



**Request for Qualifications
For updating the Town of Nags Head
Emergency Operations Plan and
Continuity of Operations Plan**

Date: February 9, 2023

**Submittal deadline:
March 9, 2023, 3:00 PM, Local Time**

Prepared By:



Town of Nags Head
5401 S. Croatan Highway, PO Box 99
Nags Head, NC 27959
252-441-5508
www.nagsheadnc.gov

SECTION I - GENERAL INFORMATION FOR PROPOSERS

A. PROJECT DESCRIPTION

A. Name or Title of Project

The Town of Nags Head seeks a consultant to update the existing Town of Nags Head Emergency Operations Plan (EOP) including the Continuity of Operations Annex. This will include a review/integration of the Town of Nags Head EOP with the Dare County EOP, and review and revise sections of the Town of Nags Head's Continuity of Operations Plan to ensure it is consistent with the Dare County Continuity of Operations Plan.

B. Project Location(s):

Town of Nags Head Buildings
5401 S. Croatan Hwy.
Nags Head, North Carolina 27959

C. Project Overview:

The Town of Nags Head is requesting a statement of qualifications for professional services related to updating the Town of Nags Head Emergency Operations Plan and Continuity of Operations Annex throughout all departments and physical locations.

Demonstrated capability of the firm to perform all of the work elements, review of comparable work and references, and ability to timely mobilize staff will be considered. The selected firm will be notified of the award within a two-week period following the submission deadline.

D. Contact for Information and Issuing Office:

Randy Wells, Fire Chief
Town of Nags Head Fire and Ocean Rescue
5401 S Croatan Highway, PO Box 99
Nags Head, North Carolina 27959
Telephone (252) 449-2018
Email: randy.wells@nagsheadnc.gov

E. Deadline:

Receipt of Submissions: 3:00 P.M., March 9, 2023

Submissions will not be accepted or considered after 3:00 P.M. on the closing date. Submissions received after the deadline will be returned unopened.

F. Questions and Addenda:

Offerors shall carefully examine this RFQ and any addenda. Vendors should seek clarification of any ambiguity, conflict, omission, or other error in this RFQ in writing. Questions should be addressed to the Fire Chief. If the answer materially affects the RFQ, the information will be incorporated into an addendum and distributed to vendors. Discussions with other Town employees or officials during the solicitation and evaluation period are inappropriate. Therefore, offerors shall not contact any other Town employees or officials regarding this RFQ during the period of solicitation and evaluation. Oral comments do not form a part of this RFQ.

G. Changes in the Request for Qualifications:

Any changes made in this RFQ will be posted and distributed to vendors of record. Any and all addenda will be numbered in sequence, dated as of the date of issue, posted, and distributed via fax, e-mail, or U.S. Mail.

H. Statement of Qualifications Submission:

All submissions must be received in an appropriately marked and sealed envelope or package in the Office of the Town Clerk, Nags Head Town Hall, 5401 S. Croatan Highway, Nags Head, North Carolina 27959. Proposals may also be emailed to: Carolyn.Morris@Nagsheadnc.gov. Please include "RFQ-Emergency Operations Plan and Continuity of Operations Plan Update" in the subject line of your email submittal. Submissions in the form of telegrams, telephone calls, facsimiles, or telex messages will not be accepted. Each submission shall be signed by an official authorized to bind the vendor.

The outside of the envelope shall additionally be identified as follows:

- Town of Nags Head Emergency Operations Plan Update.
- The envelope shall be marked on its face with the name of the person, firm, or corporation submitting.

Proposers shall submit two (2) original sets of the Statement of Qualifications in a sealed opaque envelope marked as noted above and may be submitted in person or by mail. All Respondents shall provide the following information:

1. A Cover Letter/Transmittal. Introductory letter including confirmation of willingness to execute and meet all the requirements as described hereon.
2. Firm's general background and experience with government organizations or related entities
3. A detailed listing of similar project experience, including a minimum of three similar projects and brief descriptions of same; and a minimum of three client references from projects of a similar size and scope.
4. Names, qualifications, and expertise of individuals who will be assigned the responsibility of working directly with the Town.
5. Schedule. Provide the project team's current workload, proposed process, and project schedule.
6. Approach or methodology to accomplish project objectives.

I. Award:

The Town intends to enter a contract as soon as practicable after receipt of the offerors' submittals. The award of a contract shall be at the sole discretion of the Town. Award will be made to the offeror whose qualifications are determined to be most advantageous to the Town, taking into consideration the evaluation factors set forth in, "Criteria for Statement of Qualification Evaluations." The Town reserves the right to accept or reject any or all submissions in whole or in part and to waive informalities. The Town further reserves the right to issue an award of a contract without further discussion of the submittals. The contents of the submittals of the selected vendor will become part of the contract when the award is made. Submissions will be initially evaluated on the basis of the written material provided, with clarification as needed through telephone calls to vendors. Based on this initial evaluation, the Town may select vendors whose services most closely meet the Town's needs to make an oral presentation. Any agreement proposed for the Town's execution shall be included with the submission.

J. Disposition of Submissions:

All materials submitted in response to this RFQ will become the property of the Town. One (1) copy of each submission shall be retained for official files and will become a public record after the award and open to public inspection. It is understood that the submission will become a part of the official file on this matter without obligation on the part of the Town except as to the disclosure restrictions contained in Section M, "Disclosure."

K. Accuracy of Submission Information:

Any offeror, which submits in its RFQ to the Town any information determined to be substantially

inaccurate, misleading, exaggerated, or incorrect, shall be disqualified from consideration. The Town reserves the right to contact the proposer to verify any information it deems necessary to provide for a fair and equitable evaluation of the submission.

L. Laws and Regulations:

This procurement shall be governed by the NCGS and the Code, Policies and Procedures of the Town of Nags Head.

M. Historically Underutilized Businesses:

It is the policy of the Town of Nags Head to facilitate the establishment, preservation, and strengthening of historically underutilized businesses, (i.e., small businesses and businesses owned by women and minorities), and to encourage their participation in the Town's procurement activities. Toward that end, the Town encourages these firms to compete and encourages non-minority firms to provide for the participation of small businesses and businesses owned by women and minorities through subcontracting, partnerships, joint ventures, and other contractual opportunities. The Town's participation goal for Historically Underutilized Businesses is 10%. All offerors are requested to include a statement in their response to this RFQ to describe any planned use of such businesses in fulfilling this contract.

B. STATEMENT OF WORK

This RFQ intends to have the firms under consideration specifically address the services required. The owner is looking for an approach, where the firm(s) will provide the following (not listed in order of preference): At a minimum, the submitted proposal should clearly express your ability and intent on incorporating the below content. The final plan produced should be compared to best practices found in other municipalities and work with the Dare County Emergency Operations Plan.

The EOP should address the following areas:

- Whole Community Approach
- Access and Functional Needs Considerations
- Security and Privacy Statement
- Table of Contents
- Promulgation Statement
- Legal Authority and Supporting Documents
- Plan review, Maintenance, and Distribution
- Record of Changes
- Distribution/Contact List(s)
- Purpose, Scope, Structure, and Integration
- Planning Assumptions based on All-Threats/Hazards
- Decision Points for EOC Activation
- EOC Activation Levels
- Damage Assessments
- Resource Requests Coordination and Process
- Evacuations / Shelter-in-place
- Public Information
- Alerts and Warning
- National Incident Management System (NIMS), Incident Command System (ICS) & EOC Conception of Operations (including roles and responsibilities)
- Public Information Officer
- Liaison Officer(s)
- Safety Officer
- Operations Section
- Planning Section
- Finance Section

- Logistics Section
- Procurement/Purchasing
- Establish and Implementation of Incident Action Plan
- Decision Points for Unifying Town Operations
- Operations and Logistics Section Unification
- Management of ESF/RSF using ICS
- Appendices
- Basic Plan – Organizing by ESF/RSF
- Primary and Support Agencies
- Disaster Declaration Form
- Acronyms and definitions
- Emergency Support Functions
- Recovery Support Function
- EOC Standard Operating Guidelines/Handbook
- Hurricane/Tropical Weather Playbook
- Winter Storm Playbook
- Pandemic Playbook
- Wildfire Playbook
- Cyber Attack Playbook
- Civil Unrest Playbook
- Active Shooter Playbook
- Earthquake Playbook
- Flooding Playbook
- Continuity of Government Playbook
- PSPS/Power Outages Playbook

The Consultant/Contractor will also provide the following:

- 1.** Assist the Town of Nags Head in developing the EOP according to the current FEMA State Plan Review Guidance and consistent with EMAP and other accreditations
- 2.** Conduct data collection and data preparation (collating and organizing) for analysis throughout the project
- 3.** Consider Recommendations from local government stakeholders.
- 4.** Coordinate EOP development process including scheduling and conduct of meetings
- 5.** Review of Risk and Vulnerability Assessment and update of associated population and property at risk data for all hazards
- 6.** Locally focus hazard information depicted in the Outer Banks Regional Hazard Mitigation Plan, NC Regional Hazard Mitigation Plan Priority Risk Indexes to reflect a local Priority Risk Index
- 7.** Provide an assessment of the impact of changes in population, demographics, land use, and development on overall risk to people, property, and the environment in the Town of Nags Head
- 8.** Update hazard history for each identified hazard with special emphasis on their relation to emergency operations in Nags Head.
- 9.** Provide updated maps depicting hazard event history and hazard location/hazard extent per FEMA guidance.
- 10.** Assess and Report Potential Future Conditions for each hazard identified.
- 11.** Assess and Report the Potential impact of Climate Change on each hazard.
- 12.** Review Mitigation Strategy and report completion, deletion, and progress on existing goals, measures, and actions.
- 13.** Identify feasible actions addressing climate change impacts on individual hazards.
- 14.** Assist with formatting and design of the final product.
- 15.** Provide monthly progress and financial reports for submission to FEMA before the last day of each calendar month.

PROJECT SUBMITTALS

The consultant, once selected, will be required to submit monthly billings and progress reports on the first business day of each month. Within two weeks of contract execution, the consultant will hold a project kickoff meeting, after which the consultant will have ten (10) days to submit the final project work plan schedule.

The submissions of the documents must comply with the following:

1. All versions of the document must be delivered electronically in .pdf and word format via e-mail to the Town of Nags Head Fire Staff.
2. The adopted EOP must be provided electronically in both .pdf formats and Microsoft Word.
3. All reports must be submitted in 8-1/2" x 11" electronic format, for Town reproduction and use.

C. GENERAL CONTRACTUAL CONDITIONS:

- A. The selected firm shall certify that it does not know any circumstances which will cause a conflict of interest in providing professional services; and that no contingent fees have been paid for soliciting or securing this contract.
- B. Each firm or individual submitting a response shall include a certification that it does not discriminate on any basis prohibited by applicable Federal or State law in employment or provision of services.
- C. The selected firm(s) shall at its own cost and expense maintain General Liability and Worker's Compensation Insurance as required by the State of North Carolina covering each of the persons employed by it in the operation of this contract and keep the insurance in force during the term of this contract. The successful Offeror(s) shall maintain and provide the Town with certificates of Professional Liability Insurance and Commercial General Liability and Insurance with the minimum policy limits;
 - a. Commercial General Liability: **\$500,000** Combined Single Limits (CSL) covering bodily injury and property damages
 - b. Professional Liability (errors and omissions) insurance on an occurrence basis is preferred, covering work done or to be done by or on behalf of the firm and providing insurance for professional liability in the amount of **\$300,000.00** annual aggregate
- D. The successful Offeror(s) shall defend, indemnify, and hold harmless the Town, its officers, employees, agents, and representatives from any and all liability or loss of any nature whatsoever arising out of or relating to the Offeror(s) operations under the Statement of Work and any contract entered into including, without limiting the generality of the foregoing coverage, any act or omission of the Offeror(s), its agents, servants, employees, or invitees in the execution of performance of the said contract.

D. SELECTION CRITERIA FOR SUBMISSION EVALUATIONS

All submissions shall be initially reviewed to determine if they are responsive to the submission requirements. Those not meeting the minimum requirements set forth herein will be deemed non-responsive, and will not be subject to further review.

The responsive submissions shall be evaluated and ranked in accordance with the following criteria;

The selection committee will review all RFQ submittals in accordance with the following criteria:

1. Quality of response to the Request for Qualifications (10%).
2. Approach and methodology to how the firm will meet the Town's objectives for the project (20%).
3. Professional capabilities: Technical and field capabilities to perform the specified work within this RFQ (25%)
4. Satisfactory performance of similar services for projects of comparable size and complexity (25%).
5. Schedule: Individual/Firm's current workload, timeliness, and proven ability to complete projects within the completed date (20%).

Demonstrated capability of the firm(s) to perform all of the work elements, review of comparable work and references, and timely mobilization of staff will be considered. The selected firm(s) will be notified immediately following the RFQ submission deadline.

The funding award for these services and projects shall be made at the sole discretion of the Town Manager and/or Town of Nags Head Board of Commissioners. The Town of Nags Head is under no obligation to select any presented submissions. The Town of Nags Head reserves the right to request additional information from all applicants. In the selection of the top respondent, the Town of Nags Head reserves the right to engage in an interview process to obtain additional information that will be used during the selection process. The Town reserves the right to reject any and all submissions, waive any informalities and negotiate portions thereof.

There is no expressed or implied obligation for the Town of Nags Head to reimburse responding firms for any expense incurred in preparing or responding in any informality or reject all qualifications submitted.

All offerors responses to the RFQ shall remain valid for a period of not less than ninety (90) calendar days from the due date of this RFQ.

A submission indicates acceptance by the proposer of the terms, conditions, and requirements described in this RFQ unless clearly and specifically noted in the submittal.

Submissions should be prepared simply and economically, providing a straightforward, concise delineation of the capabilities of their offering.

Qualifications will be reviewed by the Fire Chief and a selection made based on the most qualified competitor, subject to negotiation of fair and reasonable compensation. If efforts to negotiate a fair and reasonable fee are unsuccessful with the most qualified firm(s), negotiations will cease with that firm and begin with the second-ranked firm. If the Town is unable to negotiate a satisfactory agreement with the selected firms, the Town will select additional firm(s) in order of their competence and qualifications and continue negotiations until a satisfactory agreement has been reached and approved by the Town.