

**REQUEST FOR PROPOSAL (“RFP”) FOR
NATIONAL MASS EVACUATION TRACKING SYSTEM (NMETS) AND SHELTER
PLACEMENT IMPLEMENTATION PLAN**

Required for use by:

CITY OF CHICAGO

(The Office of Emergency Management and Communications)



This RFP distributed by:

CITY OF CHICAGO

(The Office of Emergency Management and Communications)

All proposals and other communications must be addressed and returned to:

Rosemary McDonnell, Grants Research Specialist

The Office of Emergency Management and Communications

1411 W. Madison St.

Chicago, Illinois 60607

A Pre-Proposal Conference will be held on Thursday, November 1, 2012 at 10 a.m. Central Time, at 1411 W. Madison, Chicago, Illinois 60607

Attendance is Non-Mandatory, but encouraged.

**PROPOSALS MUST BE RECEIVED NO LATER THAN 4:00 P.M., CENTRAL
TIME, on FRIDAY, NOVEMBER 9, 2012**

RAHM EMANUEL

GARY W. SCHENKEL

MAYOR

EXECUTIVE DIRECTOR

**REQUEST FOR PROPOSAL
REGIONAL CATASTROPHIC PREPAREDNESS GRANT PROGRAM (RCPGP)
NATIONAL MASS EVACUATION TRACKING SYSTEM (NMETS) AND SHELTER
PLACEMENT IMPLEMENTATION PLAN**

I. BACKGROUND AND PURPOSE OF THE REQUEST FOR PROPOSAL (RFP)

The City of Chicago, Office of Emergency Management and Communications (OEMC) is seeking qualified responses to this opportunity, made available under the Regional Catastrophic Preparedness Grant Program (RCPGP), an initiative funded by the Federal Emergency Management Agency (FEMA) of the U.S. Department of Homeland Security (DHS). The purpose of the RCPGP funding is to support preparedness efforts of jurisdictions spanning multiple states in planning for catastrophic events or disasters.

The purpose of the Request for Proposal (RFP) will be to acquire program implementation and training support to integrate evacuee tracking and temporary shelter coordination expanding upon the Illinois – Indiana – Wisconsin Combined Statistical Area (CSA) Regional Catastrophic Incident Coordination Plan, the Regional Evacuation Annex, the Regional Mass Care and Sheltering Annex and the Regional Hub Reception Center Guidance Document. Specifically, the contractor will expand on the National Mass Evacuation Tracking System (NMETS); along with shelter coordination concept of operations plan and assessment tool which is compliant with the Americans with Disabilities Act and inclusive of Functional Needs Support Services (FNSS).

Submissions to this Request for Proposals (RFP) must detail how regional planning efforts will be enhanced for the Greater Metropolitan Chicago-land area. OEMC is seeking to hire a “Master Consultant” (Consultant) to work with subject matter experts to coordinate the development of a regional capability to coordinate the tracking of evacuees to Regional Hub Reception Centers and assignment into pre-identified shelters during a large scale/catastrophic disaster.

II. PROJECT PARTICIPATION

As prescribed by the RCPGP, the region as designated by DHS is comprised of sixteen counties across three states, based on the U.S. Census Bureau’s Combined Statistical Area (CSA), Chicago-Naperville-Michigan City, as well as a number of Principal Cities, and is known as the IL-IN-WI CSA.

Illinois	Indiana	Wisconsin
City of Chicago Cook County DeKalb County DuPage County Grundy County Kane County	Lake County Jasper County La Porte County Newton County Porter County	Kenosha County

Kankakee County Kendall County Lake County McHenry County Will County		
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As required by the RCPGP, a governing body which reports to the Chicago Urban Area Working Group (UAWG) has been formed called the Regional Catastrophic Planning Team (RCPT) to direct activities, monitor deliverables and share subject matter expertise under this grant program. Membership includes representatives from each of the localities listed above as well as representatives from key regional agencies, including, but not limited to:

- FEMA Region V
- States of Illinois, Indiana and Wisconsin
- Mutual Aid Box Alarm System (MABAS)
- Illinois Law Enforcement Alarm System (ILEAS)
- Regional Transit Security Working Group
- American Red Cross
- Argonne National Laboratory
- Private Sector Partners (e.g. Critical Incident Protocol Program, BOMA)
- Local Metropolitan Medical Response System Council
- Citizen Corps Council
- Local Emergency Planning Committee (LEPC)
- Northern Illinois Public Health Consortium
- Illinois Emergency Services Management Agency (IESMA)
- Metro County Emergency Management Coordinators

Due to the large number of members on the RCPT, ten (10) functional area subcommittees have been formed, one of which is the Mass Care & Sheltering (MCS) Subcommittee. Relative to this project, the RCPT Mass Care Subcommittee has been designated as the lead coordinating entity to oversee this project. This project is a direct “next Step” from the FY2008 Regional Hub Reception Center Planning Guide project nearing completion. The need to establish and implement a region-wide tracking system for evacuees became evident in the development of the Regional Hub Reception Center Planning Guide. Shelters capable of accepting the large number of evacuees that would be processed through Regional Hub Reception Centers during a catastrophic incident as well as establishing a region-wide process for shelter coordination and assignment became evident. This committee is further charged with identifying potential project related linkages with plans already developed from other RCPGP projects, as well as ensuring this project is coordinated with other FY2010 RCPGP Projects. Specific regional plans include the development of the Regional Logistics and Resource Management Database, Risk and Hazard Assessment Plans and the Citizen Preparedness Campaigns/Plans.

Since the City of Chicago/Office of Emergency Management and Communications (OEMC) has been designated the sole fiscal agent to administer RCPGP funds in this

region, OEMC will identify a Project Manager to oversee the work of the Consultant and monitor that deliverables are being met. The project manager will be the primary point of contact for the Consultant for both fiscal and programmatic issues.

The RCPG Project Manager will:

- Coordinate all activities related to the RCPG, both programmatic and fiscal
- Approve Consultant task orders
- Ensure program objectives are met, including task order work and deliverables
- Support RCPT and workgroup activities
- Report progress to the RCPT

III. SCOPE OF SERVICES

A. Perform Program Assessment.

- Collect information on all evacuee tracking systems currently utilized within the CSA.
- Review current guidance and determine best practices for evacuee tracking, shelter assignment, FNSS compliance and placement.
- Research existing national systems for applicability to the CSA.
- Review the availability and quality of current data on shelters within the CSA and adjacent states within FEMA Region V.
- Perform a review of existing plans, policies and procedures of jurisdictions within the CSA that would require NMETS coordination to ensure inclusiveness and accommodation

Deliverable – Assessment summary report

B. Develop Program Implementation Strategy.

- Establish an implementation team to ensure full integration of NMETS that will identify stakeholders throughout the CSA.
- Identify three jurisdictions, (one each from Illinois, Indiana and Wisconsin), to serve as pilot sites for implementation of NMETS.
- Identify a senior level steering committee for shelter placement coordination and initiate inter-jurisdictional coordination to define the implementation strategy for the concept of operations described in the Regional Hub Reception Center Guidance Document.
- Develop inter-state host MOU's that address issues such as liability, activation, coordination, resource & logistics, notification, etc.

Deliverable – Evacuee tracking and placement implementation strategy, evacuee tracking stakeholder committee, shelter placement senior level steering committee, and defined project management plan.

C. Develop Program Doctrine.

- Update relevant plans policies and procedures to include guidance on NMETS implementation and operations.

- Develop a shelter identification, placement and coordination concept plan which will facilitate the shelter placement process across the CSA, and into adjacent states.
 - Develop a shelter assessment tool to be utilized CSA wide which will capture information on potential shelter sites in a uniform fashion.

Deliverable – Evacuee tracking standard operating guide and template, shelter placement coordination Concept of Operations Plan (CONPLAN), and standardized shelter assessment tool.

D. Develop Training and Tools.

- Identify and develop a training program which seeks to increase understanding of NMETS functionality at the local, county and state jurisdictional levels to include "how-to" guidance and just-in-time training for the implementation of NMETS following an event that requires mass evacuation.
- NMETS Standard operating guide, template, and training will be delivered and implemented within three pilot jurisdictions
 - Develop a shelter assessment tool for jurisdictions to use to evaluate the accessibility and compliance of shelter locations, and develop and provide training for jurisdictions on use of the assessment tool, to include ADA compliance, into plans, policies, and procedures.
 - Provide a shelter placement playbook for jurisdictions enacting

Deliverable – Evacuee tracking just-in-time training, shelter assessment training, shelter placement playbook.

E. Table Top and Functional Exercise

- Facilitate a Homeland Security Exercise and Evaluation Program (HSEEP) functional exercise to test the capability of the system amongst the three pilot jurisdictions identified that will coordinate Regional Hub Reception Center (RCHC) activation and operations and NMETS utilization.
 - Develop a HSEEP compliant After Action Report (AAR) documenting lessons learned and recommendations for improvement.
- Conduct a HSEEP compliant table top exercise to test the shelter placement coordination CONPLAN.
 - Develop a HSEEP compliant AAR documenting lessons learned and recommendations for improvement.

Deliverable – NMETS functional exercise, Shelter placement table top.

IV. PROPOSAL RESPONSES

Response should include the following:

1. Executive Summary
 - i. The letter of introduction or executive summary must be signed by a person authorized by your firm to obligate your firm to perform the commitments contained in the proposal.
2. Project Approach & Methodology
 - i. Discuss in detail Consultant's overall approach and methodology for the work to be performed. In addition to the above the vendor should also describe in detail, if without any prior experience, how they would recruit, engage and train volunteers from partner agencies. The vendor should discuss in detail prior or current experience in engaging the Academic Sector. The vendor should also describe how they would develop Campaign outreach teams by primarily utilizing paid youth/senior job corps members and unemployed individuals from temp agencies around the CSA. The vendor should discuss in detail their experience in developing qualitative and quantitative metrics. The vendor will provide detailed information of the plans it created and executed to manage each described project. The vendor will include a discussion on any software and computer database management tools that will be used to conduct and analyze its research.
 - ii. Provide location of the office from which the services will be conducted within the Chicago-land area. Higher consideration will be given to firms with staff residing in the area and/or with those firms familiar with this CSA region.
 - iii. Work plan Tasks: Describe the research approach for each task as reflected in the Scope of Work. Detail each of those activities you would perform, in what order, as part of the completion of each task. Describe the overall approach to information management and security for this project.
 - iv. Organization and Staffing of Project: Discuss the overall resources of the firm to accomplish the work, including available personnel, equipment and present workload. Include a description of how the Proposer proposes to staff this engagement and which task(s) in which Project would be assigned to each staff member. Discuss other on-going projects of the Proposer, and how it plans to handle and coordinate those efforts, and the work to be performed pursuant to this RFP, if award a contract.
 - v. Project Schedule: Provide a project schedule that generally identifies tasks; staff allocated for each major task outlining specific deliverables; and specific start and completion dates for each major task, as applicable. The Proposer should speak to the time requirement for the initiation and completion of each task listed

herein. Include detailed discussion on the training and communication with personnel.

- vi. For any and all Sub-Contractors that may be utilized, clearly delineate the services to be performed and how the Proposer plans to coordinate the work with the sub-contractors.
 - vii. OPTIONAL: Provide available and option services that the Proposer can provide, while not specifically requested at this time, and how Proposer would cost it out.
3. Professional Qualifications
- i. Company Profile
 - 1. Name, Address, Telephone and Contact Person
 - 2. Brief Description of your firm or any joint venture
 - ii. Company References/Client Profile
 - 1. A description of not more than four projects similar in size and scope prepared by your firm. The description must include client name and contact information, project budget, project schedule and project summary. If the project is in progress, the starting date and project end date should be indicated. Descriptions should be limited to no more than two pages for each project.
 - iii. Capacity
 - 1. A description of the firm's ability to take on a project of this size, scope and under the given deadline.
 - 2. Firm's available resources to be dedicated to this project.
 - iv. Business License
 - 1. A copy of the firm's appropriate license
 - 2. A copy of the firm's license to do business in Illinois
 - v. Personnel and Management
 - 1. A description of personnel required to manage the project.
 - 2. Resumes of all personnel involved
 - 3. Organizational Chart and job descriptions
 - vi. Minimum Qualifications and Experience
 - 1. Detail your firm's overall qualifications and experience to perform comprehensive emergency management services including project management and planning similar in scope as described in this RFP. Additionally, your firm must have previously prepared at least one (1) Risk Assessment Plan of this scope during the past five (5) years, particularly with government entities.
 - 2. You must submit at least one Sample Risk Assessment Plan that you have prepared within the past five (5) years for a governmental entity. Any Plan created by a sub-consultant will not satisfy this requirement.
4. Preliminary Cost Proposal-The Chicago Urban Area intends to award this contract to the firm that it considers will provide the best overall program

services. The City reserves the right to accept other than the lowest priced offer and to reject any proposals that are considered non-responsive.

- i. Total not-to-exceed figure for each of the two projects included in this RFP.
 - ii. Hourly rates for all team members. Itemized costs that the firm determines would be necessary for successful completion of this proposal.
5. MBE/WBE Commitment
 - i. C-1 Form
 - ii. D-1 Form
 6. Financial Statements
 - i. EDS
 - ii. Audited financial reports
 7. Confidentiality Clause

This project will give the chosen Consultant access to confidential plans and information from throughout the region. The selected vendor and all sub-contractors must keep all information received and produced from this project confidential. No information from this project can be disseminated without the written consent of the RCPT.

V. FORMAT OF PROPOSALS

Proposals must be prepared on 8 ½" X 11" letter size paper (preferably recycled), printed double-sided, and bound on the long side. The City of Chicago, OEMC encourages using reusable, recycled, recyclable and chlorine free printed materials for bids, proposal, reports and other documents prepared in connection with this solicitation. Expensive papers and bindings are discouraged, as no materials will be returned. Submit 1 hardcopy Original, 5 electronic copies in a searchable PDF format, with Pricing/Cost Proposal completed in Excel on USB drives.

Vendors and organizations submitting proposals must submit all documents to:

The Office of Emergency Management and Communications

1411 W. Madison

Chicago, IL 60607

ATTN: Rosemary McDonnell

The original copy must have an original signature and be notarized.

VI. EVALUATION AND SELECTION CRITERIA

An Evaluation Committee composed of members of the executive RCPT will review proposals and responses. The group will review each proposal based upon the components of the response, which are listed above.

In evaluating the Proposals, the Evaluation Committee will first consider the completeness and responsiveness of the Respondent's Proposal. The Proposal evaluation process is organized into three phases:

Phase I - Preliminary Proposal Assessment

Phase II - Proposal Evaluation

Phase III - Site Visits and/or Oral Presentations (if necessary)

Phase I - Preliminary Proposal Assessment

Phase I will involve an assessment of the Respondent's compliance with and adherence to all submittal requirements requested in Section V **Proposal Responses**. Proposals which are incomplete and missing key components necessary to fully evaluate the Proposal may, at the discretion of the Evaluation Committee be rejected from further consideration due to "non-responsiveness" and rated Non-Responsive. Proposals providing responses to all sections will be eligible for detailed analysis in Phase II, Proposal Evaluation.

Phase II - Proposal Evaluation

In Phase II, the Evaluation Committee will evaluate the extent to which a Respondent's Proposal meets the service requirements set forth in the RFP. Phase II will include a detailed analysis of the Respondent's qualifications, experience, proposed implementation and management plan, cost proposal and other factors based on the evaluation criteria outlined in **Evaluation Criteria**.

As part of the evaluation process, the Evaluation Committee will review the required information for each Proposal received. The Evaluation Committee may also review other information gained by checking references and by investigating the Respondent's financial condition.

The OEMC reserves the right to seek clarification of any information that is submitted by any Respondent in any portion of its Proposal or to request additional information at any time during the evaluation process. Any material misrepresentation made by a Respondent may void the Proposal and eliminate the Respondent from further consideration.

Evaluation Criteria

In Phase II, the Evaluation Committee will review the Respondent's Proposal to determine overall responsiveness and completeness of the Proposal with respect to the components outlined in the RFP using the following criteria (not necessarily listed in order of importance):

- A. Professional and Technical Competence:

1. Ability to provide the Services described in the RFP, including capacity to perform the Scope of Services described in Section III of this RFP.
 2. Professional Qualifications and Specialized Experience of Respondent and its Team on projects of similar scope and magnitude (e.g., specifically with respect to large organizations, and government agencies).
 3. Professional Qualifications and Specialized Experience of Respondent's Key Personnel (and Team Members) and Local Availability of Key Personnel committed to the City of Chicago.
 4. Past and Current Performance of the Respondent (and Team members) on other contracts in terms of quality of services, operating within budget and compliance with performance schedules. The Committee may solicit from current and/or previous clients including the City of Chicago, other government agencies, or any available sources, relevant information concerning the Respondent's record of performance.
- B. Quality, Comprehensiveness and Adequacy of the proposed Implementation and Management Plan including ability to meet service levels, capacity to support the project based on staffing plan including supervisory key personnel who will manage and oversee program.
- The Evaluation Committee will review each Proposal for the Respondent's understanding of the objectives of the Services and how these objectives may be best accomplished. Each Respondent will be evaluated on their overall strategy, methodology and approach to meeting the City's service level needs.
- C. Pricing/Cost Proposal. The City of Chicago, OEMC will consider completeness and adequacy of cost.

VII. ELIGIBLE APPLICANTS AND AVAILABILITY OF FUNDS

A. Available Funding

Grants awarded by the City of Chicago OEMC will be from the FY 2010 Regional Catastrophic Preparedness Grant Program. Through this competitive grant program, the City of Chicago, OEMC, on behalf of the Chicago Urban Area and the IL-IN-WI Combined Statistical Area (CSA) will make available a maximum of \$736,910 for the completion of this project.

B. Grant Period

The term of FY 2010 RCPGP is August 1, 2010-July 31, 2013.

C. Eligible Applicants

This is open to all non profit organizations and for profit vendors.

D. Method of compensation

The method of compensation shall be reimbursement. The selected Contractor must maintain appropriate record of costs expended and will submit expenditure information to the City of Chicago OEMC for reimbursement on a monthly basis.

VIII. PROCUREMENT TIMETABLE

The timetable for the RFP solicitation is summarized below. Note that these are target dates and are subject to change by the City of Chicago, OEMC.

Key Activity	Target Date
OEMC Issues RFP	October 15, 2012
Pre-Proposal Conference	November 1, 2012
Post-Conference Questions Due	November 5, 2012
Addendum Response to Clarifying Questions	November 7, 2012
Proposals Due	November 19, 2012

EXHIBITS

Exhibit 1: Company Profile Information

Exhibit 2: Company References

Exhibit 3: Special Conditions Regarding Minority and Women Owned

Business Enterprise (M/WBE) Commitment, including:

1. Attachment A: Assist Agencies
2. Attachment B: Sample Letter to Assist Agencies
3. Schedule B: Affidavit of Joint Venture (M/WBE)
4. Schedule C-1: Letter of Intent from M/WBE to Perform as Subcontractor, Supplier and/or Contractor
5. Schedule D-1: Affidavit of M/WBE Goal Implementation Plan

Exhibit 4: Online City of Chicago Economic Disclosure Statement and Affidavit and Appendix A (EDS) Instructions and Attachment A, Online EDS Acknowledgement

Exhibit 5: Contract Insurance Requirements and Insurance Certificate

Exhibit 6: Standard Contract Terms and Conditions

Exhibit 7: Contractual Requirements related to HIPAA

Exhibit 8: The Office of Emergency Management and Communications Security Requirements