

Town of Surfside Beach of South Carolina

SCOPE OF SERVICES

REQUEST FOR PROPOSAL

Comprehensive Disaster Recovery,
Financial and Grant Management Support, and Pre-Disaster Cost Recovery Planning Services

RFP # 2019-08

Issue Date: August 1, 2019

Proposals are due on September 9, 2019 before 3 p.m.

PURPOSE

The purpose of this Request for Proposal (RFP) is for Town of Surfside Beach to acquire standby comprehensive disaster recovery management services including, but not limited to:

- I. FEMA Public Assistance Advisory Services;
- II. FEMA Individual Assistance Advisory Services;
- III. FEMA 404 and 406 Hazard Mitigation Expertise;
- IV. FHWA / FTA Support;
- V. Financial / Grants Management Support and Information Technology;
- VI. Resilient Community Planning Program Support;
- VII. Implementing Long Term Recovery Operations;

SCOPE OF SERVICES

The selected contractor will assist the following Town of Surfside Beach in strategically managing the Town of Surfside Beach project development and administration of various Federal and State Disaster Programs related to Presidentially declared emergencies or disasters that occur during the term of this contract.

Federal Programs may include, but are not limited to: FEMA Public Assistance (PA); FEMA 404 Hazard Mitigation Grant Program (HMGP); FEMA Individual Assistance (IA); HUD Community Development Block Grant Disaster Recovery, Federal Highway Emergency Relief Program, the Federal Transit Administration Emergency Relief Program, and the FEMA Community Disaster Loan (CDL). In addition, the awarded firm will also provide project development and grants management services for any existing, open disaster recovery effort including Hurricane Matthew and Hurricane Florence claims. Examples of disaster recovery services that may be required, include:

I. FEMA Public Assistance Advisory Services

1. Provide extensive knowledge, experience, and technical competence in dealing with Federal regulations, specifically including the Robert T. Stafford Disaster Relief and Emergency Assistance Act, the Post-Katrina Emergency Management Reform Act of 2006, the Sandy Recovery Improvement Act of 2013, and the Disaster Recovery Reform Act of 2018.

2. Evaluate and assist in the formulation, execution, and closeout of FEMA PA Emergency and Permanent Work Project Worksheets (“PWs”). This will involve expertise in cost estimating, developing detailed damage descriptions and dimensions (“DDDs”), technical assistance, and project scopes of work (“SOW”), and cost estimates (“CEs”).
3. Meet as necessary with Town of Surfside Beach/State/Federal representatives in connection with the programmatic, financial, contracting, and eligibility and process issues, at the request of the client.
4. Evaluate and recommend potential alternate and/or improved projects.
5. Evaluate the appropriateness of the use of FEMA pilot programs including the Section 428 Public Assistance Alternative Procedures for Permanent Work and Debris Removal.
6. Develop a process/system to efficiently submit Federal grant applications, identify eligible projects, capture costs, prepare cost reports, reconcile invoices, and close-out projects.
7. Prepare first and second appeals, and arbitration, and prepare projects for audit and respond to audit findings as requested.

II. FEMA Individual Assistance Advisory Services

1. Provide expert knowledge and technical competence in FEMA IA Programs, including Mass Care and Emergency Assistance (MC/EA), Individuals and Households Program (IHP), Disaster Case Management (DCM), Crisis Counseling and Training Program (CCP), Disaster Unemployment Assistance (DUA), and Disaster Legal Services (DLS).
2. Support community relations functions and outreach, and support efforts to provide disaster survivors with guidance on eligibility and the application process for Federal, state, and local assistance programs
3. Work as an advocate of disaster survivors and bring to the attention of FEMA any misunderstandings or problems an applicant may have involving any aspect of eligibility, funding, or the programs in general
4. Provide technical assistance related to all aspects of Federally-funded shelter and housing /or home repair programs, including IHP Programs (Transitional Sheltering Assistance, Rental Assistance, Direct Temporary Housing Assistance, and Permanent

Housing Construction), Sheltering and Temporary Power (STEP), and HUD Disaster Housing Assistance Programs

5. Represent Applicant in discussions with FEMA, State, and other entities related to activation and implementation of housing and individual assistance programs, time extensions, appeals, and eligibility determinations, and other related matters
6. Develop or support the development of strategies, plans, policies, and procedures related to disaster housing and human services.

III. FEMA 404 and 406 Hazard Mitigation Expertise

1. Assist in identifying, developing and evaluating opportunities for hazard mitigation projects to reduce or eliminate risk from future events (both Sections 404 and 406).
2. Develop hazard mitigation proposals (HMPs), and if needed benefit-cost analysis (BCA), to protect damaged elements and facilities from future damage.
3. Prepare hazard mitigation proposals, grant applications, benefit cost analysis, and other services related to Hazard Mitigation Grant Program, Pre-Disaster Mitigation, and other mitigation programs.

IV. FHWA / FTA Support

1. Advise and provide technical support for FHWA Disaster Relief and/or FTA Disaster Relief funding.

V. Financial / Grants Management Support and Information Technology

1. Advise on FEMA's regulation and policy on tracking costs, including direct administrative costs and, to facilitate reimbursement for all eligible client costs.
2. Categorize, record, track and file costs in support of the financial reimbursement process, track Project Worksheet status and status of payment from the State, and develop IT solutions that support such grants management.
3. Perform internal controls assessment and support compliance monitoring activities.
4. Provide expertise using systems to report information to assist in the management of the disaster recovery programs.

VI. Resilient Community Planning Program Support

1. Develop a resilience strategy and program, and set goals and strategy early.

2. Conduct preparedness-related services (including training design and execution) and associated pre-disaster recovery planning (including disaster cost recovery, debris management, and hazard mitigation).
3. Conduct response-related services (including training design, support of the Emergency Operations Center, and execution).
4. Conduct preparedness-related services that support (directly or indirectly) a jurisdiction's resilience program.

VII. Implementing Long Term Recovery Operations.

1. Manage the operations of the recovery structure to engage with the impacted community(ies), state and federal agencies, and non-governmental organizations to identify community recovery needs and develop and implement strategy to support the local recovery efforts.
 - Support the State Disaster Recovery Coordinator (SDRC) and other mission support personnel to implement recovery priorities.
 - Coordinate with state agencies necessary to participate within the RSF as coordinating or primary agencies.
 - Coordinate with the SDRC and Recovery Support Function (RSF) stakeholders, and the Joint Field Office (JFO) leadership (if activated) as well as executive leadership after the JFO is deactivated (as applicable).
 - Coordinate with emergency management agency and state agencies to determine resources to fill staffing needs.
2. Engage with the impacted community to provide technical assistance and guidance in developing a local recovery management structure (as necessary).
3. Engage with the impacted community and provide technical assistance as appropriate, to determine recovery needs and goals.
4. Identify state and federal resources available to support local recovery goals.
5. Develop strategies for each RSF to provide technical assistance and programmatic support to meet the local recovery needs.
6. Manage cost recovery and recovery financing efforts to secure funding for identified recovery strategies.

7. Manage the implementation of the strategies, including providing technical assistance to community as needed throughout the recovery process to identify and address continuing needs. Evaluate strategies to determine effectiveness in meeting recovery needs and adapt as needed.
8. Evaluate need for RSFs and recovery structure throughout long-term recovery process and adapt structure as needed through time to effectively and efficiently manage needed operations.
9. Provide plan for transitioning state recovery efforts to steady state and demobilizing recovery structure. This includes providing guidance to local community(ies) on transitioning to steady state.
1. Provide additional expertise and staffing as needed to support additional disaster recovery efforts.

CONTRACTOR EXPECTATIONS

The contractor will be required to track their hours and costs to facilitate reimbursement by FEMA, when applicable. Timesheets will include specific descriptions of tasks performed and results achieved.

DURATION OF CONTRACT

This agreement shall remain in effect for three (3) years from its effective date. Thereafter there will be two (2) optional one (1) year extensions. An annual economic price adjustment will be considered each year.

PROPOSAL FORMAT

Proposers must respond in the format delineated below.

The following information shall be tabbed to identify the required information. Failure to submit this information will render your proposal non-responsive.

QUALIFICATIONS OF THE FIRM

Provide a description and history of the firm focusing on previous Federal and State Public Assistance (PA) program experience and applicability of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, Federal Regulations (including 44 CFR 206, the standards at 2 CFR 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards which applies to disasters declared on or after December 26, 2014 and 44 CFR 13.36 – Procurement which applies to disaster declared before December 26, 2014), and FEMA policies (the 9500 Policy Series for disasters

declared prior to January 1, 2016 and the Public Assistance Program and Policy Guide for disasters declared on or after January 1, 2016) as a prime contractor.

The qualifications of the prime contracting firm must include, at minimum, the following:

1. Ten (10) years of experience working with the Public Assistance Grant Program, at the Federal, State or local level, including Project Worksheet development, Project Worksheet audit, documentation review, eligible cost reconciliation, audit checklists, the development of successful appeal/appeal responses, and closeout.
2. Experience with all categories of work in man-made and natural disasters, with expertise in the tracking of force account labor, equipment reimbursement, supplies, donated services, mutual aid, and contracted services.
3. Experience developing, reconciling, or reviewing federal grants for multiple clients of comparable size and complexity, as well as a comparable type and severity of damages.
4. Demonstrated experience developing and implementing innovative solutions to difficult PA and CDBG-DR problems, and innovative uses of these grant streams.
5. Demonstrated experience in managing and implementing both Preparedness and Recovery response before, during, and after a disaster.
6. Prior experience in Program Conformance with pre- and post- construction projects, including but not limited to: producing detailed estimates, performing quantity surveys, participating in design development meetings, and reviewing progress design documents for conformance to budgeted scope of work
7. Demonstrated experience in the financial and grants management of FEMA pilot programs to include all the following:
 - a. The Section 428 Public Assistance Alternative Procedures for Permanent Work;
 - b. The Section 428 Public Assistance Alternative Procedures for Debris Removal;
 - c. The Sheltering and Temporary Essential Power (STEP) pilot program; and
 - d. The Debris Pilot Program.
8. Demonstrated experience in managing projects with at least three funding streams, including, but not limited to: Insurance; 404 and 406 Hazard Mitigation; FHWA; HUD; and FEMA.

9. Prior experience performing A-123 Internal Controls Review and Improper Payment Act reviews of U.S. Department of Homeland Security (DHS) programs.
10. Experience managing the financial functions of a large-scale disaster reconstruction program.
11. Experience implementing a comprehensive financial and grant management system for the FEMA Public Assistance program.
12. Experience developing Letters of Interest (LOIs) for the FEMA 404 and 406 Hazard Mitigation Program.
13. Experience working with HUD CDBG-DR grant programs at the Federal, State or large local government level, including program design and monitoring.
14. Prior experience performing internal controls reviews and improper payment reviews.
15. Experience administering the FEMA Community Disaster Loan program.
16. Experience developing disaster housing or emergency shelter plans/exercises for at least three state/local communities in last five years
17. Experience providing technical assistance related to disaster housing and sheltering programs and operations for Federal, state, and local clients.
18. Experience with interpreting and administering Sandy Recovery Improvement Act and Disaster Recovery Reform Act of 2018 rules and programs.
19. Experience with programmatic disaster closeouts.
20. Knowledge and understanding of HUD's Disaster Recovery Grant Reporting (DRGR) data management system including Action Plan set-up and Quarterly Reporting.
21. Knowledge of HUD's requirements for housing programs including rehabilitation, reconstruction, acquisition, buyout, relocation, and rental assistance.
22. Knowledge of HUD's requirements for infrastructure and public facilities including FEMA PA match programs; economic development activities; and HUD requirements for calculating duplication of benefits in compliance with the Stafford Act.
23. Proven track record proactively and successfully solving disagreements during project formulation rather than through appeals and arbitration.

24. Demonstrated experience in providing staff in and EOC or JFO for a large-scale disaster recovery operation.
25. Past performance supporting after action reports and incorporating best practices and lessons learned into plans, policies, and procedures.
26. Past experience developing Recovery Redevelopment Plans. Long Term Recovery Plans following the National Disaster Recovery Framework, Disaster Cost Recovery Plans, and providing EOC Augmentation and Response Planning.
27. Demonstrated, nationally recognized expertise at the programmatic level.

B. QUALIFICATIONS OF STAFF

Provide an organizational chart, resumes, and summary of staff qualifications for the firm. Key project staff should include but are not limited to:

- Project Executive (15+ years of experience with at least 5 years in a leadership role),
- Subject Matter Expert (15+ years of experience)
- Project Manager (10+ years of experience, plus college degree),
- Project Accountant (5+ years of experience plus relevant college degree),
- Senior Recovery Specialist (5+ years of experience plus college degree).
- Recovery Specialist (3+ years of experience plus college degree)
- Junior Recovery Specialist (1+ year experience)

Proposer may include other labor categories and include a description describing the minimal level of qualifications.

C. PAST PERFORMANCE REFERENCES

Provide a minimum of three references for which the firm has performed services in the past that are similar to the requirements in the Scope of Services. Provide a description of the project, the reference contact name, title, e-mail address, telephone numbers, date of the contract/period of performance, and any prior assessments they have completed of your work. In addition, provide any additional evidence of consistently successful experience on past projects.

D. TECHNICAL APPROACH

Provide a description of your firm's approach to the project, to include start-up procedures, process to prepare Project Worksheets and accompanying documentation, project management and quality control procedures.

E. COMPLIANCE WITH LOCAL, STATE AND FEDERAL REQUIREMENTS

Each Proposer must be in compliance with all Local, State, and Federal Requirements and be prepared to implement programs that comply with these requirements.

F. INSURANCE

Proposer shall include certificate(s) of insurance documenting policies of the following minimum coverage limits with their proposal submission.

1. COMMERCIAL GENERAL LIABILITY insurance must cover bodily injury, property damage and personal injury with limits of no less than \$3,000,000 per occurrence.
2. AUTOMOBILE LIABILITY insurance with a combined single limit of not less than \$1,000,000.
3. ERRORS AND OMISSIONS LIABILITY coverage of not less than \$4,000,000.
4. WORKERS' COMPENSATION coverage must be provided, as statutorily required for persons performing work under the resulting contract. Successful Proposer must provide Town of Surfside Beach with proof of Employer's Liability coverage with limits of at least \$500,000. Successful Proposer shall require all subcontractors to carry the same level of Workers' Compensation and Employer's Liability coverage.
5. CERTIFICATE OF INSURANCE: The successful Proposer will be required to include Town of Surfside Beach as additional insureds on the general liability and automobile policies and furnish a certificate(s) of insurance to:

ATTN.... Town Administrator
ADDRESS 115 U.S. Highway 17 North
Surfside Beach, SC 29575

6. CONTINUATION OF COVERAGE: The successful Proposer shall not cancel, materially change or fail to renew insurance coverages. The successful Proposer shall notify Town of Surfside Beach of any material reduction or exhaustion of aggregate limits. Coverage shall either be occurrence based or maintained for the duration of the contractual agreement and for two (2) years following completion of services provided.

G. COST PROPOSAL

Each Proposer must complete and submit the Cost Proposal Form/Fee Schedule included herein. The Cost Proposal will be evaluated on the hourly rates submitted on the cost proposal form for the labor positions listed. All non-labor other direct costs, including travel and lodging, will be billed to the Town of Surfside Beach at cost without mark-up.

COST PROPOSAL FORM

Proposals are due on September 9, 2019 before 3 p.m. Please provide one original and two copies of your proposal.

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The hourly labor rates shall include all applicable overhead and profit. All non-labor other direct costs, including travel and lodging, will be billed to the Town of Surfside Beach at cost without mark-up.

<u>POSITIONS</u>	<u>HOURLY RATES</u>
Project Executive	\$ _____
Subject Matter Expert	\$ _____
Project Manager	\$ _____
Project Accountant	\$ _____
Senior Recovery Specialist	\$ _____
Recovery Specialist	\$ _____
Junior Recovery Specialist	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____
Other: _____	\$ _____

OTHER REQUIRED POSITIONS

Proposer may include other positions, with hourly rates and attach a job description and required years of experience for each position.

SELECTION CRITERIA

The following weighted criteria will be utilized to determine the consultant that provides the best value and to select the consultant to be awarded this contract:

Qualifications of the Firm	25
Qualifications of Staff	25
Relevant Past Performance	25
Technical Approach	15
Cost Proposal	10
TOTAL	100

Proposals are due on September 9, 2019 before 3 p.m.

Proposals are to be marked:

“Comprehensive Disaster Recovery Proposal 2019-08” and delivered to:

Town of Surfside Beach

Dennis Pieper, Town Administrator

115 U.S. Highway 17 North

Surfside Beach, SC 29575

The Town reserves the right to reject any and all bids, to waive any informality and to award the contract as it deems in the best interest of the Town.