

**NEW HANOVER COUNTY  
REQUEST FOR PROPOSALS  
DISASTER RECOVERY SERVICES**

**RFP # 19-0209**

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**COUNTY COMMISSIONERS**

**WOODY WHITE, CHAIRMAN  
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Section 1 – Advertisement

**NEW HANOVER COUNTY  
REQUEST FOR PROPOSALS  
DISASTER RECOVERY SERVICES  
RFP # 19-0209**

Sealed proposal addressed to Lena Butler, Purchasing Supervisor, 230 Government Center Drive, Suite 165, Wilmington, NC 28403 and marked “**RFP # 19-0209 DISASTER RECOVERY SERVICES**” will be accepted until **5:00 P.M. EST, Monday, October 22, 2018.**

The purpose of this RFP is for New Hanover County to acquire disaster recovery management services. The selected Proposer, working closely with New Hanover County staff, will assist in strategic planning, program/project development, and financial and grants management of federal and state disaster recovery programs related to Hurricane Florence and future declared disasters that occur during the contract period, if any.

Instructions for submitting bids and complete requirements and information may be obtained by visiting the County’s website at <https://www.nhcgov.com/business-nhc/bids>.

New Hanover County reserves the right to accept or reject any or all Proposals and to make the Award which will be in the best interest of the County.

Lena L. Butler, Purchasing Supervisor  
New Hanover County  
(910) 798-7190

Released: Monday, October 8, 2018

## Section 2 – Instructions and General Conditions

### 2.1 – Schedule

RFP Process	Date	Time
RFP Issued	October 8, 2018	12:00pm
Proposer’s Written Questions Due	October 12, 2018	5:00pm
County Responses to Proposer’s Questions	October 17, 2018	5:00pm
RFP Due Date	October 22, 2018	5:00pm
Interviews (if needed)	October 29-30, 2018	TBD
Contract Award	November 2, 2018	

### 2.2 – Preparation of Proposal

Proposers are instructed to submit one (1) original and one (1) electronic copy on CD or USB. Please do not submit a protected electronic copy which can’t be copied. The electronic copy allows the information to be copied and distributed among the evaluation team.

The proposal shall be submitted by **5:00 PM Monday, October 22, 2018** to:

Lena L. Butler, Purchasing Supervisor  
New Hanover County  
230 Government Center Drive, Suite 165  
Wilmington, NC 28403

Proposals should be clearly marked **“RFP # 19-0209– DISASTER RECOVERY SERVICES.”**

All prices and notations shall be written in ink or typed. Changes or corrections made in the proposal must be initialed by the individual signing the proposal. **PROPOSALS NOT SIGNED WILL BE DEEMED NONRESPONSIVE AND REJECTED.**

### 2.3 – Questions

Questions concerning the specifications in this Request for Proposals (RFP) should be directed to the Purchasing Supervisor for New Hanover County. Questions will be received until Friday, October 12, 2018 at 5:00 pm. An addendum summarizing all questions and answers will be posted to the County’s website, within the RFP post.

Lena Butler  
Purchasing Supervisor  
Email: [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com)  
Phone: 910-798-7190

## 2.4 – Communication

Proposers may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than the person listed in this section. If any vendor attempts any unauthorized communication, the proposal will be rejected.

## 2.5 – Intent to Submit

All proposers who intend to submit a proposal on this project should send an email to [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) including pertinent contact information. This will ensure that you receive any addenda issued for this RFP; if applicable.

## 2.6 - Cost of Preparation of Response

Costs incurred by prospective Proposers in the preparation of the response to this Request for Proposals are the responsibility of the Proposer and will not be reimbursed by The County.

## 2.7 - Execution of Agreement

The successful Proposer will be required to enter into a formal agreement that is consistent with the proposal requirements outlined within. The successful Proposer to whom the Contract is awarded by the County shall within 15 days after notice of award and receipt of Agreement from the County, sign and deliver to the County all required copies of said Agreement.

## 2.8 - Trade Secret Confidentiality

Upon receipt of your proposal by New Hanover County, your proposal is considered a public record except for material which qualifies as "trade secret" under N.C. General Statute 132-1.2. After opening, your proposal will be provided to County staff and others who participate in the evaluation process, and to members of the general public who submit public records requests.

To properly designate material as trade secret under these circumstances, each Proposer must take the following precautions: (a) any trade secrets submitted by a Proposer must be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Bid," and (b) the same trade secret/confidentiality designation must be stamped on each page of the trade secret materials contained in the envelope.

**Do not attempt to designate your entire Proposal as a trade secret, and do not attempt to designate pricing information as a trade secret.** Doing so will result in your Proposal being disqualified.

In submitting a Proposal, each Proposer agrees that the County may reveal any trade secret materials contained in such response to all County staff and County officials involved in the selection process, and to any outside consultant or other third parties who assist the County in the selection process. Furthermore, each Proposer agrees to indemnify and hold harmless the County and each of its officers, employees, and agents from all costs, damages, and expenses

incurred in connection with refusing to disclose any material, which the Proposer has designated as a trade secret.

## 2.9 - Information Technology Goods and Services

In recognition of the complex and innovative nature of information technology goods and services and of the desirability of a single point of responsibility for contracts that include combinations of purchase of goods, design, installation, training, operation, maintenance, and related services, The County is issuing this RFP as per NCGS 143-128.8.

Contracts for information technology may be entered into under a request for proposals procedure that satisfies the following minimum requirements:

- (1) Notice of the request for proposals shall be given in accordance with G.S. 143-129(b).
- (2) Contracts shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority.

Factors to be considered in awarding contracts shall be identified in the request for proposals. The awarding authority may negotiate with any proposer in order to obtain a final product that best meets the needs of the awarding authority. Negotiations allowed under this section shall not alter the contract beyond the scope of the original request for proposals in a manner that: deprives the proposers or potential proposers of a fair opportunity to compete for the contract; and would have resulted in the award of the contract to a different person or entity if the alterations had been included in the request for proposals. Proposals submitted under this section shall not be subject to public inspection until a contract is awarded.

## 2.10 - Withdrawal of Proposals

Proposers may withdraw or withdraw and resubmit their proposal at any time prior to the closing time for receipt of proposals. NO proposal may be withdrawn after the scheduled closing time for receipt of proposals for a period of ninety (90) days.

## 2.11 - Equal Opportunity

The non-discrimination clause contained in Section 202 (Federal) Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor, are incorporated herein.

The Proposer agrees not to discriminate against any employees or applicant for employment because of physical or mental handicap in regard to any position for which the employees or applicant is qualified. The Proposer agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all employment practices.

Pursuant to GS 143-48, New Hanover County encourages small, minority, physically handicapped, and women firms to submit proposals in response to this RFP.

### 2.12 - Indemnity

The successful Proposer shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of or relating to the work to be performed by the Successful Proposer hereunder, resulting from the negligence of or the willful act or omission of the Proposer, his agents, employees and subcontractors.

### 2.13 – E-Verify

Pursuant to Session Law 2013-418, Contractor shall fully comply with the U.S. Department of Homeland Security employee legal status E-Verify requirements for itself and all its subcontractors. County requires an affidavit attesting to Contractor's compliance. Violation of the provision, unless timely cured, shall constitute a breach of contract.

### 2.14 - Insurance

Before commencing any work, the Proposer shall procure insurance in the Proposer's name and maintain all insurance policies for the duration of the contract of the types and in the amounts listed in this Agreement. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by the Proposer, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself or anyone directly or indirectly employed by him/her.

Limits of insurance required are detailed in the attached Draft Contract.

### 2.15 - Addendum

The proposal package constitutes the entire set of instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the specifications will be in the form of an Addendum which will be sent to all known Proposers who are listed with the Finance Office and posted on the County's website.

You may visit our website at <http://www.nhcgov.com/Finance/Pages/CurrentBids.aspx>, call Lena Butler at (910) 798-7190, or email [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) to check for the issuance of any addenda before submitting your bid proposal.

### 2.16 - Compliance With Proposal Requirements

Failure to comply with these provisions or any other provisions of the General Statutes of North Carolina will result in rejection of bid/proposal.

### 2.17 - Successful Proposer

The Proposer who is not currently set up as a vendor in The County's vendor file will be required to submit a completed Vendor Application, W-9 and EFT form in order to be entered into the County's vendor database.

## 2.18 - Right To Reject Proposals

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

## 2.19 – Federal Uniform Guidance

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable): Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland “Anti-Kickback” Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2CFR § 200.324).

### Section 3 – Scope of Services

The purpose of this Request for Proposals is for New Hanover County to acquire disaster recovery management services. The selected Proposer, working closely with New Hanover County staff, will assist in strategic planning, program/project development, and financial and grants management of federal and state disaster recovery programs related to Hurricane Florence and future declared disasters that occur during the contract period, if any.

Required services include, but are not limited to, the following:

#### **Strategic Planning**

1. Assist in the formulation of a comprehensive recovery plan that includes short, medium and long-term strategies.
2. Assist in developing the organizational structure of a disaster recovery team comprised of County staff and consultants; this would include the identification of the roles and responsibilities of team members and the formulation of a proposal for transitioning to a team fully staffed by County employees.
3. Provide expert advice on the regulations and policies for federal disaster recovery programs, and state and county regulatory modifications needed to effect recovery based on state disaster assistance.
4. Develop strategies for maximizing federal and state disaster recovery assistance.
5. Develop an approach to aid all units of local government and other non-profits within the County in accessing and effectively using federal and state disaster assistance.

#### **Program/Project Development**

1. Assist in the identification of eligible federal disaster recovery grant opportunities.
2. Develop a process for the preparation and submission of grant applications for federal and state programs.
3. Evaluate the appropriateness and use of FEMA pilot programs.
4. Provide guidance on the planning and implementation of federal disaster recovery programs such as: FEMA Public Assistance and Hazard Mitigation Grant Programs; FEMA Individual Assistance Programs, including Direct Housing Assistance; the HUD-administered Community Development Block Grant Disaster Recovery (CDBG-DR) Program; and Small Business Administration loans.

#### **Financial and Grants Management Support**

1. Advise on FEMA's policies, regulations, practices and procedures related to the tracking of costs, including direct administrative costs, to facilitate and maximize reimbursement for all eligible costs.
2. Map the flow of documentation and requirements to ensure the efficient and transparent management of disaster recovery funds.
3. Advise on quality assurance/internal controls for disaster recovery funds.
4. Develop checklists to ensure that grant applications are complete and in compliance with federal requirements.
5. Advise on records retention policies for federal disaster recovery programs.



Other optional services may be required at a later date dependent upon the level and scope of federal and state disaster recovery program funding. These optional services include, but are not limited to, the following:

#### **Program/Project Development**

1. Develop hazard mitigation proposals, grant applications, cost benefit analyses and other documentation in support of the Hazard Mitigation Grant Program for the County and municipal governments within the County that choose to partner with the County.
2. Provide engineering, cost estimation and architectural support for projects.
3. Assist in the formulation of FEMA Public Assistance Project Worksheets, including cost estimation, damage descriptions and dimensions and scopes of work.
4. Prepare and review documentation that supports eligibility for Public Assistance projects.
5. Evaluate alternate and/or improved Public Assistance projects.
6. Review Project Worksheets to determine final eligible costs and third party refunds/reimbursements.
7. Reconcile eligible costs and prepare Project Worksheet versions.
8. Prepare correspondence and supporting documentation in support of the appeals process for projects.
9. Conduct assessments that identify housing, infrastructure and economic disaster recovery needs for the CDBG-DR Program.
10. Prepare the Action Plan for Disaster Recovery, Action Plan Amendments, performance reporting and grant closeout for the CDBG-DR Program.
11. Assist small businesses in identifying grant and loan opportunities from federal and state programs for the purpose of restoring operations impacted by the disaster.

#### **Financial and Grants Management Support**

1. Prepare required progress reports for federal and state disaster recovery programs.
2. Prepare grant close-out documents, files, and reports.
3. Conduct pre-audit activities and prepare disaster recovery projects for audit.
4. Manage bidding and contracting processes for projects.
5. Provide oversight of contractors' billing to ensure invoices are in accordance with their contracts and that all costs eligible for disaster grant funding are documented and claimed.

## Section 4 – Proposal Format

Proposals must be clear, succinct, and not exceed 40 single-sided pages of 8 1/2" x 11" paper of no less than 12-point font. Responses must follow the format outlined herein. The County may reject as non-responsive, at its sole discretion, any proposal or any part thereof that is incomplete, inadequate in its response, or departs in any substantive way from the required format. Proposal responses shall be organized in the following manner. Sections should be tabbed to identify the location of the required information.

- A. Cover Letter/Letter of Intent
- B. Executive Summary
- C. Project Understanding and Approach
- D. Team Organization, Experience and Certifications/Qualifications
- E. Subcontractor Qualifications
- F. References
- G. Cost Proposal
- H. Additional Requirements

### **A. Cover Letter/Letter of Intent**

The cover letter shall be addressed to Ms. Lena Butler, Purchasing Supervisor. It must contain the following:

1. Identification of organization, including name, address and telephone number.
2. Name, title, address, and telephone number of contact person during period of proposal evaluation.
3. A statement to the effect that the proposal shall remain valid for a period of not less than 90 calendar days from the date of submittal.
4. Signature of a person authorized to bind the Firm to the terms of the proposal.

### **B. Executive Summary**

In a brief narrative, describe the overall approach and plans to meet the requirements of the RFP. The intent of this narrative is to convey to the County that the Proposer understands the nature of the work and the level of effort necessary to successfully provide the defined services.

### **C. Project Understanding, Approach and Schedule**

This section shall include, in narrative, outline, and/or graph form the Proposer's approach to accomplishing the required and optional tasks outlined in the Scope of Services section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included. Specific examples of previous experiences shall be provided to demonstrate how the proposed approach has been effective in delivering similar disaster recovery services to other local and/or state governments.

## **D. Team Organization, Experience and Certifications/Qualifications**

The information requested in this section should describe the qualifications of the firm and key staff to demonstrate the Proposer's ability to perform the outlined services. Firms being able to demonstrate the following corporate/individual experience and qualifications will be awarded higher scores in the RFP evaluation process.

### **1. Corporate Characteristics**

Minimum standards include experience with:

1. Administration and/or implementation of FEMA Public Assistance programs;
2. Administration and/or implementation of FEMA Hazard Mitigation programs;
3. Administration and/or implementation of the CDBG-Disaster Recovery Program;
4. Recovery programs for hurricane-related natural disasters;
5. Comprehensive financial management of large-scale disaster recovery programs, including establishment of internal controls and audit support;
6. Disaster recovery program closeouts; and
7. Formulation of disaster recovery strategies, plans, policies and procedures for governmental entities charged with the implementation of recovery programs.

Preference will be given to firms that can demonstrate the following levels of experience:

1. 10+ years of experience in the administration and/or implementation of FEMA Public Assistance programs at the federal, state and/or local levels of government;
  2. Engagements with local governments in North Carolina on the implementation of disaster recovery programs;
  3. Work with state-funded disaster recovery programs;
  4. Implementation of FEMA pilot programs;
  5. Advisory services for Small Business Administration loan programs;
  6. Advisory services for FEMA Individual Assistance programs;
  7. Engineering and architectural services for disaster recovery projects;
  8. Preparation of proposals and grant applications for federal and state disaster recovery programs; and
  9. Effective coordination of multiple local jurisdictions in the implementation of federal and/or state disaster recovery programs.
2. **Staff Qualifications.** The Proposer shall submit an organizational chart illustrating team members and relationships for individuals who will be provided in service to the County. Included with the organizational chart shall be resumes stating the qualifications of the proposed staff members, including education and years of experience with disaster recovery operations. The proposed time allocation for each proposed staff member shall also be provided.

### **E. Subcontractor Qualifications**

The County desires to enter into a contract with one firm that will be responsible for all defined services. If the Proposer plans to use consultants and/or subcontractors as part of its implementation plan, then provide the company profile, name, address, telephone number and email address for all consultants and/or subcontractors providing support. Define the responsibilities and give a description of services to be provided by consultants and/or subcontractors. Describe the Firm's business and reporting relationship with any consultants and/or subcontractors. Identify certified Minority Business Enterprises (MBE) or Women Business Enterprises (WBE) firms, if any. Include references and resumes for all third party consultants and/or subcontractors in the proposal. The County has the right to accept or reject any changes made to the proposed project team members, including the use of consultants and/or subcontractors.

### **F. References**

The Proposer shall provide a list of municipalities, counties and states for which the Proposer has delivered services similar to those identified in the Scope of Services section of this RFP. Any municipality, county or state from the submitted list may be randomly selected and contacted as part of the Proposer's evaluation process. Each client listed should include the following information.

- Name of Organization and Contact
- Title of Contact
- Address (delivery and email)
- Telephone Numbers

### **G. Cost Proposal**

The Proposer shall submit a proposal setting forth the defined costs for service. Proposed costs must include hourly rates as set forth in the Cost Proposal Form in Section 6. The Proposer should make their best efforts to arrive at an aggregated total cost estimation and total hours estimation, and separate estimates shall be provided for required services and optional services. The Proposer should provide a list of assumptions and qualifications for arriving at the total cost estimations.

### **H. Additional Requirements**

The successful Proposer shall be required to sign a contract for services developed and approved by the County. A copy of the Draft Contract for services is attached for your review. Any proposed exceptions, deletions, or additions should be noted at the time of submission of proposal.

## Section 5 – Evaluation Criteria & Award

Following the receipt of proposals, New Hanover County staff will select the successful Proposer based upon consideration of the following criteria:

- A. Qualifications and experience of the proposed firm for the requested services; 25%
- B. Demonstration of prior successes with similar services and projects; 25%
- C. Qualifications and experience of the proposed team members for the requested services; 20%
- D. Technical approach to the project; 15%
- E. Proposed Cost; 15%

### **Award Procedures**

A team comprised of County staff will be responsible for the proposal evaluations. This team, in accordance with the criteria listed above, will evaluate all proposals received as specified. During the evaluation period, the County reserves the right to interview the top selected firms or all the responding firms. The County's final selection will be the firm which, in the County's opinion, is the most responsive and responsible, meets the County's requirements for providing this service, and is in the County's best overall interest. The County maintains the sole and exclusive right to evaluate the merits of the proposals received.

Firms will be objectively evaluated based on their responses to the project scope outlined in the RFP. The written proposal should clearly demonstrate how the firm could best satisfy the requirements of County

Proposed costs quoted must be held firm for 90 days after the RFP is due. The County reserves the right to make an award without further discussion of the proposal submitted. The County shall not be bound or in any way obligated until both parties have executed a contract. The County also reserves the right to delay the award of a contract or to not award a contract. The RFP may be awarded by individual task or total proposal, whichever is most advantageous to the County.

## Section 6 – Cost Proposal

### **COST PROPOSAL FORM**

This form should include each proposed position category (e.g., Project Executive, Subject Matter Expert, Project Manager, Project Accountant, etc.). The hourly labor rates should include all applicable overhead and profit. All non-labor related costs other than direct costs will be billed to New Hanover County at cost without mark-up. Note that travel and lodging expenses must be in compliance with New Hanover County travel policies.

#### **Cost Component 1: Hourly Rates**

	Hourly Rates		
	FY 2018/19	FY 2019/20	FY 2020/21
Positions:			
Other:			

*\*The New Hanover County fiscal year is July 1 – June 30.*

#### **Cost Component 2: Total Cost Estimation**

Provide estimates of the aggregated total cost for 1) required services and 2) optional services. Include assumptions used in developing the estimates.

Section 7 – Signature Page

<p><b>SIGNATURE FORM (EXECUTION)</b></p> <p><b>DISASTER RECOVERY SERVICES</b></p> <p><b>RFP # 19-0209</b></p> <p><b>DUE DATE: MONDAY, OCTOBER 22, 2018 AT 5:00 PM EST</b></p>
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In compliance with this Request for Proposals, and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set for each item within the time specified herein. By executing this proposal, the undersigned Vendor certifies that this proposal is submitted competitively and without collusion (N.C.G.S. 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the North Carolina General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (N.C.G.S. 143-59.2), and that it is not an ineligible Vendor as set forth in N.C.G.S. 143-59.1. False certification is a Class I felony. Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency. As required by N.C.G.S. §143-48.5, the undersigned Vendor certifies that it, and each of its sub-contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

PROPOSER:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
PROPOSER’S AUTHORIZED SIGNATURE:	DATE:	E-MAIL: