TYGART MEDIA • OPERATIONAL FIELD REFERENCE

Specialty Restoration Bench Quick Card: Subcontractor Infrastructure & Activation

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Update history: tygartmedia.com/specialty-restoration-bench-vetting/

DIRECT OPERATIONAL PRINCIPLE: THE SPECIALTY BENCH IS INFRASTRUCTURE, NOT A VENDOR LIST

A vendor list is a bulletin board roster. The specialty restoration bench is a working operational infrastructure: **pre-qualified, pre-contracted, and operationally rehearsed specialist partners** across four distinct technical categories, backed by internal systems to activate them at 2 a.m., manage dual documentation on site, and bill accurately afterward. The restoration company serves as the single facility relationship and site coordinator of a national-grade network.

1. THE FOUR SPECIALTY CATEGORIES & BENCH MAPPING

Specialty Category	Volume & Margin	Core Technical Capability & Equipment	Named Industry Leaders	Key Gate / Mandate
1. Document & Records	MOST FREQUENT Standard Margin	Vacuum freeze-dry chambers, molecular sieves, desiccant drying, negative-pressure chambers, Thermaline® bound-volume drying, refrigerated transport trailers.	BELFOR, Polygon, Document Reprocessors, regional archival firms.	24-hr freeze-dry capacity, chain of custody, HIPAA BAA, law confidentiality.
2. Electronics & Data	2ND FREQUENT High Technical	Ultrasonic cleaning (deionized water + pH-neutral detergents), HEPA negative-air scrubbing, desiccant chambers, forensic cleanrooms, OEM recertification.	BELFOR Electronics, Prism Specialties, CRDN, Cotton GDS; Data: DriveSavers, Ontrack.	OEM authorized status (Dell/HP/Cisco/IBM), SOC 2 Type II, NAID AAA.
3. Medical & Laboratory	LOWER VOL High-Value / High-Reg	Clinical engineering, biomedical depot repair, OEM test stations, calibrated test diagnostics, imaging system recertification, containment protocols.	Agiliti, BMES, GE HealthCare, Philips, Siemens Healthineers, Elite Biomed, BELFOR Health.	ISO 13485:2016, ICRA 2.0 credentialing, hospital biomed co-responder agreement.
4. Fine Art & Collections	LOWEST VOL Max Reputational	Media-specific conservation (paintings, paper, sculpture, textiles), climate crating (Atelier 4, ICEFAT), 24-hr hotline dispatch, stabilized interim vaults.	AIC-CERT (202-661-8068), FAIC Responders, B.R. Howard, Fine Arts Conservancy, ACC.	AIC professional membership, fine art insurance endorsement, conservator-led triage.

Portfolio-to-Bench Depth Strategy

ALIGNMENT

The bench does not need to be equally deep in all four categories. Match depth to regional account portfolio:

- **Healthcare-Dense Markets:** Deepest bench in Medical & Clinical Engineering (ISO 13485, ICRA 2.0, biomed director pre-loss alignment).
- **Legal & Financial Districts:** Document recovery takes priority (Thermaline® freeze-drying, law confidentiality, rapid refrigerated trailers).
- **Cultural & University Districts:** Deepest in Fine Art & Archival Records (AIC-CERT integration, AIC-credentialed media specialists).
- **Bench Sizing Rule: 2 specialists** per category is the floor; **3** is comfortable; **4** is hard to maintain actively.

Commercial Loss Multi-Category Reality

FIELD REALITY

Every major commercial disaster crosses neat category boundaries. The facility demands one call, not four:

- **Hospital Water Event:** Touches Medical Equipment (patient monitors/beds) + Documents (paper charts/HIPAA records) + Electronics (servers).
- **Law Firm Fire:** Touches Document Recovery (case files/originals) + Electronics (IT systems) + Fine Art (office collections).
- **Museum / Archive Pipe Break:** Touches Fine Art Conservation + Rare Documents + Mission-Critical Environmental Controls.
- **Corporate Office Flood:** Touches Electronics & Data Infrastructure + Records + Executive Office Collections.

CRITICAL BOUNDARY: WHAT THE BENCH DOES NOT DO

The restoration company **coordinates; it does not perform specialty work**. Never blur the line by claiming in-house specialty capability or displacing specialist technical decision-making. The coordinator owns environmental containment, security, and facility relationships while specialists own technical execution.

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2. ACTIVATION PROTOCOL: HOW THE BENCH WORKS ON THE NIGHT OF A LOSS (2 A.M. SEQUENCE)

Operational Phase	Action Items & Protocols	Key Operational Handoffs & Gates
Hour 0 – Hour 1 DISPATCH & TRIAGE	• Restoration company dispatched to commercial facility. • On-site lead identifies loss category and probable specialty involvement. • Facility emergency contacts notified; obtain signed Authority-to-Commence. • Initial scoping briefing called into restoration operations center.	**Initial Scoping Call:** Confirm facility type, affected zones, utility status, and whether water/smoke is actively contacting specialty assets.
Hour 1 – Hour 3 PRIMARY ACTIVATION	• Specialty categories confirmed through detailed initial walk-through. • Operations center activates primary specialist from vetted bench roster. • Transmit loss location, asset volume, access logistics, and site mandates. • Specialist provides firm ETA commitment. If primary fails window, alert secondary.	**Site Mandates Transmitted:** ICRA level for healthcare, HIPAA BAA status, security clearances, cleanroom gowning, or loading dock heights.
Hour 3 – Hour 12 ON-SITE TRIAGE	• Primary specialist arrives on site. • Restoration company assigns dedicated On-Site Coordinator to manage interface. • Engage in-facility technical leadership immediately (Biomed, IT, Curator). • Initiate dual documentation: general mitigation vs. specialty forensic logs.	**Technical Alignment:** In-facility leadership (Biomed/IT) participates in stabilization decisions before containment or power drops.
Hour 12 – Day 3 STABILIZATION	• Specialty stabilization proceeds under controlled environmental conditions. • Restoration lead maintains negative air, dehumidification, and physical security. • Specialist executes initial field decontamination, sorting, or packing. • Reconcile dual documentation streams daily and distribute to adjuster.	**Daily Reconciliation:** Adjuster receives unified daily packet: moisture logs + specialty triage sheets + chain-of-custody forms.
Day 3 Onward EXTENDED RECOVERY	• Scope of loss fully developed; transition from emergency stabilization. • Off-site processing: vacuum freeze-drying, depot repair, OEM recertification, conservation treatment, or cleanroom data recovery. • Restoration company maintains relationship ownership and master invoicing.	**Invoicing Workflow:** Invoices execute per Master Subcontractor Agreement payment terms (pass-through, direct-bill, or markup).

3. DEFENSIBLE SPECIALTY PRICING MODELS

Pricing Model	Operational Flow & Fee Structure	Industry Context & Best Application
1. Pass-Through with Coordination Fee	Specialist bills restoration company at standard commercial rate; restoration company bills carrier/facility at same rate plus **10–15% coordination fee**.	**Carrier Default:** Simplest audit trail, transparent documentation, accepted by virtually all commercial insurance adjusters.
2. Direct-Bill to Carrier	Specialist bills carrier directly on separate commercial invoice. Restoration company bills a separate coordination fee to carrier or facility.	**Mandatory for Certain Sectors:** Standard for Fine Art Conservators and major OEM recertifications (GE, Philips, Siemens).
3. Markup and Prime-Bill	Specialist bills restoration company at negotiated subcontractor wholesale rate; restoration company bills carrier at list commercial rate and retains margin.	**Scrutinized by Carriers:** Fully legal and common, but requires airtight transparent audit-trail documentation to avoid payment disputes.

Vetting Workflow (90–180 Day Build) EXECUTION

1. **Identify Candidates:** Directories (RIA, AIC, ISSA, AHA), peer referrals, carrier lists. Target 5–8 specialists total.
2. **Request Documentation:** W-9, COI, licenses, OSHA 300 logs, capacity specs, recent references.
3. **Conduct Operational Interview:** 60-min deep dive with *operational lead* (not sales) on 2 a.m. response, capacity, and chain-of-custody.
4. **Execute Master Subcontractor Agreement:** Scope, indemnification, insurance, confidentiality, payment terms.
5. **Conduct Tabletop Dry-Run:** Simulated 2 a.m. commercial disaster to reveal protocol gaps.

Ongoing Maintenance Cadence GOVERNANCE

Bench relationships decay when unexercised. Maintain active readiness:

- **Quarterly Operational Check-ins:** 15-min call with operational leader to confirm active roster contacts and capacity.
- **Annual Insurance Verification:** Track COI renewals, policy limits, and specific endorsements.
- **Annual Master Agreement Review:** Update negotiated rate schedules and mutual-aid clauses.
- **After-Action Reviews:** Capture post-event lessons and update site operational runbooks.