



HIGH COUNTRY
COUNCIL OF GOVERNMENTS

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REQUEST FOR QUOTES

FOR

**UPDATING THE WATAUGA COUNTY NORTH CAROLINA
EMERGENCY OPERATIONS PLAN**

DATE ISSUED: 3/13/23

RESPONSE DUE DATE: 3/31/23, 5:00pm ET

EMAIL PROPOSAL TO:

Cory Osborne
Director of Recovery & Resilience
468 New Market Blvd
Boone, NC 28607
cosborne@hccog.org
(828)265-5434 ext. 142

I. PURPOSE & BACKGROUND

High Country Council of Governments (HCCOG) is seeking an experienced firm to update the Emergency Operations Plan (EOP) for Watauga County, North Carolina. A copy of the County's existing EOP is available upon request. Details on the expected scope of services, deliverables, and schedule are listed below.

II. SCHEDULE

The selected firm is expected to begin work immediately upon contract execution. The EOP update must be complete by March 31, 2024. Please see the Deliverables section of this RFQ for specific due dates for each deliverable.

III. SCOPE OF SERVICES

HCCOG has established the following objectives for the EOP update. Any changes to the specifications or Scope of Services will be made in the form of an Addendum to this Request for Quotes. HCCOG may negotiate and refine the final Scope of Services with the selected contractor. HCCOG reserves the right to negotiate additional services with the selected contractor at any time after the initial contract award.

Scope of Services

EMERGENCY OPERATIONS PLAN (EOP) UPDATE

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

- Gather and analyze data with Watauga County staff and their designees
- Facilitate a kickoff meeting with Watauga County staff and their designees
- Capture and provide meeting minutes and other project management assets from meetings and collaboration sessions
- Prepare and provide a draft version of the updated EOP to the Watauga County Manager and Emergency Management staff for review before February 24, 2024.
- Prepare and provide a final version of the updated EOP that incorporates requested changes from Watauga County staff before March 31, 2024.
- Provide a presentation to the Watauga County Board of Commissioners detailing the process and outcomes of the EOP update before April 30, 2024.

The selected consultant will coordinate staff meetings with appropriate departments, Watauga County schools, fire departments, organizations, the Town of Burnsville, 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. The selected consultant will provide progress reports every month and submit them to HCCOG and Watauga County staff.

The selected consultant will develop an update to the Watauga County EOP 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. The plan will address the needs of all within the jurisdictional boundaries of Watauga County and the municipalities within the county, including persons with access and functional needs, pets, children, and other population subsets identified through research. Any plans for specific functions in the EOP shall include appropriate tasks, checklists, references, and other resources necessary for County staff members to fulfill their duties. 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 at a minimum:

- Demographics of the communities within the area covered by the plan
- Geography and the area covered by the plan
- Reference to, and consistency with, Watauga County's recently completed THIRA and the High Country Regional Hazard Mitigation Plan
- Emergency Management Organizations 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 sections 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
 - Emergency Shelter Plan
 - Animal Control
 - Hazardous Materials
 - Flooding
 - Aircraft Accidents
 - Resource Shortage
 - Water Contamination
 - Winter Weather
 - Terrorism/Acts of Violence
 - Tornado
 - Heat

- Earthquake
- Wildfire
- Resources and checklists necessary to implement the components of the EOP
- The EOP shall be updated for compliance with the following laws and requirements:
 - FEMA’s CPG Comprehensive Preparedness Guide
 - North Carolina General Statutes, Chapter 166-A and other NC Statutes as applicable

IV. DELIVERABLES

The full project shall be completed by April 30, 2024. Specific deliverables and due dates are:

- Kickoff meeting within six weeks of contract execution
- Full draft of EOP delivered by 2/24/24
- Final draft of EOP delivered by 3/31/24
- Presentation of final EOP to Watauga County Board of Commissioners delivered by 4/30/24
- Participation in monthly project update calls with HCCOG and Watauga County staff for the duration of the contract period.

V. INVOICING & PAYMENT

HCCOG will pay the selected firm a lump sum price to provide all the deliverables listed in this RFQ. HCCOG and the selected firm or individual will negotiate a schedule of payments. HCCOG will reserve at least 25% of the agreed upon lump sum until full completion of the Scope of Services. The selected firm must submit invoices to HCCOG for all payments. Invoices shall include a breakdown of activities covered for the invoice period including hours worked.

VI. SUBMITTAL INSTRUCTIONS

Interested firms must submit a proposal via email by March 31, 2023 at 5:00pm ET. Proposals should be sent to Cory Osborne, Director of Recovery & Resilience – cosborne@hccog.org. Proposals should follow the format below and include all information requested.

Proposal Contents

- Cover Sheet containing:
 - i. Contact name, email address, phone number, Federal Tax ID#, and website (if relevant)
 - ii. The cover sheet must be signed by an owner, corporate officer, or agent authorized by the contractor

- Experience
 - i. List the key personnel that would be assigned to this project. Include a brief bio demonstrating their relevant work history and qualifications.
 - ii. Identify any similar projects that your firm has completed. The information provided should sufficiently demonstrate that the responding firm has successfully completed projects of similar scope within the past 5 years.
 - iii. The number of years the firm has been in business
 - iv. Include contact information for local governments that have contracted your firm's services and can attest to the quality of the firm's work. Extra scoring consideration will be given to firms that provide references that can attest to the performance of the project manager the firm intends to utilize for the Watauga THIRA/EOP project.

- Understanding of the Project
 - i. State the firm's understanding of the project. This will be used to ensure that the respondent has thoroughly reviewed the RFQ and understands the work necessary to complete the project.
 - ii. Include a proposed timeline and plan of work to meet the items listed in the Scope of Services and Deliverables sections of this RFQ. Include a detailed implementation plan and project schedule outlining the primary tasks, estimated hours, responsibility, major deliverables and timing, including an estimated start date.
 - iii. The names of any and all subcontractors expected to perform services in connection with the project along with their qualifications. Include the estimated percentage of work that each subcontractor is expected to perform. HCCOG reserves the right to accept or reject any proposed subcontractor. HCCOG will check the status of the responding firm and any subcontractors on SAM.gov to ensure they have not been debarred.

- Price
 - i. Include a proposal price to provide the deliverables listed above. Proposal price shall constitute the total cost to HCCOG for complete performance in accordance with the deliverables listed above.

Contractors shall provide documentation sufficient to clearly demonstrate that their firm meets or exceeds the requirements set forth in this RFQ. Failure to provide such documentation may result in the proposal being deemed non-responsive. HCCOG will not be responsible for any costs or expenses incurred by the contractor in submitting a proposal to this RFQ.

VII. SELECTION

Responses will be evaluated according to the following factors:

- Experience (55 points)
- Understanding of the Project (25 points)
- Price (20 points)

VIII. QUESTIONS

Please email any questions concerning this RFQ to Cory Osborne, cosborne@hccog.org.