

REQUEST FOR PROPOSALS

UPDATE TO THE CITY OF San Rafael Emergency Operations Plan (EOP)



City of San Rafael
Office of Emergency Services (OES)
1375 Fifth Ave.
San Rafael, CA 94901
June 10, 2022

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INTRODUCTION

The City of San Rafael (“City”) is inviting Proposals from qualified firms and individual consultants for preparation of an update to the City’s Emergency Operations Plan (EOP) and EOC Handbook. The new EOP and EOC Handbook should reflect a whole community approach and address the unique resources, challenges, and hazards in San Rafael.

San Rafael is the economic and cultural heart of Marin County, and its high quality of life is centered on its commercial districts, engaged neighborhoods, active lifestyle, and natural environment. San Rafael (population 61,000) is a full-service city with a city council/city manager form of government with 12 departments, more than 400 employees, and an annual budget of \$120 million. The City’s vision is to be a vibrant economic and cultural center reflective of its diversity. The City Council is engaged and seeks to strengthen the urban and commercial areas as well as sustain the beautiful natural environment.

San Rafael’s organizational culture framework is an initiative called “Together San Rafael.” City employees are our greatest asset. The City seeks talented individuals with diverse backgrounds who are creative, curious, and excited about a challenge. The City is a results-driven team, focused on the needs of community members. The Together San Rafael initiative is focused on modernizing City services and increasing the engagement of employees. This initiative recognizes the interconnectedness of the customer and employee experience. The City’s EOP should reflect this initiative and engage all departments and the community in its creation

The City’s current EOP was adopted in 2007 and is available in offline PDF and word formats. A copy of the City’s current General Plan is available on the City’s website at <https://www.cityofsanrafael.org/departments/general-plan-2040/>.

The EOP should establish goals, objectives, and policies to reduce the potential short and long-term risk of death, injury, and property damage from natural and man-made hazards, including fires, floods, droughts, earthquakes, landslides, climate change, and other hazards.

Since the last update in 2007, several bills were passed. The proposed plan must comply with the latest local, state and federal laws and integrate with existing San Rafael Plans. The City of San Rafael is a participating jurisdiction of the County of Marin’s Multi Jurisdiction Local Hazard Mitigation Plan (MJLHMP), last updated in 2018:

<https://www.marinwatersheds.org/sites/default/files/2020-07/Marin%20County%20Multi-Jurisdictional%20Local%20Hazard%20Mitigation%20Plan%202018.pdf>.

The County, in coordination with participating jurisdictions, including the City of San Rafael, is currently in the process of updating the MJLHMP and finalizing the County EOP. A draft of the County EOP can be provided as it becomes available. The County EOP contractor has provided a Local Jurisdiction EOP template that may be used as a reference tool, but will not meet the City’s expectations of an EOP.

The City is concurrently requesting proposals for the preparation of an EOP. The consultant selected for the updated plan must coordinate with the City of San Rafael Office of Emergency Services (OES).

The City of San Rafael reserves the sole and exclusive right of selecting the final proposal applicants. Proposals may also be submitted to the City on behalf of a team of consultants to work collectively on the EOP.

The City is seeking a consultant that will develop the EOP using a whole community approach, including community meetings prior to draft development and community feedback on the draft plan. The EOP should also incorporate feedback from all City departments with a response or recovery role.

PROPOSAL CONTENTS

The City is considering a tentative schedule for the preparation of the EOP which includes submittal of a draft of the EOP by December 5th, 2022, with a final review and approval of work anticipated by end of February 1, 2023. This schedule is subject to change. The consultant will work under the direction of City OES staff.

All acceptable proposals submitted must include the following:

1. A one-page cover letter of introduction, giving the name, address and whether the proposal is submitted by an individual, partnership, corporation, or joint venture. It must be signed by an individual authorized to bind the firm making the proposal. Within the one-page, other introductory material may be included.
2. A statement of the overall approach to the professional services required and why your firm may be best able to perform the work required. A statement on how you would coordinate the workload with your consulting firm and, if necessary, any subconsultants and any information regarding your experience in working with the other consultant(s).
3. A statement of how you would engage and incorporate input from city departments, community members, local stakeholders, and organizations.
4. A detailed Scope of Work, including an itemization of all services to be provided and their individual costs. This should include estimated staffing, hours, cost, and a description of each major task and subtask, including public meetings, outreach, and engagement.
5. The consulting firm must prepare the EOP document(s) in compliance with all mandatory requirements of Government Code section 65302(g). Preparation of the EOC updates will rely on utilizing the State Office of Planning and Research General Plan Guidelines and must include, but is not limited to:
 - Discussion on the relationship and consistency of the EOP to the City's General Plan and other relevant planning documents such as the Community Wildfire Protection Plan (<https://firesafemarin.org/resources/marin-community-wildfire-protection-plan/>) and San Rafael Wildfire Prevention and Protection Action Plan (<https://www.cityofsanrafael.org/wildfire-action-plan/>)

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- Discussion on the relationship and consistency with other regional and local adopted plans and programs, including but not limited to the County of Marin Multi-Jurisdiction Hazard Mitigation Plan and Marin County EOP and relevant annexes.
 - Review and update of the goals, objectives, and policies, in accordance with Office of Planning and Research (OPR) Guidelines.
 - In accordance with Government Code section 65302(g), the EOP must provide clear, professional-quality, maps and exhibits of the following categories: (1) known seismic and other geologic hazards; (2) flood hazards; (3) historical data on flooding; (4) fire hazards; (5) historical data on wildfires; (6) evacuation routes; (7) military installations; (8) public health; (9) peak load water supply requirements; (10) Hazardous Materials; and (11) a critical infrastructure analysis.

DESIRED EOP CONTENT REQUIREMENTS

At 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 Marin 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 City 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
 - Pandemic Playbook
 - Wildfire Playbook
 - Earthquake Playbook
 - Flooding Playbook
 - Continuity of Government Playbook
 - PSPS/Power Outages Playbook
 - Cyber Security Playbook
6. Prepare the final document in Microsoft Word and PDF format. Following the same format used in recent General Plan updates.
 7. The consultant will be responsible for assisting the circulation of the report for public review and finalizing the report per public comments and City staff feedback.
 9. A schedule for completion of each part of the professional services and for the total services. At least ten (10) working days should be allowed for review of each task or phase and may provide more time for review of specific tasks or phases.
 10. A schedule of hourly rates to be charged for extra work if required during the written assessment.
 11. A list of subconsultants, if any, to be used, the nature of their services, and a statement of their qualifications and references.
 12. The name of the project manager and/or staff to be assigned to the project and their resumes. Emphasis should be on personnel involved in comparable projects.
 13. A list of EOPs, or other comparable projects and the website where each document is available that has been prepared by key personnel that would be assigned to the project.
 14. A resume of previous relevant experience, particularly, the preparation of EOPs. Contact persons and references for these projects should be noted. Such experience should be limited to no more than five (5) projects.

15. Expected timeline/work pace

SELECTION CRITERIA

The Director of the San Rafael Office of Emergency Services (OES) will evaluate the proposals and determine if your proposal meets the criteria.

The criteria to be used for selecting the consultant consists of the following:

1. The ability of the consultant to perform the Professional Services outlined in the Request for Proposal.
2. The qualifications of the specific individuals and subcontractors who will work on the project.
3. The consultant's level of experience in preparing EOPs for cities with similar size and character to the City of San Rafael.
4. Consultant's understanding of the City of San Rafael's desires and general approach to the project.
5. Consultant's ability to perform quality work, control costs, and meet time schedules.
6. Consultant's technical ability, capacity, and flexibility to perform the scope of work.
7. Amount and quality of time that key personnel will be involved in their respective area of the project.
8. Demonstrated record of success by the consultant(s) on previous work performed for the City and for other clients.
9. Specific method and techniques to be employed by the consultant(s) in the preparation of the Safety Element.
10. Ability to work with those involved with the process, including but not limited to city staff, county staff, and volunteers.
11. Total cost of the proposal.

All responses to this RFP will be reviewed and evaluated based on the information contained in the respective responses. The City will prepare an analysis of all proposals depending upon the number and quality of responses. If your proposal is selected as one of the top proposals, a meeting may be scheduled for the consultant evaluation committee who will recommend the consultant for the work. The City's Director of the Office of Emergency Services (OES) will make the final determination in the selection process.

This solicitation for proposals does not commit the City to enter a contract or to pay any costs incurred in the preparation of the proposal.

The City reserves the right to accept or reject any and all proposals, and to negotiate with any and all qualified consultants, or to cancel in part or in its entirety this RFP.

The City reserves the right to accept any proposal received, to reject any or all proposals, in whole or in part, to waive irregularities, formalities, or both, as deemed appropriate, to request clarification of any submittal, and to negotiate with the preferred firm to provide the requested services.

The City hereby notifies all consultants that no person will be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, sexual orientation, ethnicity, or veteran status.

Once the consultant is selected, the City of San Rafael and the consultant will execute the City's Professional Services Agreement, which will set forth the scope of work, the estimated time schedule, and the applicable rates and reimbursements.

PROJECT SUBMITTALS

The consultant, once selected, will be required to submit monthly billings 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 City of San Rafael's OES staff.
2. The adopted EOP must be provided electronically in both .pdf format and in Microsoft Word.
3. All reports must be submitted in 8-1/2" x 11" electronic format, for City reproduction and use.

CITY SERVICES

1. The City of San Rafael will provide the items listed below in support of the consultant's professional services:
 - a. Relevant reports, data, and documents in its possession.
 - b. Direction to its officers, agents, and/or employees to render all reasonable assistance to the consultant firm in connection with this project.
 - c. Cost of reproduction of additional copies beyond copies to be provided by the consultant.
2. The City of San Rafael will not assume any responsibility for any information supplied to the consultant by others. The City of San Rafael assumes no responsibility, whatsoever, in respect to the sufficiency or accuracy of any information supplied by its officers, agents, and/or employees.
3. The consultant is responsible for the evaluation of all information supplied by the City of San Rafael.

GENERAL TERMS AND CONDITIONS

1. The City is not liable for any expenses incurred by any proposer prior to issuing the contract.
2. The consultant, once selected, is required to submit monthly billings during the first business week of each month.

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3. The consultant selected for the project must obtain a city business tax certificate and maintain liability and workers compensation insurance coverage in accordance with the City Professional Services Agreement.
 4. All work product generated by the Agreement will be owned by the City of San Rafael.

Public Records Act

All proposals submitted in response to this RFP will become the property of the City upon submission and a matter of public record pursuant to applicable law (including the California Public Records Act, Government Code section 6250 and following). The City reserves the right to make copies of all proposals available for inspection and copying by interested members of the public as records of the City and the City will be under no obligation to the consultant to withhold such records. Insofar as a proposal contains information that the consultant regards as proprietary and confidential, it is the responsibility of the consultant (and not the city) to specifically identify which items of information are proprietary and clearly identify in writing which specific pieces of information are proprietary. It will be insufficient for the consultant to merely identify the entire proposal or an entire page or set of pages of proprietary information. Not-to-exceed sums, hourly rates and the like that may be set forth in the proposal will not constitute proprietary information nor will any information readily available to the public or any other information not regarded as proprietary and confidential under federal or state law.

ADDRESS PROPOSALS TO:

San Rafael Office of Emergency Services (OES)
1375 Fifth Avenue
City of San Rafael, CA (94901)
Or via email to OES@cityofsanrafael.org

FOR QUESTIONS, CONTACT:

Quinn Gardner
Deputy Director of Emergency Management
Phone: 415-458-5336
Email: quinn.gardner@cityofsanrafael.org

PROPOSALS ARE DUE ON: June 23rd, 2022, 5pm local time

All proposals must remain firm for a period of ninety (90) days following the last day to accept proposals.