged year-round across general construction, restoration, and emergency response work. Key personnel, including the Owner, President, Project Managers, and Site Superintendents named in this proposal, are full-time Restorm employees with multi-year tenure, not contract or temporary placements.

2) Capacity-sized to demand

Restorm continuously forecasts staffing needs against active and anticipated Task Order volume across all contracts, including the IPS On-Call Trade Services Contract, the City of Indianapolis Homeowner Repair Program, and projected AFI Master Agreement activity. When forecast volume warrants, Restorm hires ahead

of demand rather than reactively, drawing on an established pipeline of trade and management candidates developed through local industry relationships, apprenticeship programs, and direct sourcing. Subcontractor capacity is similarly maintained through Restorm prequalified network, ensuring trade coverage scales with Task Order volume without compromising quality control.

3) Continuity infrastructure

Restorm maintains documented standard operating procedures, internal cross-training across project management roles, and centralized project documentation within the eConverge platform. These systems ensure that any personnel transition, whether planned or unplanned, does not disrupt Task Order execution, schedule adherence, or agency communication. In the event of a key personnel change, Restorm provides timely notification to AFI and the affected Participating Public Agency, identifies a qualified successor from internal staff or their active candidate pipeline, and ensures continuity of project leadership without delay to active work.

Section 5: References & Past Performance

Beyond the IPS and HRP contracts included under the JOC Qualifications and Experience section, Restorm's portfolio reflects the breadth of work that AFI's Master Agreement encompasses, including institutional, commercial, residential, and emergency response, across Indiana and the broader Midwest. The engagements below illustrate the range of clients, scopes, and operational settings Restorm delivers in.

Client Name	Email Address or Phone Number	Project Scope
City of Indianapolis – Homeowner Repair Program	indyhomerepair@indy.gov	Federally funded residential rehabilitation, roofing, plumbing, HVAC, drywall, lead-safe compliance, and general reconstruction work in occupied homes.
Indianapolis Public Schools (IPS)	moralesr@myips.org	On-call public-sector repair and maintenance services, task-order project delivery, and multi-trade facility repairs.
Culvey Group	276-971-7247	Remediation and water mitigation.
Sleepy Hollow	317-413-8791	Roofing services and tree impact damage and restoration work.
Darrell Bailey	dbailey907@icloud.com	Reconstruction and remodeling work.
Ken Nalbone	kenelbow@gmail.com	New construction and remodeling projects

CAPABILITY STATEMENT – RESTORM

COMPANY OVERVIEW

Restorm LLC is a full-service restoration, remediation, and reconstruction firm providing emergency response and planned recovery services for government agencies, universities, and commercial clients. We specialize in complex, time-sensitive projects requiring strict safety, compliance, and coordination standards, including work performed under Time & Materials (T&M) and disaster recovery programs.

Restorm is registered and active in federal and local procurement systems, including FEMA-related response frameworks, and operates with in-house crews, equipment, and project management.

CORE COMPETENCIES

- Emergency Response & Disaster Recovery
- Water, Fire, Smoke, and Mold Remediation
- Environmental & Selective Demolition
- Structural Drying & Dehumidification
- Reconstruction & Capital Repairs
- Program Support for T&M and Public Sector Contracts

DIFFERENTIATORS

- 24/7 emergency response with self-perform crews
- Proven experience in institutional and university environments
- “Single-point accountability from mitigation through reconstruction, reducing handoff risk and schedule delays.
- Strong compliance with OSHA, environmental, and public-sector standards
- MBE-certified firm supporting supplier diversity goals

PAST PERFORMANCE (SELECTED)

- JCPenney Distribution Facility (IL): Large-scale water loss mitigation, structural drying, and antimicrobial treatment.
- University Facilities (Multiple): Demolition, remediation, and reconstruction support in active educational environments.

- Louisiana School System (LA): Oversight and execution of interior demolition and restoration following water damage, ensuring compliance with public safety and environmental guidelines.
- Commercial & Government Programs: Ongoing T&M-based restoration and remediation services supporting municipalities and public agencies.

(References available upon request)

NAICS CODES

- 562910 – Environmental Remediation Services
- 236220 – Commercial and Institutional Building Construction
- 238990 – Specialty Trade Contractors
- 561790 – Other Services to Buildings and Dwellings

CERTIFICATIONS & REGISTRATIONS

- Minority Business Enterprise (MBE)
- IICRC Certified Firm
- EPA Lead-Safe Certified
- SAM.gov Registered | Active UEI
- FEMA-aligned disaster response experience

March 9th, 2026

To whom it may concern,

I am pleased to provide this letter of reference in support of Restorm LLC. Restorm has worked directly with us on multiple occasions at Southdale Tower Apartments, providing services including mitigation, demolition, and reconstruction.

Throughout each project, their team has consistently demonstrated a high level of professionalism, technical expertise, reliability, and accountability.

Their ability to respond promptly to emergency situations, coordinate effectively with our property management team and on-site staff, and complete work efficiently has been instrumental in minimizing disruptions to our operations and residents.

Communication has always been clear, timely, and consistent, and the quality of their work has met or exceeded our expectations on every project. Based on our continued experience working with Restorm LLC, I can confidently recommend them as a trusted and capable restoration contractor within the property management industry.

Sincerely,

Christy York

(765)520-9631

christy.york@rhf.org

Signed by:
Christy York
4548C9FD2C7E4D3

Southdale Tower Apartments

January 22nd, 2026

To whom it may concern,

I am pleased to provide this letter of reference in support of Restorm LLC.

Restorm has worked directly with us on multiple occasions at North Harrison Senior Living, providing services including mitigation, demolition, and reconstruction.

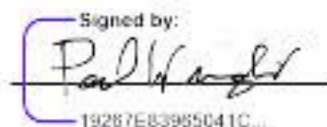
Throughout each project, their team has consistently demonstrated a high level of professionalism, technical expertise, reliability, and accountability.

Their ability to respond promptly to emergency situations, coordinate effectively with our property management team and on-site staff, and complete work efficiently has been instrumental in minimizing disruptions to our operations and residents. Communication has always been clear, timely, and consistent, and the quality of their work has met or exceeded our expectations on every project.

Based on our continued experience working with Restorm LLC, I can confidently recommend them as a trusted and capable restoration contractor within the property management industry.

Sincerely,

Paul Wright

Signed by:

19287E83985041C...

CRG Residential Project Manager

pwright@crgresidential.com

(317) 903-0888

North Harrison Senior Living

January 19th, 2026

To whom it may concern,

I am pleased to provide this letter of reference in support of Restorm LLC.

Restorm has worked directly with us on multiple occasions at Charter Senior Living – Gateway Park, providing services including mitigation, demolition, and reconstruction. Throughout each project, their team has consistently demonstrated a high level of professionalism, technical expertise, reliability, and accountability.

Their ability to respond promptly to emergency situations, coordinate effectively with our property management team and on-site staff, and complete work efficiently has been instrumental in minimizing disruptions to our operations and residents. Communication has always been clear, timely, and consistent, and the quality of their work has met or exceeded our expectations on every project.

Based on our continued experience working with Restorm LLC, I can confidently recommend them as a trusted and capable restoration contractor within the property management industry.

Sincerely,

Brandon Butler

Signed by:

Brandon Butler

0088F00A7DEC4B5

Environmental Services Director

Charter Senior Living – Gateway Park

ESD@charterofgatewaypark.com



Restorm Indy, LLC

317-995-6696

company@restormindy.com

RestormIndy.com