



**NEW HANOVER COUNTY**  
**FINANCE DEPARTMENT, PURCHASING DIVISION**  
**ADDENDUM 1**

From: Tamara Matthews, Purchasing Agent  
To: All Bidders  
Project: **“RFP - Emergency Operations Plan and Continuity of Operations Plan Update”**  
Date: July 1, 2021

This Addendum is related to the County’s Request for Bids **“RFP - Emergency Operations Plan and Continuity of Operations Plan Update”** and is hereby made a part of said Request for Bids to the same extent as though it were originally therein.

1. What is the estimated contract start date?

Negotiable with vendor selection, but no later than 08/15/2021.

2. What is the Not-to-Exceed amount for this project?

While this information is available in the open source New Hanover County budget document <https://finance.nhcgov.com/budget/current/>, Emergency Management requests to gain understanding of your interpretation of appropriate and reasonable costs for the given projects would be.

3. Section 4, Paragraph 1: How many Annexes are expected to be developed for the EOP?

This would be a part of a kickoff meeting with the stakeholders to see if any are missing.

4. Section 4, Paragraph 1: How many Annexes are expected to be only updated?

This would be a part of a kickoff meeting to discuss with the stakeholders.

5. Section 4, Paragraph 1: Is the County’s intent to include the municipality EOPs as Annexes to the County’s EOP?

The municipal EOPs will be standalone documents for the municipalities but will be included as chapters or annexes to the overall county EOP to ensure continuity, standardization, and timeliness.

6. Do you have an existing contractor?

No.

7. Who was your past vendor for Emergency Operations Planning?

None. This was completed in house by Emergency Management staff with extensive CPG101 EOP experience. The municipalities also did their own EOPs.

8. Who was your past vendor for Continuity of Operations Planning?

This was completed in house by Emergency Management staff with extensive COOP experience.

9. If mailing in a proposal, how many copies should be included?

There are nine stakeholders on the review panel. Nine would be optimal with one electronic.

10. **Section 3 and Section 4** *The COOP Project will result updates to existing departmental level COOP documents and the existing County level COOP plan. From Page 12 and 17.* On a scale of 1-10, with 10 being the greatest effort, how much effort is anticipated to conduct the updates of the County's 30 COOP plans?

That is up to the selected vendor to review and provide input on. Two agencies are brand new and do not have a COOP, but the other agencies have plans that just need to be touched and reviewed.

11. **Section 4, 1.3** *The selected vendor will coordinate staff meetings from appropriate departments to gather the necessary information to successfully update the department plans and the overarching County COOP plan. From Page 16.* Will a POC be provided who will assist in coordinating meetings with the 30 departments?

Yes.

12. **Section 4, 1.3** The selected vendor will coordinate staff meetings from appropriate departments to gather the necessary information to successfully update the department plans and the overarching County COOP plan. **From Page 16.**

a. Will the meetings on these updates be conducted virtually?

Face to face is preferred

- b. Do you anticipate a survey-like methodology for updating plans or will one-on-one meetings with each department be permitted?

One on one with the department teams is preferred, but it is up to the vendor to offer suggestions in the work plan

13. **Section 4** Can you please be more specific with regards to the “baseline templated resources that can be used to support future exercise opportunities to test department and county-level COOP plans”? **From Page 16.**

Develop resources that could be used for a COOP tabletop exercise to test plans. We would like to 1/3 of the departments annually to complete all departments within the standard 3-year training and exercise plan cycle.

- c. What is the county anticipating these documents to look like?

Standard HSEEP suggested resources for a tabletop exercise

- d. Is the training template mentioned in the RFP different from the exercise template?

Training/exercise resources can be the same. We need a on-the-shelf manner by which to support testing of the plans.

14. **Section 4** *The COOP Project will result updates to existing departmental level COOP documents and the existing County level COOP plan.* **From Page 12.** Please describe how the Countywide COOP plan is organized?

There is a general overarching COOP plan that relates to the individual agency COOP plans, somewhat similar to an EOP with annexes.

15. Plans for specific functions shall include appropriate tasks, checklists, references, and other resources necessary for County and Municipal staff members *to fulfill their duties, whether they are functioning in the NHC EOC aspect or within their own municipal EOCs. This is important to ensure the most effective execution of the plan by persons who may not have Emergency Management as their primary daily role.* **From Page 14.** Can you provide a more specific a list of desired resources and checklists to be created and if it would be expected that these tools would be created for both County EOC and individual municipal EOCs?

This will be developed during stakeholder meetings, but are common to check lists that in suggestions from the current CPG documents.

16. **Section 3** *It is important to note that this is not solely a Threat and Hazard Identification Risk Analysis (THIRA) on its own...* Does the County have an existing THIRA and will this project include an update of the THIRA itself, or limited to incorporating noted aspects into the EOP?

We have an existing THIRA document that will be updated alongside the EOP revisions. This office will take care of the THIRA and the selected vendor will incorporate appropriate information into the EOP.

*Inclusion of Threat Hazard Identification and Risk Assessment consistent with the Southeast Regional Hazard Mitigation Plan. **From Page 12.***

17. **Section 4, 1** *Prepare and provide a draft version of the EOP to NHC EM and the NHC EOP Working Group for review. This will include a review and update to the existing NHC EOP document, crosswalking from the previous Emergency Support Function (ESF) formatting to a traditional functional hybrid format with flexibility to adapt to the wide variety of natural, technological, and human-caused threats and hazards common to the Southeast North Carolina area. **From Page 13.***

- a. Does the project include an update of the indicated hazard and incident specific annexes or just a review and comment?

Yes

- b. Can you be more specific as to the intended functional hybrid format for the ESF crosswalking in the EOP?

NCEM provides a crosswalk to check and validate planning efforts. The EOP should use this crosswalk to develop metrics to ensure compliance with the State guidance. Details on the current EOC structure will be provided, but at a high level, the County does not use ESF designations and uses an ICS-hybrid set up for EOC functionality.

18. When is the expected Start Date? The Deadlines seem to contradict each other in some places such as the Base Plan is due 4 months after award in April 2022 (Which would mean the start is 1/1/2022). Annexes are then due at 7 months post-award which would make it 6 months total for the project since the final due date is 7/1/2022.

The noted due date is a no later than date as outlined in the RFP. Project starts within two weeks after award. If there are other contradictions, please let me know, because I believe all of the dates are laid out in a NLT format encouraging quick movement to accommodate the fiscal year.

19. Is training expected to be provided by the contractor (i.e. ICS-300, ICS-400, K1301, K1302, etc.)?

No. The only training/exercise need for the projects is in the COOP section and that is to develop a tabletop exercise and resources that can be used to test agency COOP plans.

20. The HSEEP Compliant Training development component does not state which types of exercise or duration. Is this for the Contractor to determine based on best practices?

That is up to the contractor to develop as the COOP plans are reviewed based on best practices and their experience. Traditionally, tabletop exercise of 4 hours or less are most effective for NHC.

21. Are multiple cost proposals accepted? If so, can it be in the same proposal or does it need to be separate?

One proposal for each, or one complete proposal is acceptable. Bidder shall choose how they wish they would like to submit their proposal.

22. Is the Technical Proposal and Cost Proposal expected to be received in the same Document or separate?

I'm afraid I don't understand the question. I would expect that to be delivered as a part of a RFP process.

23. What is the total number of full time employees of the county?

According to the County's website there are about 1900 full, part and casual time employees

24. Can you describe the manner by which existing COOPs are updated and maintained within each department?

Each agency maintains their own COOP plans and New Hanover County Emergency Management keeps copies on file and facilitates the updates with one-on-one meetings and training with the agency designees for maintenance.

25. Section 4, (EOP Project– EOP Tasks 1 & 2), (COOP Project – COOP Tasks 1&2). Paragraph EOP 1.1.1– 1.1.3 (Pages 13-14); COOP 1.1.1– 1.1.5 (Pages 16-17). The expectation is a majority of the work will be performed remotely (or in accordance with local guidelines) with periodic status updates to be in-person. Can you please confirm whether a majority of the work is expected to be in-person or remote?

It is up to the vendor to provide us what they think, in their experience, would work best based on the timeline and the deliverables. Because of the complexity of the two projects, we would prefer face to face, but depend on the vendor to tell us what they think and provide appropriate pricing.

26. Section 4 (EOP Project – EOP Task 2), Paragraph EOP 2.1.2 (Pages 14-15); Is the updated EOP intended to integrate with the 4 participating municipalities EOPs? As written, does the scope include updating the 4 municipalities EOPs as well?

Yes, to both. Three of the municipalities feel their EOPs need minimal review to be included; one feels they need a bit more support. The intention is to have one singular document with annexes for the municipalities to continue to maintain and sustain.

27. Section 4 (EOP Project – EOP Task 1), Paragraph EOP 1.1.3 (Page 14); RFP states the Draft of Basic Plan is due by May 1, 2022, but the Final Basic Plan is due 4 months after contract date. Is this accurate?

The final plan can be done early but no later than 6/30/22.

28. Section 4 (Term of Project), Paragraph Selection will be based on: #2 Pricing/Rate Proposal (Page 18); Can you please clarify what is meant by cost control and the County's expectation of the information anticipated from the vendor on how costs will be controlled?

How will costs be maintained to not go over the proposed and agreed upon budget. There is no room for add ons or scope of work corrections with this project, and the agreed upon price is the final cost. How will the company ensure the needed work will be completed within the time frame and within the budget cost.

29. Does a flash drive work for the electronic portion of the submittal? (page 3 – 2.2)

There are nine stakeholders on the review panel. Nine would be optimal with one electronic.

30. Can ECS Southeast, LLP please have a copy of the current Technology plans? (page 16 - 1.1)

That will be shared with the selected vendor due to cyber security control needs. Our IT Department will be on the selection/interview panel.

31. Can ECS Southeast, LLP please have a copy of the existing Emergency Operations Plan and Continuity of Operations Plan?

The Emergency Operations Plan is available at [em.nhcgov.com](http://em.nhcgov.com) ; sections of the COOP plan can be made available to vendors that are selected for interview due to cybersecurity issues.