

NOTICE TO CONSULTANTS REQUEST FOR CONSULTANT SERVICES

The City and County of Honolulu (City), Department of Emergency Management (DEM), is seeking a qualified consultant (GS-020 Community Planning) for the Hurricane Catastrophic Preparedness: County Hurricane Planning project.

The project is funded by the U.S. Department of Homeland Security Regional Catastrophic Preparedness Grant.

BACKGROUND AND PROJECT PURPOSE

The City, in partnership with the Counties of Kauai, Maui, and Hawaii, and with the Hawaii State Civil Defense under the State Department of Defense, desire professional planning services with background in hurricane planning and logistics.

The purpose of this project is to develop four county-level hurricane-specific response plans that will integrate and align with preparedness, response, and recovery actions in the Hawaii Catastrophic Hurricane Operations Plan (OPLAN) and Hawaii All-Hazards Concept Plan (CONPLAN), which were developed as a joint venture between Hawaii State Civil Defense and Federal Emergency Management Agency, Region IX. The published OPLAN and CONPLAN, published July 16, 2009, are to be used as reference planning documents for hurricane disasters.

PROJECT OVERVIEW

The published OPLAN has identified unique challenges for the State, if a Category IV hurricane was to strike the State of Hawaii. The OPLAN cost estimates report that a response to a catastrophic hurricane in Hawaii will be more expensive than that of Hurricane Katrina's costs due mostly to geographic access limitations. While the OPLAN was developed primarily for the island of Oahu, the City's response, a supporting county plan was not included or developed in the OPLAN scope of work. This project addresses and aligns the City hurricane response as well as plans for the other three counties with vertical and horizontal integration to the State's OPLAN and CONPLAN.

The counties have preliminary gap analysis information that was used to create the OPLAN and regional pandemic influenza plans which identify county assets, response gaps, and capability shortfalls. The project will address staff estimate shortcomings and incorporate identified agency preparedness and response

protocols with available on-island private sector and required State and Federal resources. The project will provide/improve county plans and response protocols to better prepare for a hurricane and provide a stronger foundation to support the OPLAN objectives which are:

1. Perform life saving and sustaining measures
2. Conduct mass care and sheltering
3. Minimize risks to tourists
4. Maintain functionality of the water distribution system
5. Deliver fuel to maintain essential services
6. Conduct debris clearance
7. Protect on-island critical resources
8. Maintain continuity of port operations
9. Restore power infrastructure

The creation of county-specific catastrophic plans must align with the State's Catastrophic Plan. In a catastrophic event, it is of great importance for all responders and emergency managers - Federal, State and County - to be working off of documents that are consistent, integrated, and fully complementary. The information that was gathered in pre-planning meetings conducted with the counties, the modeling tools, and the agreed upon assumptions and objectives created the basis for the State Catastrophic Plan and should also serve as the basis for each county plan.

SCOPE OF SERVICES

The City will serve as the project administrator for this contract to coordinate and oversee administrative and fiscal tasks for the duration of these contracted services, for which the Consultant shall provide scheduled reports and invoice submittals.

DEM's Grant Program Manager will oversee contracted personnel services (project manager and Consultant services) from initial hiring through contract deliverables and project completion.

1. Administrative Meetings. The Consultant will coordinate with the project manager to ensure that administrative meetings address project and Consultant work plans, budget and fiscal related matters, project communications and meeting logistics to be mutually agreed with defined responsibilities, prior to the execution of such items. Regularly scheduled administrative meetings, or as needed for unforeseen and emergency approvals, shall be included in project and Consultant workplans as a condition of contracted services.

2. Status Reports. Bi-weekly status reports are required to document the project progress. The Program Manager and/or Consultant will determine the need to have weekly conference calls.
3. Communication. Methods of communication are letters, memorandums, text messages, Blackberry Messenger, Microsoft Lync/Office Communicator, email, telephone, and facsimile transmissions.
4. Technical Assistance Workshops. The Consultant will be responsible for facilitating and implementing tasks resulting from Technical Assistance deliveries to the RCPT to ensure that expected outcomes are met and challenges are mitigated.
5. Regional Catastrophic Planning Team Organization and Meeting Schedule. The Consultant shall coordinate and confirm all project tasks assigned with the project manager and shall organize, prepare, publish status reports and recommendations, draft plans, and other requested or suggested materials necessary for project completion. The preferable mode of communications will be through electronic data transmission and posting.
6. Work Plans. The Consultant shall be responsible for a Project Plan of Action and Milestone (POAM) Plan, work plans, goals and objectives, strategies and actions. The Consultant is required to submit all deliverables in a timely manner as shown in the Plan of Action and Milestones to be developed during planning meetings with the RCPT.
7. Administrative Reporting. The Consultant shall maintain records of sign in sheets, agendas, minutes to be used as support documentation for the in-kind reporting. After each meeting/event, the Consultant shall send all originals to the Program Manager in a timely manner.
8. Other Responsibilities. The Consultant shall coordinate and collaborate with the project manager to ensure that Consultant work plans, goals and objectives, capability gaps, and strategies and actions are described, identified, and achieved in order to accomplish project goals. The Consultant shall be responsible for working with the project manager, under and with the organizational and operational processes for the RCPT and other project participants; provide methodology and outlines for plans development and maintenance, and identify and incorporate supporting documents for review and approval by the RCPT.

Any organization that is interested in being considered in providing these services should submit the following Statements of Qualifications:

BACKGROUND. Name of firm or person, the principal place of business and location of all offices. The age of the firm and its average number of employees over the past 5 years.

Special Consideration: Due to the high expense and time involved with extensive travel or transient assignment from the Mainland, the Contractor will, to the maximum extent possible, utilize staff and key personnel from offices that are indigenous to the State of Hawaii. Preference will be shown to Contractors that establish an ability to complete the work locally using local people, as the established success rate for working within workers native to the state prior to the commencement of work as been well demonstrated.

KEY PERSONNEL

Lead Planner

BS/BA in Emergency Management, Operational Planning or related field. The individual in this position is the “**Key Person**” and is critical to the success of the overall contract. This person shall have a minimum of ten (10) years’ experience in the field of emergency management preparedness with particular expertise in disaster operations planning. The individual shall have a documented work history demonstrating success at ever-increasing levels of responsibility, project complexity in the areas of managerial expertise related to: program/project management; personnel management, including supervisory and team leadership positions; and, familiarity with the management of government contracts. This person shall be in a senior supervisory position with regard to the contractor’s employees and subcontractors. This person shall act as the immediate supervisor for all Senior Planners assigned to support the planning efforts of their assigned State and FEMA planners.

This person shall be responsible for the Contractor’s overall performance of required specifications and shall be the official liaison between the Government’s Contracting Officer (CO) and Contracting Officer’s Technical Representative (COTR) and the contracted company. The Lead Planner shall serve as the single point of contact for the contractor with regard to overall job performance, work specifications and evaluation criteria, as well as contractual issues. This person shall supervise the work effort of contractor and subcontractor employees to ensure that the agreed upon work breakdown schedules, work quality and performance criteria are met. This individual shall ensure standardized reporting of project and deliverable status, start and finish dates, percent completion on all tasks as well as actual hours and resource allocation for each task. This person shall have a high degree of proficiency in the area of project management.

This individual’s performance is based in large part on the ability to lead the management team as demonstrated by overall performance, cohesiveness and the effective integration of multiple work products into the performance schedule. The Lead Planner shall exercise direct control of the Senior Planners and ensure

close coordination between staffs to optimize performance and cross-functional planning efforts; coordinate response and recovery strategies, measurement and reporting; and minimize cost expenditures.

A designated alternate is authorized on those few occasions when the Key Person is unavailable. However, the alternate shall be approved in advance by the Government, based upon a review of that person's skills and experience relative to the roles and responsibilities of the Key Person position.

The Key Person shall be responsible for the quality and content of all deliverables, reports, and recommendations. This person shall ensure that all correspondence shall be reviewed prior to submission to FEMA, States and localities. The importance of this position is such that this Key Person shall be an integral member of the contractor's team.

Minimum/General Experience: Ten (10) years of progressively more responsible experience in managing major projects, including at least five (5) years of experience managing projects with more than twenty (20) staff and multiple subcontractors and consultants. Demonstrated ability to manage numerous complex and time critical support activities simultaneously.

Functional Responsibility: Directs all financial and quality assurance activities and oversees strategic planning and program development, drawing upon technical insight and understanding in related technical disciplines. Has ultimate responsibility for ensuring completion of work products and deliverables on time, within budget, and to the client's satisfaction.

Minimum Education: BS/BA Emergency Management, Operational Planning or related field.

Senior Planner(s)

The individuals in these positions are "**Key Persons**" and are critical to the success of the overall contract. These persons shall have a minimum of five (5) years experience in the field of emergency management. The individuals shall have a documented work history demonstrating success at ever-increasing levels of responsibility project complexity in the areas of disaster operations response and recovery planning, including supervisory and team leadership positions; and familiarity with the management of government contracts. Each of the Senior Planners shall report directly to the Lead Planner.

These persons shall have a sound understanding of emergency management preparedness programs and principles. Recognizing that effective project management is an integral part of the evaluation of quality, the overall evaluation of quality will include factors such as the managerial capability, prior experience

and the individual qualification of the Senior Planner. One method of demonstrating a level of competence is the certification process that results in the designation of Certified Emergency Manager (CEM). This specific certification is not a formal requirement; similar standards are acceptable as is demonstrated past experience and effectiveness with ever-increasing levels of project cost and complexity. These certification programs are only one method to help evaluate the experience level of this individual.

The Senior Planner shall ensure close coordination between their respective staffs to optimize performance and cross-functional expertise, coordinate performance, measurement and reporting, and, minimize cost expenditures. A designated alternate is authorized on those few occasions when these Key Persons are unavailable. However, the alternate shall be approved in advance by the Government, based upon a review of that person's skills and experience relative to the roles and responsibilities of the Key Person position. On occasions when the Lead Planner is unavailable, one of the Senior Planners is authorized as the alternate Lead Planner. However, as previously stated with regards to the Lead Planner function, the alternate shall be approved in advance by the Government, based upon a review of that person's skills and experience relative to the roles and responsibilities of the Key Person position.

Minimum/General Experience: Eight (8) years of progressively more responsible experience in managing major projects, including at least three (3) years of experience managing projects with more than ten (10) staff, and multiple subcontractors and consultants. Demonstrated ability to manage numerous complex and time-critical support activities simultaneously.

Functional Responsibility: Oversees strategic planning and program development, drawing upon technical insight and understanding in related technical disciplines. Has responsibility for ensuring completion of work products and deliverables on time, within budget, and to the client's satisfaction.

Minimum Education: Bachelors Degree in emergency management related field. BA/BS degree with substantial experience in emergency management-related areas also acceptable.

Key Subject Matter Expert

Minimum/General Experience: Ten (10) years of experience in issues related to the execution of duties as either a Federal Coordinating Officer (FCO) or Principal Federal Official (PFO). Ten (10) years of experience or greater at a command level within the Department of Defense is also required. To the maximum extent possible, the Key SME will have both military and civilian disaster experience within the Pacific area of operations in order to understand

the relationships and complexities between FEMA, DoD, and federal state, local and territorial governments within FEMA Region IX's area of responsibility.

Functional Responsibility: Develop, review, and evaluate concepts of unified Command as they relate to response and recovery from catastrophic events. Utilize Knowledge of relationships in Hawaii and the Pacific to develop an enhanced partnership towards the creation of the CONOP and CONPLAN described above. Work with FEMA in order to avoid potential conflicts and avoid obstacles to success in the planning effort.

Minimum Education: Bachelors Degree, Masters Degree in Public Administration or equivalent. Training at a Military Institution of higher learning to either a bachelors or graduate level.

OTHER ESSENTIAL STAFF

Subject Matter Expert

Minimum/General Experience: Five (5) years of progressively more responsible experience in managing numerous, complex, and time-critical support activities simultaneously. Requires expert knowledge of related functional fields including meteorology or ocean engineering at a major research institution and outstanding written and oral communication skills. Must be able to anticipate support needs and develop and execute detailed plans for meeting those needs. This position requires established histories of refereed journal publications in the subjects of storm inundation and mesoscale modeling, specifically in island areas within deep ocean basins. Experience also required with very high resolution 2 dimensional wave modeling, particularly in areas of deep nearshore bathymetry.

Functional Responsibility: Develop, review, and evaluate the all aspects of hurricane modeling. Plans and manages all support for a particular project, including monitoring workflow, progress reporting, identifying and assigning staff, developing and tracking budgets, coordinating technical support, and obtaining other required resources.

Minimum Education: A Doctor of Philosophy Degree in meteorology, ocean engineering, civil and/or environmental engineering, or related field plus three (3) years of additional directly related work experience.

Planning Specialist

Minimum/General Experience: Five (5) years of progressively more responsible experience in managing numerous, complex, and time-critical support activities simultaneously. Requires expert knowledge of the functional area in which support is being provided and outstanding written and oral communication skills. Must be able to anticipate support needs and develop and execute detailed plans

for meeting those needs. This position requires broad knowledge of Government reinvention strategies and familiarity with the principles and practices of emergency management preparedness planning and operations.

Functional Responsibility: Plans and manages all support for a particular project, including monitoring workflow, progress reporting, identifying and assigning staff, developing and tracking budgets, coordinating technical support, and obtaining other required resources.

Minimum Education: A Bachelors Degree in emergency management related field plus three (3) years of additional directly related work experience.

Meeting Facilitators

Minimum/General Experience: Ten (10) years of management consulting experience, including five (5) years' experience in facilitating group interactions in diverse settings, working with participants with divergent views, and/or providing meeting management services or ten years' experience in facilitating group interactions in diverse settings, working with participants with divergent views, and/or providing meeting management services. Must be familiar with problem-solving methodologies employing proven tools and techniques.

Functional Responsibility: Works with agency management to verify problems, understands background issues, establishes goals, and defines the criteria for evaluating solutions. Recommends problem solving methodologies for the target meetings. Implements group encounters as an objective outsider, helping all participants understand existing problems, internal conflicts, and organizational goals. Works to develop alternative solutions and leads group in evaluation of options. Documents activities, results, and recommendations.

Minimum Education: A Bachelors degree plus five (5) years of additional directly related work experience.

Graphic Specialist

Minimum/General Experience: Three (3) years of experience designing, formatting, and producing artwork for inclusion in publications, reports, or other products. Requires knowledge of the client's publishing environment and style standards. For materials produced for government publication, also requires working knowledge of the Government Printing Office's printing regulations and processes for submission of camera-ready art in electronic formats.

Functional Responsibility: Provides graphics support for the development of contract reports and deliverables and conducts design, formatting, and production of camera-ready art for publications, brochures, and other products on

behalf of clients. Prepares graphics support for meetings and conferences including overhead slides, workbook illustrations, etc.

Minimum Education: Advanced training in vocational school, technical institute, or art institute above the high school level in illustrative design, commercial art, or related fields.

Technical Writer/Editor

Minimum/General Experience: Six (6) years of experience writing and editing publications, including technical documents such as needs assessments, productivity improvement plans, quality assurance/quality control plans, research reports, and statistical analyses. Excellent writing skills required, as is the ability to analyze, synthesize, and condense text that includes survey terminology and is intended for use by non-technical lay audiences. For publications printed and distributed by government clients, also requires demonstrated knowledge of writing, editing, and style guidelines and printing regulations of the Government Printing Office.

Functional Responsibility: Supports the development and production of a variety of documents for clients and their customers, including strategic business plans, business process reengineering reports, statistical analyses, market research plans, and management assessments. Writes and edits the results of surveys and statistical studies. Prepares minutes of facilitation meetings and produces meeting summary reports. Writes and edits material for online access and dissemination via the Internet.

Minimum Education: A Bachelors degree plus five (5) years of additional directly related work experience.

Administrative Assistant

Minimum/General Experience: Three (3) years of experience performing administrative support tasks, including word processing, filing, answering telephones, etc. Strong organizational skills and experience using office automation software and equipment are required.

Functional Responsibility: Under general supervision, performs standard secretarial duties. Receives and routes incoming correspondences, answers telephone, and types correspondences, reports, forms, and records. Makes travel arrangements and reservations. Schedules appointments for supervisor. May be required to take and transcribe dictation.

Minimum Education: High school diploma or equivalent.

Information Technology Analyst

Minimum/General Experience: A Bachelors Degree or equivalent, PLUS three (3) years of related work experience. Two (2) additional years of directly related job experience may be substituted for each year of college not attended.

Functional Responsibility: Must be knowledgeable in implementing computer systems in a phased approach of requirements analysis, through testing, using Internet/intranet technology. Must be capable of performing configuration management software integration and interpretation of software test results. Interprets, implements, and maintains complex operating systems and subsystems for process and productivity improvement applications, organizational assessment applications and systems or applications to support program audits and evaluations. Directs or fine-tunes applications to maximize throughput on various computing platforms and equipment configurations. Responsible for analyzing the integration of equipment and systems from multiple vendors into the overall organizational configuration to maximize data communications and resource sharing.

Minimum Education: A Bachelors Degree or equivalent. Two (2) years of directly related job experience may be substituted for each year of college not attended.

LIST OF REFERENCES WITH SIMILAR PROJECT SCOPE. The Consultant shall provide at least 5 client references with similar Project Scope. The names and phone numbers of five clients who may be contacted, including at least two for whom services were rendered during the proceeding year. If possible, list clients for whom similar services were performed.

Additionally, the Consultant shall include a list of current projects, which includes the start and estimated Consultant contract completion dates of the projects. The Consultant shall also identify the key team members, including the project manager and any sub-Consultants. As this is a long-term project, please indicate your plan for key staff retention.

Consultants will be evaluated on the following criteria in descending order of importance:

1. Experience and professional qualifications relevant to the project type;
2. Past performance on projects of similar scope for public agencies or private industry, including corrective actions and other responses to

notices of deficiencies;

3. Capacity to accomplish the work in the required time; and
4. Any additional criteria determined in writing by the selection committee to be relevant to the purchasing agency's needs or necessary and appropriate to ensure full, open, and fair compensation for professional services contracts.

For the purpose of clarifying qualifications only, some or all of the interested firms may be invited to conduct discussions and/or interviews with City staff and selection panel.

Financial obligations of the City are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available. In the event funds are not appropriated, any resulting contract will become null and void, without penalty to the City.

After submitting the RFQ, except as the City may otherwise agree, no changes shall be made in the key personnel. If, for any reason beyond the control of the consultant, it becomes necessary to replace any of the key personnel, the consultant shall provide as a replacement a person of equivalent or better qualifications for approval by the City.

Any inquiry regarding the project should be directed to Cindy Ko at (808) 723-7859 or cko@honolulu.gov.

Five (5) copies of the qualifications should be sent to:

MELVIN N. KAKU, Director
Department of Emergency Management
City and County of Honolulu
650 S. King Street, Basement
Honolulu, Hawaii 96813

and must be received no later than 4:30 p.m., H.S.T., May 4, 2011.


WENDY K. IMAMURA
Purchasing Administrator
City and County of Honolulu
W.K.

Ad Date: April 18, 2011