

NEW HANOVER COUNTY
REQUEST FOR PROPOSALS
EMERGENCY OPERATIONS PLAN AND
CONTINUITY OF OPERATIONS PLAN UPDATE



COUNTY COMMISSIONERS

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NEW HANOVER COUNTY
REQUEST FOR PROPOSALS
EMERGENCY OPERATIONS PLAN AND
CONTINUITY OF OPERATIONS PLAN UPDATE

New Hanover County Emergency Management (NHC EM) seeks a consultant to update the existing County Emergency Operations Plan (EOP), review/integrate the EOPs of the four municipalities within its jurisdictional boundaries (City of Wilmington, Carolina Beach, Kure Beach, and Wrightsville Beach), and to review/revise sections of the County’s Continuity of Operations (COOP) planning documents with departments and agencies that are scheduled during the performance period of the project. The project can be bid on to complete both tasks, the EOP task only, or the COOP project only.

Proposals addressed to Tamara Matthews, Purchasing Agent, 230 Government Center Drive, Suite 165, Wilmington, NC 28401 and marked **“RFP- Emergency Operations Plan and Continuity of Operations Plan Update”** will be accepted until **5:00 PM EST., Friday, July 9, 2021.**

Proposals may also be emailed to: tmatthews@nhcgov.com. Please include **“RFP- Emergency Operations Plan and Continuity of Operations Plan Update”** in the subject line of your email submittal.

Complete instructions for submitting proposals may be obtained by visiting the County’s website at <https://finance.nhcgov.com/purchasing-solicitation/open-and-closed-bids>.

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

Released: Monday, June 21, 2021

Section 2 Instructions and General Conditions

2.1 Schedule

Date	Action
Monday, June 21, 2021	RFP issued.
Monday, June 28, 2021 at 5:00 PM EST	Deadline for questions
Thursday, July 1, 2021	Questions will be answered via written addendum.
Friday, July 9, 2021 at 5:00 PM EST	Deadline for receipt bids

2.2 Preparation and Submission Proposal

Proposals addressed to Tamara Matthews, Purchasing Agent, 230 Government Center Drive, Suite 165, Wilmington, NC 28401 and marked “**RFP- Emergency Operations Plan and Continuity of Operations Plan Update**” will be accepted until **5:00 PM EST., Friday, July 9, 2021**. If submitting by mail, the Consultant must also include an electronic copy of the proposal.

Proposals may also be emailed to: tmatthews@nhcgov.com. Please include “**RFP- Emergency Operations Plan and Continuity of Operations Plan Update**” in the subject line of your email submittal.

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

Any inquires, requests for interpretation, technical questions, clarification, or additional information shall be directed to **Tamara Matthews, Purchasing Agent** by emailing tmatthews@nhcgov.com or. All questions concerning this proposal shall reference the section number and paragraph. Questions and responses affecting the scope of the services will be provided to Consultants by issuance of an Addendum. **All questions shall be received no later than 5:00 P.M., EST, Monday, June 28, 2021.**

2.4 Communication

Consultants may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than Tamara Matthews,

Purchasing Agent. Email tmatthews@nhcgov.com or call 910-798-7190. If any Consultant attempts any unauthorized communication, the proposal may be rejected.

2.5 Intent to Submit Proposal

All Consultants who intend to submit a proposal on this project should send an email to tmatthews@nhcgov.com including pertinent contact information. This will ensure that you receive all addenda issued for this RFP; if applicable.

2.6 Cost of Preparation of Response

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

2.7 Execution of Agreement

The successful Consultant will be required to enter into a formal agreement that is consistent with the proposal package outlined within. The successful Consultant to whom the Contract is awarded by the County shall within 15 days after notice of award and receipt of Agreement forms from the County, sign and deliver to the County all required copies of said Agreement. If the successful Consultant fails to deliver the required documentation, the County reserves the right to enter into negotiations and award the contract to the next most qualified Consultant.

2.8 Trade Secret Confidentiality

Proposals submitted shall not be subject to public inspection until a contract is awarded. According to General Statutes 132 - 1.2, trade secrets contained in a bid may be kept confidential if the bidder, at the time the bid is submitted, designates that is secret and requests that it be kept confidential. **Marking the entire proposal confidential may be grounds for rejection of proposal.**

2.10 Withdrawal of Proposals

Consultants 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 Consultant 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 Consultant 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 invites and encourages participation in this procurement process by businesses owned by minorities, women, and handicapped.

2.12 Indemnity

The successful Consultant 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 bidder hereunder, resulting from the negligence of or the willful act or omission of the Consultant, his agents, employees and subcontractors.

2.13 Certificate of Authority

Subject to several statutory exceptions, a business entity incorporated or organized in a state other than North Carolina must obtain a certificate of authority from the North Carolina Secretary of State prior to transacting business in the State. *See* G.S. 55-15-01(a) (business corporations); G.S. 55A-15-01(a) (nonprofit corporations); G.S. 57D-7-01(a) (limited liability companies); G.S. 59-902(a) (limited partnerships); G.S. 59-91(a) (registered limited liability partnerships); G.S. 55B-16(a) (professional corporations). When the requirement applies, the foreign entity transacting business in the State is responsible for obtaining a certificate of authority—not the domestic (i.e., North Carolina) corporations, public entities, or individuals with whom the foreign entity might contract.

2.14 Insurance

Before commencing any work, the Consultant shall procure insurance in the Consultant'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 Consultant, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself or anyone directly or indirectly employed by him/her.

Minimum Scope and Limits of Insurance

2.14.1 Commercial General Liability (CGL)

- 2.14.1.1 Consultant shall maintain CGL and if necessary, Commercial Umbrella Liability insurance with a total limit of not less than \$1,000,000 each occurrence for bodily injury and property damage. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location or the general aggregate shall be twice the required limit.
- 2.14.1.2 CGL insurance shall be written on Insurance Services Office (ISO) “occurrence” form CG 00 01 covering Commercial General Liability or its equivalent and shall cover the liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).
- 2.14.1.3 County, its officers, officials, agents, and employees are to be covered as additional insured under the CGL by endorsement CG 20-10 and CG 20-37 or an endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of the Consultant, products and completed operations of the Consultant, premises owned, leased or used by the Consultant, and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to County, its officers, officials, agents, and employees.
- 2.14.1.4 The statutes of County as an additional insured under a CGL obtained in compliance with this agreement shall not restrict coverage under such CGL with respect to the escape or release of pollutants at or from a site owned or occupied by or rented to County.
- 2.14.1.5 There shall be no endorsement or modification of the CGL or Umbrella Liability limiting the scope of Coverage for liability arising from pollution, explosion, collapse, underground property damage, employment-related practices, or damage to the named insured’s work.

- 2.14.1.6 The Consultant's CGL insurance shall be primary as respects County, its officers, officials, agents, and employees. Any other insurance or self-insurance maintained by County, its officers, officials, and employees shall be in excess of and not contribute with the Consultant's insurance.

2.14.2 Workers Compensation and Employers Liability Insurance.

- 2.14.2.1 Consultant shall maintain Workers' Compensation as required by the General Statutes of the State of North Carolina and Employer's Liability Insurance.
- 2.14.2.2 The Employer's Liability; and if necessary, Commercial Umbrella Liability insurance shall not be less than \$500,000 each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease, and \$500,000 policy limit.
- 2.14.2.3 The insurer shall agree to waive all rights of subrogation against the County, its officers, officials, and employees for losses arising from work performed by the Consultant for County.

2.14.3 Business Auto Liability.

- 2.14.3.1 Consultant shall maintain Business Auto Liability; and if necessary, Commercial Umbrella Liability insurance with a limit of not less than \$1,000,000 each accident.
- 2.14.3.2 Such insurance shall cover liability arising out of any auto, including owned, hired, and non-owned autos.
- 2.14.3.3 Business Auto coverage shall be written on ISO form CA 00 01, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in ISO form CA 00 01.

2.14.4 Professional Liability Insurance

Contractor shall maintain in force for the duration of this Contract professional liability or errors and omissions liability insurance appropriate to the Consultant's profession. Coverage as required in this paragraph shall apply to liability for a professional error, act, negligence, or omission arising out of the scope of Consultant's services. Coverage shall be written subject to limits of not less than \$1,000,000 per loss.

2.14.5 Deductibles and Self-Insured Retentions

- 2.14.5.1 Any deductibles or self-insured retentions must be declared to and approved by County. At the option of County, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects County, its officer, officials, agents, or employees or the Contractor shall procure a bond guaranteeing payment of deductibles of self-insured retentions.
- 2.14.5.2 The Consultant shall be solely responsible for the payment of all deductibles to which such policies are subject, whether or not County is an insured under the policy.

2.14.6 Miscellaneous Insurance Provisions

- 2.14.6.1 The policies are to contain or be endorsed to contain the following provisions:
- 2.14.6.2 Any failure to comply with reporting provisions of the policies listed in this agreement shall not affect coverage provided to County, its officers, officials, and employees.
- 2.14.6.3 Each insurance policy required by this contract shall be endorsed to state that coverage shall not be canceled by either party except after 30 days prior written notice has been given to County, 230 Government Center Drive, Suite 128, Wilmington, NC 28403.
- 2.14.6.4 If Consultant's liability policies do not contain the standard ISO separation of insured provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

2.14.7 Acceptability of Insurers

- 2.14.7.1 Insurance is to be placed with Insurers licensed to do business in the State of North Carolina with an A.M. Best's rating of no less than A VII unless County has granted specific approval.

2.14.8 Evidence of Insurance

- 2.14.8.1 The contractor shall furnish County with a certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements prior to commencing the work, and thereafter upon renewal or

replacement of each certified coverage until all operations under this contract are deemed complete.

2.14.8.2 Evidence of additional insured status shall be noted on the certificate of insurance as per requirements in this agreement.

2.14.8.3 With respect to insurance maintained after final payment in compliance with requirement, an additional certificate(s) evidencing such coverage shall be provided to County with final application for payment and thereafter upon renewal or replacement of such insurance until the expiration of the period for which such insurance must be maintained.

2.14.9 Subcontractors

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificate for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

2.14.10 Conditions

2.14.10.1 The insurance required for this contract must be on the forms acceptable to County.

2.14.10.2 Where circumstances warrant, County may, at its discretion subject to acceptance by the Risk Management and/or Finance Department accept letters of credit or custodial accounts in lieu of specific insurance requirements.

2.14.10.3 The Contractor shall provide that the insurance contributing to satisfaction of insurance requirements in this agreement shall not be canceled, terminated, or modified by the Contractor without prior written approval of County.

2.13.10.4 The Contractor shall promptly notify the Property Management Department and the Risk Management Office at (910) 798-7497 of any accidents arising in the course of operations under the contract causing bodily injury or property damage.

2.14.10.5 County reserves the right to obtain complete, certified copies of all required insurance policies, at any time.

2.14.10.6 Failure of County to demand a certificate of insurance or other evidence of full compliance with these insurance requirements or

failure of County to identify a deficiency from evidence that is provided shall not be construed as a waiver of Contractor's obligation to maintain such insurance.

- 2.14.10.7 By requiring insurance herein, County does not represent that coverage and limits will necessarily be adequate to protect the Contractor and such coverage and limits shall not be deemed as a limitation of Contractor's liability under the indemnities granted to County in this contract.
- 2.14.10.8 If Contractor fails to maintain the insurance as set forth herein, County shall have the right, but not the obligation, to purchase said insurance at the Contractor's expense.
- 2.14.10.9 The Contractor or his engineer may apply to County for approval of higher deductibles based on financial capacity and quality of the carrier affording coverage.
- 2.14.10.10 County shall have the right, but not the obligation of prohibiting Contractor or any subcontractor from entering the project site or withhold payment until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by County.

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 Consultants who are listed with the Finance Office and posted on the County's website.

You may visit our website at <https://finance.nhcgov.com/purchasing-solicitation/open-and-closed-bid> or call Tamara Matthews at (910) 635-0018, or email tmatthews@nhcgov.com to check for the issuance of any addenda before submitting your 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 proposal.

2.17 E-Verify

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

2.18 Federal Uniform Guidance

The source of funds for this contract is federal funds and 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). **(See Section 10 for Complete Details)**

2.19 Right To Reject Proposals

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

Section 3 Summary

Project 1: Emergency Operations Plan

The project will result in one singular document, highlighting regional collaboration and coordination, while allowing the municipalities to maintain their autonomy in maintenance and execution of the plan when needed. It is important to note that this is not solely a Threat and Hazard Identification Risk Analysis (THIRA) on its own (as modeled by Comprehensive Preparedness Guide 201, 3rd Ed. processes), but rather a review and update of existing EOP structure designed to include additional partners who are at different levels of building their own EOP documents integrating THIRA concepts and details and to ensure alignment with the North Carolina Emergency Management (NCEM) EOP crosswalk(s) and resource guide(s).

Project 2: Continuity of Operations Plan

The COOP Project will result updates to existing departmental level COOP documents and the existing County level COOP plan. Additionally, the project will produce two new department level COOP documents for the Office of Recovery and the Office of Diversity and Equity. Finally, the project will provide baseline templated resources that can be used to support future exercise opportunities to test departmental and County-level COOP plans. This process will follow advice and best practices as offered by the Federal Emergency Management Agency' National Continuity Programs Office, the Continuity Guidance Circular (February 2018 or any available updated version), and current Homeland Security Exercise Evaluation Program resources.

Section 4 Anticipated Scope of Services

1. EOP Task – 1 Project Management, Coordination, Expectations

1.1 Prepare an updated County EOP. This includes the following and any other duties that might be necessary to complete the scope of services:

- Gather and analyze data with NHC EM Staff and the NHC EOP Working Group
- Facilitate a kick off meeting with NHC EM Staff and the NHC EOP Working Group.
- Facilitate the working group meetings as needed and developed during the kick off meeting.
- Capture and provide meeting minutes and other project management assets from meetings and collaboration sessions.
- 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. This will include:
 - i. The Basic Plan
 - ii. Functional Annexes
 - iii. Hazard- or Incident- Specific Annexes
 - 1. This section may vary per municipality, depending on threats and hazards identified
- Prepare and provide a final Basic Plan to the County for approval four (4) months from the contract start date and no later than April 2022.
- Prepare and provide final EOP Annexes to the County for approval no later than June 30, 2022.
- Prepare and provide final EOP hazard- or incident- specific annexes for approval no later than June 30, 2022.

1.2 The selected consultant will coordinate staff meetings from appropriate departments, NHC Schools, organizations, municipalities, and the public to gather the necessary information to successfully research, write and complete the plan. The selected consultant will attend and lead meetings, clarify any outstanding issues, and respond to any comments from NHC and the four participating municipalities (City of Wilmington, Carolina Beach, Wrightsville Beach, Kure Beach) represented on the NHC EOP Working Group. The selected consultant will prepare progress reports to

any comments from NHC and the Working Group and will update the project schedule as required.

1.3 NHC requires entire project completion by July 1, 2022. The deliverable due dates are:

- Draft of Basic Plan and completion of the Hurricane Annex by May 1, 2022
- Final Basic Plan four (4) months from contract start date
- Draft update to Functional Annexes, to include Countywide Annexes, by or before five (5) months with final annexes delivered by or before seven (7) months from contract start date.
- Draft update to Hazard- or Incident- Specific Annexes (with the exception to the hurricane annex), to include Countywide Annexes, by or before seven (7) months with final annexes delivered by or before June 30, 2022.
- Deliverables:
 - Meeting Agendas and Minutes
 - Progress Reports
 - Project Schedule for each components
 - Review and adequately respond to comments
 - Deliver each component (report/plan) on time
 - Deliver approved final EOP, Functional Annexes, and Hazard- or Incident- Specific Annexes to NHC EM
 - Consultant will provide final EOP and all Annexes via Microsoft Word format and 5 complete bound printed copies to NHC EM.

2. EOP Task 2 – Integrated Emergency Plans

1.2 The selected consultant will review the existing NHC EOP and review/develop the EOP for the 4 participating municipalities using an integrated framework that is consistent with the latest NCEM EOP structure and reflect the core concepts and ideals of FEMA CPG 201 guidance, while reflecting the wide variety of natural, technological, and human-caused threats and hazards common to the Southeast North Carolina area.

- All portions of the plan will address the needs of all within the jurisdictional boundaries of New Hanover County and its municipalities, including persons with access and functional needs, pets, children, and other population subsets identified through research.
- 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.
- The Plan shall contain the following components:

- Demographics of the communities within the area covered by the plan.
- Geography and the area covered by the plan.
- Inclusion of Threat Hazard Identification and Risk Assessment consistent with the Southeast Regional Hazard Mitigation Plan.
- Emergency Management Organization consistent with NIMS and ICS principles and reflecting the National Response Framework, but reflecting local resources.
- Role of municipal and County governments, their departments, and staff
- Role of private sector, including non-profit organizations, local businesses, the public, and other constituencies consistent with NCEM and FEMA policies and guidance.
- All-Hazard emergency response plan
- Hazard- or Incident- Specific Annexes including, but not limited to, review and comments on the following:

Emergency Sheltering Plan	Evacuation Plan
Debris Management Plan	Donations and Volunteer Management Plan
Point of Distribution Plan	Community Feeding Plan
Communicable Disease Plan	Family Assistance Center/Family Reunification Center Plan
Joint Information Center Plan	Emergency Shelter Plan
Hazard Specific Annexes to include but not limited to:	
Hazardous Materials *	Flooding
Aircraft Accidents	Resource Shortage
Water Contamination	Winter Weather
Terrorism/Acts of Violence	Hurricane
Heat	Radiological Emergencies *
Earthquake	Wildfire
<i>*These plans have separate planning documents. Development of these EOP sections shall include reference and direction to these plans and do not require an extensive plan review and development of these plans.</i>	

- Resources and checklists necessary to implement the components of the Plan.

2.2 The EOP shall be updated for compliance with the following laws and requirements:

- FEMA’s CPG Comprehensive Preparedness Guide 201, 3rd Ed. processes
- North Carolina General Statutes, Chapter 166-A and other NC Statutes as applicable.
- Current NCEM Crosswalk shall be utilized to ensure all required fields are captured in the document

COOP (Continuity of Operations Plan) Project

The COOP Project will result updates to existing departmental level COOP documents and the existing County level COOP plan. Additionally, the project will produce two new department

level COOP documents for the Office of Recovery and the Office of Diversity and Equity. Finally, the project will provide baseline templated resources that can be used to support future exercise opportunities to test departmental and County-level COOP plans. This process will follow advice and best practices as offered by the Federal Emergency Management Agency's National Continuity Programs Office, the Continuity Guidance Circular (February 2018 or any available updated version), and current Homeland Security Exercise Evaluation Program resources.

Anticipated Scope of Work

1. COOP Task 1 - Project Management, Coordination, Expectations

1.1 Review and update existing department COOP plans and the existing New Hanover County COOP plan.

- The end project shall include processes and consideration for reconstituting operations and resuming normal operations after an event that has caused activate of the department and/or County COOP plan.
- While including considerations for events/incidents that would activate a COOP plan such as an impact to the physical building operations occur, impact to employees that work in a department within or outside of the physical building, and general IT technology issues, the final plan shall include processes and consideration for cybersecurity and cyber attacks which disrupt normal operations. This portion of the plans will align to the County's Information Technology department's cybersecurity plan.

1.2 Coordinate and develop COOP plans for two new County departments, the Office of Recovery and the Office of Diversity and Equity

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. The selected consultant will attend and lead meetings, clarify any outstanding issues, and respond to any comments from NHC department designees. The selected consultant will prepare progress reports to any comments from NHC to NHC Emergency Management and will update the project schedule as required.

1.4 The selected vendor shall provide the following resources to NHC EM:

- Meeting Agendas and Minutes
- Progress Reports
- Project Schedule for each component
- Review and adequately respond to comments
- Deliver each component (report/plan) on time
- Deliver approved final County COOP and departmental COOPs to NHC EM in Microsoft Word format.

1.5 Deliverables:

NHC requires entire project completion by June 30, 2022. The deliverable due dates are:

- Review and updates to all department COOP plans completed no later than 4 weeks before the end of the performance period. This includes reviews and updates for:

County Manager	Finance
County Commission & Clerk	Budget
Communications and Outreach	Tax
Human Resources	Parks & Gardens
Information Technology	Libraries
Public Safety Communications Center	Cooperative Extension
Emergency Management	Engineering
Sheriff's Office	Soil & Water Conservation
Fire Rescue	Cape Fear Museum
Health & Human Services	Community Justice Services
Facilities Management	Senior Resource Center
Environmental Management	Veteran Services
Legal & Risk Management	Strategy Office
Planning & Land Use	Register of Deeds
Building Safety	Board of Elections

- Development, review, and approval of new COOP plans for the Recovery Office and the Office of Diversity and Equity – no later than 4 weeks before the end of the project period
- Final draft of County COOP plan – no later than 2 weeks before end of the project period
- Completion of training template to be used for future COOP exercises – no later than 2 weeks before the end of the project period
- Completion of revision/updates to the County COOP plan – no later than June 15, 2022

2. COOP Task 2 – Training and Exercise Resources

2.1 Develop a template that can be used to exercise the departments plans to be used in County FY22-23.

- This package will include standard Homeland Security Exercise Evaluation Program (HSEEP) resources to include facilitator handbooks, exercise evaluation guides, and participant situation manuals that can be adapted and used by NHC EM to conduct COOP exercises at a later time.

Term of Project: It is anticipated that a work period of 8 months may be needed for this project; however, it is desired that the entire project must be completed and invoiced by June 30, 2022. This timeline may be changed at the discretion of NHC EM.

Selection will be based on:

1. Consultant history, experience, and qualifications – 70%
 - Description and brief history/background of company. Included should be the number of years in business. Also identify the qualifications and experience of the key team member(s) that will work on the project. Emphasize the specific qualifications and experience from projects similar to this project for the key team members. Key team members are expected to be committed for the duration of the project. Replacement of key team members will not be permitted without prior consultation with and approval by NHC EM. Experience and qualifications of key field personnel should be included. Any current or past contracts with government agencies can be listed and described in this section. Licensing and certification shall also be described in this section. Attention to the details provided in the Scope of Work should be considered with your response.
2. Pricing/Rate Proposal – 15%
 - Provide information on how costs will be controlled to ensure all work is completed within the negotiated budget for the project. Provide a cost/budget for each phase of the project. Include the name and title of the individual responsible for cost control.
3. Work Plan and Schedule – 15%
 - Information on how each task of the project will be conducted to include identification of deliverables for each task and a schedule. The work plan should be a three (3) phase format with Phase 1 designated as EOP Update, Phase 2 designated as Functional Annexes Update and Phase 3 as Hazard- or Incident- Specific Annex Update. Each phase of the work plan should be in sufficient detail to demonstrate a clear understanding of the project. The schedule should show the expected sequence of tasks and include durations for the performance of each task.

Agency points of contact:

Anna M. McRay, Assistant Director Emergency Management
New Hanover County
230 Government Center Drive, Suite 115
Wilmington, NC 28403
910-798-7446 | amcray@nhcgov.com

Steven Still, Emergency Management Director
New Hanover County
230 Government Center Drive, Suite 115
Wilmington, NC 28403
910-798-6910 | sstill@nhcgov.com
