

**Informal Written Quote (IWQ) 15-07**

**Business Continuity Planning Consultant Services**

## TABLE OF CONTENTS

<b>SECTION</b>	<b>TITLE</b>	<b>PAGE</b>
1.0	INTRODUCTION .....	1
2.0	SCOPE OF WORK .....	1
3.0	SERVICES TO BE PROVIDED .....	2
4.0	STAFFING .....	10
5.0	SERVICE DELIVERY SITES .....	13
6.0	ADMINISTRATIVE TASKS .....	13
7.0	QUALITY MANAGEMENT AND DATA COLLECTION PLANS .....	15
8.0	SCHEDULE .....	17
9.0	CONTRACT DISCREPANCY REPORT .....	18
10.0	INFORMATION TECHNOLOGY .....	18
11.0	GREEN INITIATIVES .....	19
12.0	PERFORMANCE REQUIREMENTS SUMMARY .....	19
13.0	EVALUATION AND AWARD CRITERIA.....	20

INFORMAL WRITTEN QUOTE (IWQ) 15-07  
BUSINESS CONTINUITY PLANNING CONSULTANT SERVICES

Sealed Proposals for Purchasing IWQ 15-07 Business Continuity Planning Consultant Services will be received by the City of Dunwoody, hereinafter called "City." Service providers whose proposals meet the criteria established in the Informal Written Quote, at the sole discretion of the City, may be considered for Contract award. The City may, by direct negotiation, finalize terms with the service provider who is selected for award based on proposals. The City reserves the right to reject any or all responses for any reason. Clarification of information may be requested by the City.

Work is to commence on or about September 1, 2015.

The City, at its sole discretion, may short-list firms that are deemed to best meet the City's requirements, taking into consideration all criteria listed in the IWQ. Negotiations will be conducted and may take place in person or via telephone with the most qualified firm as identified by the City or, if short-listing occurs, with all of the short-listed proposers. Proposers that participate in the negotiations may be given an opportunity to submit their best and final offers. The City of Dunwoody requires pricing to remain firm for the duration of the contract. Failure to hold firm pricing for the duration of the contract will be sufficient cause for the City to declare a proposal non-responsive.

Proposal must be submitted in a sealed envelope which shall be clearly marked IWQ 15-07. One (1) printed and signed unbound original, three (3) bound copies, and one (1) electronic copy in PDF of the **proposals shall be submitted no later than 2:00pm, Friday August 21, 2015.** One copy of the cost proposal should be submitted in a **separate, sealed envelope** from the technical proposal. (Proposals will not be submitted by facsimile or e-mail). [Failure to submit the cost proposal in a separate, sealed envelope may result in your proposal being deemed non-responsive.] At which time noted, all proposals received will be publicly opened and read. Any proposal received after the time and date specified for the opening of the proposals will not be considered, but will be returned unopened.

**Questions regarding proposals should be directed to purchasing@dunwoodyga.gov in a written format no later than 2:00pm on Tuesday, August 11, 2015. Responses to those proposal questions will be provided by August 14, 2015.**

Proposals are legal and binding when submitted.

Proposal must be addressed as follows: Purchasing Department  
City of Dunwoody  
41 Perimeter Center East, Suite 250  
Dunwoody, GA 30346

No Proposal may be withdrawn for a period of sixty (60) days after the time and date scheduled (or subsequently rescheduled) for proposal opening. The City's staff will review all proposals submitted. After reviewing the proposals, staff may, at its discretion, request formal presentations from one or more of the proposers (at proposer's expense at the City's site) whose proposals appear to best meet the City's requirements.

The proposer awarded the Contract must provide proof of liability insurance in the amount of one million dollars (\$1,000,000.00), along with any other required insurance coverage and evidence of business or occupational license, as outlined in the Proposal Documents.

The City reserves the right to waive any informalities or irregularities of proposals, to request clarification or information submitted in any proposal, to request additional information from any proposer, or to reject any or all proposals, and to re-advertise for proposals. The City also reserves the right to extend the date or time scheduled for the opening of proposals.

Award, if made, will be to the responsible and responsive proposer submitting the proposal which is deemed by the City, in the sole discretion, to be the most advantageous to the City, price and other factors being considered.

To ensure the proper and fair evaluation of proposals, the City highly discourages any communication initiated by a proposer or its agent to an employee of the City evaluating or considering the proposal during the period of time following the issuance of the IWQ, the opening of proposals and prior to the time a decision has been made with respect to the Contract award. An appropriate Purchasing employee of the City may initiate communication with a proposer in order to obtain information or clarification needed to develop a proper and accurate evaluation of the proposal. Any communication initiated by proposer during evaluation should be submitted in writing and delivered to the City of Dunwoody, Purchasing Office, 41 Perimeter Center East, Suite 250, Dunwoody, Georgia 30346, or by e-mail to [purchasing@dunwoodyga.gov](mailto:purchasing@dunwoodyga.gov) or facsimile to (678) 533-0712. Unauthorized communication by the proposer may disqualify the proposer from consideration.

**STATEMENT OF WORK**  
**Business Continuity Planning Consulting Services**

**1.1 INTRODUCTION**

**1.2 Overview**

The City of Dunwoody (46,267 residents and 18,973 households) is a picturesque community nestled just outside the Atlanta perimeter at the northern end of DeKalb County. The City of Dunwoody is approximately 13 square miles and bordered by Fulton County on the north and west, Interstate 285 to the south, and Gwinnett County on the northeast. Dunwoody is home to a large high-end shopping mall (Perimeter Mall), a significant number of Fortune 500 companies, with a diverse and affluent residential base. The road network and public transit system provide easy access to Buckhead, Midtown, Downtown, and Hartsfield Jackson International Airport. Dunwoody is generally regarded as a family-friendly, convenient location for business and visitors.

The City of Dunwoody is requesting proposals for professional services to create a Finance and Administration Continuity of Operations Plan (COOP) that shall include all essential Finance and Administration operations. The selected professional services firm will review operations and develop a plan to continue operations in the event of prolonged down time with consideration to all directly operated administrative offices. Development of the Finance and Administration Continuity Plan and associated planning documents shall support the Department's ability to resume or maintain delivery of essential services during and after a major disaster event. A major disaster event is an event of such severity and magnitude that effective response is beyond the capabilities of the affected local governments as well as the capabilities of the state and that federal assistance is necessary.

**2.0 SCOPE OF WORK**

Proposer shall explain how the proposal shall meet the requirements necessary to develop, implement, and test the Finance and Administration Business Continuity Plan (BCP) as outlined in the IWQ, more specifically in this Statement of Work (SOW).

### 3.1 SERVICES TO BE PROVIDED

#### 3.2 Tasks

Proposer shall develop, facilitate, and ensure completion of the following 13 Tasks:

- 1 Develop Project Control Document (PCD).
- 2 Provide a comprehensive continuity program review.
- 3 Create a framework for budget, staff, and resource justification.
- 4 Enable the development of plans to address deficiencies.
- 5 Provide actionable recommendations to address areas for improvement.
- 6 Conduct department-wide Risk Analysis.
- 7 Determine essential and essential support functions.
- 8 Conduct Business Impact Analysis (BIA).
- 9 Coordinate with Finance and Administration Project Manager to design plan.
- 10 Identify site requirements.
- 11 Identify grant assistance where possible and if applicable.
- 12 Utilize training resources to assist organization in closing planning gaps.
- 13 Finalize and distribute Plan.

This section contains a complete description of the project deliverables by Task to include the primary task and sub-tasks for which the selected Proposer shall be held to.

#### **Task 1 - Develop PCD**

Proposer shall develop the PCD and submit it for written approval to the Finance and Administrative Project Manager. The PCD shall include the following:

1. A detailed Project Plan comprised of the project tasks, activities, dependencies, and responsibilities.
2. Project organization and management structure for review and approval of project deliverables, as well as escalation and resolution procedures.
3. Deliverables/milestone list describing planned dates for completing project deliverables and/or project milestones.

#### **Project Control Document**

Proposer shall provide the PCD, which at a minimum, shall include the following information:

1. A detailed Project Plan developed, describing project tasks, planned start and end dates, task dependencies, and responsibilities.

2. Project organization, roles and responsibilities and description for deliverable reviews and approvals, as well as escalation and resolution procedures.
3. Proposer shall provide Finance and Administration with a PCD within two weeks of the Contract execution. This document shall be updated and maintained throughout the life of the project. Update shall be presented minimally at weekly project management team meetings.

The PCD shall be comprised of the following components:

- a. Project Scope and Objectives – a brief statement of the scope and objectives of the project.
- b. Project Organization, Roles, and Responsibilities – A hierarchical structure depicting the organization of the project team and its reporting relationships, including a description of the primary roles and responsibilities of the project team members and any relevant organizational relationships.
- c. Detailed Work Plan – a detailed narrative description of project with roles and responsibilities of project team member by task, sub-task, timeframe to complete each task and any dependencies on other tasks.
- d. Assumptions – A listing of all relevant assumptions made in the development of the detailed work plan. All assumptions must be clearly documented.
- e. Deliverables List – A list of the Deliverables to be produced for each Task and Sub-task, including a paragraph description of each Deliverable.
- f. Milestone Chart – A list of key project Milestones, including Deliverables, the target completion date and actual completion date.
- g. GANTT Chart – A chart showing the Tasks, Sub-tasks, Milestones, critical path and dependencies organized by Deliverables, as appropriate, and in accordance with the Detailed Work Plan.
- h. Communication Plan – a description of the primary means of communication that will be used throughout the project. This shall include a description of any recurring Tasks and Sub-tasks (e.g., Status Meetings, etc.).
- i. Risk Management – A description of the risk management process, including a tracking mechanism for potential project risks, the probability of those risks occurring, potential impact of those risks and risk mitigation strategies.
- j. Change Management Process – A description of the change management process that will be used to mitigate any negative impact of BCP process and methodology implementation roll-out.
- k. Testing Strategies – A description of the different types of tests and approach that will be instituted to ensure Finance and Administration staff capability, including the roles and responsibilities of each team member.

- l. Training Strategies – A description of the training approach addressing technical training, end-user training, and train-the-trainer for Finance and Administration staff.
- m. Escalation Procedures – a description of the process to be used to resolve project conflicts, including a diagram of the escalation process and key project team members responsible for decision-making and conflict resolution.

## **Task 2 - Provide a Comprehensive Continuity Program Review**

Throughout the term of the contract, under the direction of the Finance and Administration Project Manager, Proposer shall assist in the day-to-day management of tasks and deliverables required to establish and roll-out the Continuity of Operations Plan development project. Proposer shall not be responsible for the performance of Finance and Administration personnel. However, Proposer shall coordinate with the Finance and Administration Project Manager to ensure that all tasks and deliverables are performed in a timely manner.

Proposer Project Management will include, but not be limited to:

1. Supporting project planning and direction.
2. Evaluating project results and providing status reporting.
3. Provide recommendations for City/Finance and Administration business processes, security, and technical requirements.
4. As applicable, provide recommendations for existing City software configurations/modifications.
5. Management and tracking of all issues and their resolution.
6. Management of the project change control process.
7. Preparing agenda and minutes for weekly project management team meetings.
8. Update the detailed Project Plan showing schedule changes from baseline and percentage of work completed as required.
9. Provide on-going support and guidance to Finance and Administration staff to ensure appropriate knowledge transfer throughout the course of the engagement.

## **Provide a Comprehensive Continuity Program Review**

Proposer shall provide on-going support and management assistance and BCP mentoring to the Finance and Administration Project Manager through final delivery of Business Continuity Plan (BCP), including, but not limited to:

1. Preparing and presenting to the Finance and Administration Project Manager a weekly Project Status Report to report project progress, plans, and outstanding issues. The first status report shall be presented to Finance and Administration Project Manager fourteen calendar days following the Contract execution.

2. Meeting with the Finance and Administration Project Manager at least weekly to review these status reports and any related matters. All variances shall be presented for approval at the status meeting.
3. Updating the PCD to reflect the changes based on Finance and Administration feedback.

### **Task 3 – Create a Framework for Budget, Staff, and Resource Justification**

**The Proposer shall assist in the preparation of budgets for acquiring those capabilities that are essential to continuity. As part of the budget process, the Proposer uses a risk management methodology to identify, prioritize, and justify the allocation of budgetary resources. The Proposer integrates the continuity budget with its PCD and links the budget directly to objectives and metrics set forth in that document.**

### **Task 4 – Development of Plans to Address Deficiencies**

### **Task 5 – Provide Actionable Recommendations to Address Areas for Improvement to Initiate COOP Planning Process**

Proposer shall assist Finance and Administration Project Manager to initiate the Finance and Administration COOP planning process by providing direction and leadership, implementing Finance and Administration methodology and assisting with department plan progress and monitoring. The Finance and Administration planning tactic will closely follow the concepts of FEMA COOP development for non-federal entities as well as the State of California Continuity of Operations planning guidance.

#### **Initiate Planning Process**

Proposer shall assist the Finance and Administration Project Manager to coordinate and organize roll- out of the Finance and Administration continuity plan development strategy to include, but not limited to, the following actions:

1. Facilitate the kick-off meeting to the Finance and Administration Business Continuity Steering Committee, each essential program manager, along with other identified essential units. This will require one kick-off meeting per Finance and Administration Service Area plus two for the Finance and Administration leadership team and other city leadership as designated for a total of seven (7) kick-off meetings. This approach is open for discussion and adjustment.
2. Facilitate and coordinate progress and production meetings.
3. Establish objectives and milestones.
4. Determine procedures for information gathering and decision making.

- Focus on gathering needed information
  - Minimize time and effort spent gathering information
5. Minimize disagreements by establishing procedures for decision making.
  6. Attend and participate, as requested by Finance and Administration Project Manager, Finance and Administration meetings regarding the implementation and usage of the City of Dunwoody software.
  7. Develop a robust work schedule to interview and work one-on-one with all essential Finance and Administration units while developing the following documents:
    - Individual Business Impact Analysis (BIA) reports for the identified essential Finance and Administration units that will ultimately be rolled into the final Finance and Administration Comprehensive BIA Report.
    - Planning Documents, to include all aspects of the Continuity Plan and supporting annexes and guides. Additional supporting documents may be included as the need corresponds to the program development.
  8. All other actions related to and supporting initiation of the planning process.

**Task 6 - Conduct Department-Wide Risk Analysis**

Proposer shall conduct department-wide Risk Analysis to identify areas of potential vulnerability, current control measures, and develop recommendations to mitigate the hazards.

**Risk Analysis and Vulnerability Assessment**

Proposer shall develop a department-wide Risk Analysis and Vulnerability Assessment to include all areas of operations. The Analysis will include, but will not be limited to, the following components:

1. An analysis of each Finance and Administration unit of the impact of a prolonged down time as the result of acts of nature, accidents, technological emergencies, and military or terrorist attack-related incidents. Determine the need to include additional hazards.
2. A brief hazard profile.
3. Rank each hazard based on likelihood and consequence of event occurring. Include description of the likelihood and consequence.
4. Inventory assets by location to include the number of staff (Finance and Administration), average number of visitors on a given day, building functions, systems, site characteristics, weaknesses, system redundancies, and Finance and Administration-owned assets. Include corrective actions that could reduce the vulnerabilities.
5. Estimated losses; may be partially included in the BIA.
6. Prioritize and analyze outcomes.

This process measures the potential loss of life, personal injury, economic impact, and property damage resulting from hazards by assessing the vulnerability of people, buildings, and infrastructure to hazard events.

### **Task 7 - Determine Essential and Essential Support Functions**

Proposer shall assist the Finance and Administration Project Manager to determine essential and essential support functions.

#### **Essential and Essential Support Functions**

Proposer shall assist the Finance and Administration Project Manager to ensure all Finance and Administration essential and essential support functions are identified. A structure has been established and the Proposer shall validate or adjust the current approach which supports Finance and Administration to carry on their mission during an extended disruption of services.

### **Task 8 - Conduct Business Impact Analysis (BIA)**

For all identified essential and essential support functions.

#### **Business Impact Analysis (BIA)**

The Proposer must have experience and demonstrate proficiency in developing all aspects of a BIA for essential and essential support functions both with and without specialized software tools. The development of the Finance and Administration BIA may include, but is not limited to, the following elements:

1. Identify and define Finance and Administration essential and essential support functions.
2. Narrow critical time, include explanation.
3. Rank impact of loss of essential and essential support functions.
4. List all essential applications.
5. Identify dependencies, upstream and downstream.
6. List financial and non-financial impacts.
7. Include essential manual and essential support recovery procedures.
8. Describe work area requirements.
9. Define vital records to include type, location, media, backup, recovery, etc.

### **Task 9 - Coordinate with Finance and Administration Project Manager to Design Plan**

Proposer shall coordinate with the Finance and Administration Project Manager to design a Continuity of Operations plan that will include the BCP SOW

development of the Plan both with and without utilizing specialized software. Proposer shall also provide Continuity Plan Activation Guidance and Checklists for each essential Finance and Administration unit.

### **Task 10 - Develop COOP Plan Site Requirements**

Proposer shall develop the Finance and Administration COOP Plan utilizing all identified supporting planning documents; additionally, the Proposer will possess the skills to develop the COOP Plan without specialized software.

#### **COOP Plan**

The required planning steps will include, but is not limited to, the following actions to be established by the Proposer:

1. Confirm planning team.
2. Identify resources required.
3. Possess the capability both with and without specialized software.
4. Confirm goals and milestones.
5. Identify challenges and prioritize activities.
  - Make a list of tasks to be performed, by whom and when.
  - Determine how you shall address the problem areas and resource shortfalls that were identified in the vulnerability analysis.
6. Write the Plan.

Establish an aggressive timeline with specific goals. Provide enough time for completion of work, but not so much as to allow assignments to linger. Establish a schedule for:

  - First draft
  - Review
  - Second draft
  - Tabletop exercise: The scenarios developed during the vulnerability analysis can serve as the basis for training events.
  - Final draft
  - Printing
  - Distribution

### **Task 11 – Identify Grant Assistance Where Possible and If Applicable**

### **Task 12 – Utilize Training Resources to Assist Organization in Closing Planning Gaps**

Proposer shall assist the Finance and Administration Project Manager to test, train, and exercise the plan as part of the planning process.

#### **Test, Train, and Exercise the Plan**

Proposer shall assist the Finance and Administration Project Manager to test, train, and exercise the draft plan in order to make the final adjustments prior to distribution of the plan. Continuity training components for all staff should address:

- Individual roles and responsibilities.
- Information about threats, hazards and protective actions.
- Notification, warning and communications procedures.
- Accountability procedures.
- Location and use of common emergency equipment.
- Continuity procedures.

The steps to test, train, and exercise the plan include, but are not limited to, the following:

1. Distribute the first complete draft to group members for review. Revise as needed.
2. Distribute the second, revised draft for review.
3. Using the second draft as reference, conduct a tabletop exercise with management and personnel who have key business continuity responsibility. In a conference room setting, describe a continuity scenario and have participants discuss their responsibilities and how they would react to the situation.
4. Based on this discussion, identify areas of confusion and overlap, and modify the plan accordingly.
5. This plan will define short and long-term COOP goals and objectives. It should include requirements, identify tasks and milestones, and outline a plan of action to accomplish tasks within an established schedule. Additionally, it will provide a common basis and informational format for developing and defending COOP budget submissions.

### **Task 13 - Finalize and Distribute Plan**

Proposer shall ensure all changes have been incorporated into the final planning document and distribute plan.

#### **Finalize and Distribute Plan**

Proposer shall ensure all changes have been incorporated into the final planning document and thereafter, Proposer shall distribute the plan. Three hard bound copies and a flash drive copy.

#### **4.1 STAFFING**

##### **4.2 General Staffing Requirements**

Proposer shall ensure appropriate staffing levels necessary to successfully complete the Tasks listed in Section 3.0 Services To Be provided of this SOW as well as maintain the following staff management requirements:

- 4.2.1 Education and Experience: Proposer shall be responsible for securing and maintaining staff that meets the minimum education qualifications as described in the RFP and possess the stated experience and expertise required to complete the tasks outlined in this SOW.
- 4.2.2 Rosters: Proposer shall provide Finance and Administration, at the beginning of the Contract term, an organizational chart illustrating the reporting lines of all staff, including Proposer staff, as well as a roster of all staff that includes: (1) name and position; (2) email and telephone number; and (3) at a minimum, two primary Proposer contacts for Finance and Administration as well as two senior management contacts. See Section 12.0 - Performance Requirements Summary, Table 1 - Performance Requirements Summary, Task 1 – Develop PCD, item b. Project Organization, Roles, and Responsibilities and item h. Communication Plan.
- 4.2.3 Changes in Staffing: Proposer shall advise Finance and Administration in writing of any change(s) in Proposer's key staff at least twenty-four hours before proposed change(s), including name, education, experience, and qualifications of new staff. Proposer shall ensure that no interruption of services occurs as a result of the change in staff. If Finance and Administration determines that the qualifications of the proposed new staff do not meet the requirements, this may constitute a breach in the contract agreement.

### **4.3 BCP Staffing Requirements**

- 4.3.1 The Proposer shall be responsible for ensuring all assigned project staff have a strong understanding of Business Continuity Planning implementation practices with proven experience and execution skills, which include but are not limited to the following:
  - 1. Have (i) graduated from a four-year college or university with a Bachelor's Degree or higher, and (ii) experience of at least five (5) years in the last eight (8) years in a highly responsible capacity in the area of business continuity planning field. Four (4) years of additional experience may be substituted for the Bachelor's degree requirement in (i) above.

2. At least five (5) years' experience in the last eight (8) years designing, implementing, and testing Business Continuity plans utilizing the full suite of Business Continuity software tools.
3. At least two (2) years' experience in the last four (4) years developing business continuity plans incorporating the concepts of FEMA Continuity of Operations for non-federal agencies.
4. Working knowledge of the State of California Continuity Planning Guidance, Revised December 2009.
5. Excellent written and interpersonal skills; ability to work creatively and analytically in a problem-solving environment; and strong client relationship skills.

## **5.1 SERVICE DELIVERY SITES**

The City of Dunwoody, 41 Perimeter Center East, Suite 250 Dunwoody, Georgia, 30346.

## **6.1 ADMINISTRATIVE TASKS**

### **6.2 Record Keeping**

Proposer shall maintain a comprehensive, accurate documentation of all services provided to include, but not limited to, a detailed journal of staff and staff time applied by task, sub-task, goods and services, plus all other resources employed to complete all Tasks and Section 12: Performance Requirements Summary as outlined in this SOW. This documentation will be available to Finance and Administration upon request and will be reflected in all submitted invoices as well as the PCD, as appropriate.

### **6.3 Project Control Document (PCD)**

See Section 12.0 – Performance Requirements Summary, Task 1 – Develop PCD. In general, the PCD defines the strategy for execution of the project objectives, scope, key drivers, and other parameters of the project. It provides the base for the project team to execute their activities within the boundaries of the project SOW, schedule and budget. It will be used as guidance to resolve issues, control cost and schedule, and as a roadmap to planning. The PCD is a living, working document which the project team will update as necessary.

#### **6.4 Invoicing**

Proposer shall submit invoices monthly outlining the work associated with each Task, to include, at a minimum, the following:

- Staff hours and associated salaries,
- Expenditures related to fulfilling Performance Requirements Summary,
- A clear description of how the work completed for that billing period directly relates to Section 8.0 - Schedule.

Invoices will be submitted to:

The City of Dunwoody Department of Finance &  
Administration  
41 Perimeter Center East, Suite 250  
Dunwoody, Georgia 30346

Attention: Accounts Payable

#### **6.5 Computer and Information Technology Requirements**

Within 30 days of commencement of the Contract, Proposer shall possess or acquire a computer system with the capability to comply with the terms of the Contract, with sufficient hardware and software and on-site maintenance for the entire term of this contract.

#### **6.6 Cooperation**

The Proposer shall work cooperatively with Finance and Administration staff including Information Technology Services staff. Proposer shall provide and train data entry staff to submit monthly invoices to Finance and Administration along with supporting documentation indicating services associated with each invoice.

#### **6.7 Meetings**

Proposer shall attend periodic BCP meetings and/or meetings as determined by Finance and Administration.

#### **6.8 Days/Hours of Operation**

The Proposer shall ensure that BCP services are available for finance and Administration staff during the City's regular business hours of Monday through Friday, from 8:00 A.M. until 5:00 P.M.

#### **6.9 Contractor's Project Manager**

Proposer's designated Project Manager shall have full authority to act for the Proposer on all matters relating to the daily operation of this Contract and shall be accessible via telephone, e-mail, or fax during regular business hours to respond to City inquiries and/or concerns.

## **7.1 QUALITY MANAGEMENT AND DATA COLLECTION PLANS**

### **7.2 Quality Management**

The Proposer shall establish and utilize a comprehensive written Quality Management Program and Plan including Quality Assurance and Quality Control processes to ensure the required services are provided at a consistently high level of service throughout the term of the Contract. The Plan shall be submitted to Finance and Administration for review and approval prior to the Contract start date. The Quality Management Plan and Data Collection Plan are designed to clarify and define certain requirements described in the Project Control Document (PCD). The Plan shall be effective on the Contract start date and shall be updated and re-submitted for Finance and Administration approval as changes occur.

7.2.1 The Plan will include an identified monitoring system covering all the services listed in this IWQ and SOW.

The system of monitoring to ensure that contract requirements are being met will include:

7.2.1.1 Activities to be monitored, frequency of monitoring, samples of forms to be used in monitoring, title/level and qualifications of personnel performing monitoring functions.

7.2.1.2 Ensuring that services meet requirements for timeliness, accuracy, completeness, consistency and conformity as defined in the IWQ SOW.

7.2.1.3 Ensure professional staff rendering services under the contract have met the necessary prerequisites.

7.2.1.4 Identifying and preventing deficiencies in the

quality of service before the level of performance becomes unacceptable including description of the Quality Improvement strategy and intervention methods.

7.2.1.5 Taking any corrective action, if needed, including a commitment to provide to the City upon request a record of all reviews, the corrective action taken, the time the problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action.

7.2.1.6 Continuing to provide services to the City. In the event of a strike or other labor action of the Proposer's employees.

7.2.2 Proposer will provide to the City a copy of their Quality Assurance/Quality Control policy and/or procedure.

### 7.3 **Data Collection**

**The Proposer shall establish and implement a Data Collection Plan to collect, manage, and submit data and reports as directed by Finance and Administration. This will include collecting, managing, and submitting the data described in this SOW.**

7.3.1 The Proposer' Plan shall include a description of specific measures and data analysis methods that are currently in place and/or those to be delivered to ensure the collection and reporting of required data as described in this SOW.

7.3.2 The Proposer's Plan shall include a description of how data accuracy problems will be managed and resolved including a description of current data collection, data entry, data analysis, data reporting, and/or other data accuracy problems and actions already taken.

7.3.3 The Proposer shall agree to participate in regular learning collaborative meetings where data and progress will be reviewed. These meetings will serve as the basis for learning and for making any mid-course service corrections to the PCD, Project Schedule, and/or the agreed upon SOW.

## 8.1 SCHEDULE

Proposer shall agree to the following key deliverables schedule, not inclusive of all deliverables:

### 8.2 **FY 2015 during this period the contract Proposer shall:**

1. Develop PCD; establish method to monitor and continuously update the document.
2. Establish weekly Project Status Report.
3. Establish working relationship with key Finance and Administration staff to provide on-going support and Business Continuity guidance.
4. Participate with Finance and Administration Project Manager in BCP roll-out.
5. Develop and conduct training in coordination with Finance and Administration effort.
6. Assist and support initiation of COOP Planning Process.
7. Conduct Finance and Administration Risk Analysis.
8. Begin process to identify essential functions.
9. Begin process to develop BIA for Finance and Administration Programs #1-4 above.
10. Coordinate with the Finance and Administration Project Manager to design plan.
11. Establish and implement planning steps.

### 8.3 **FY 2015 - 16 during this period the contract Proposer shall:**

1. Continue the following components initiated in Section 8.1:
  - a. Maintain PCD to include method to monitor and continuously update the document.
  - b. Maintain weekly Project Status Report.
  - c. Maintain working relationship with key Finance and Administration staff to provide on-going support and BC guidance.
  - d. Maintain accountability tracking.
2. Develop all agreed upon plans, guides, checklists, etc.
3. Test plan with Tabletop Exercise.
4. Develop implementation plan.
5. Establish Multi-year strategy.
6. Modify and finalize all planning documents.
7. Prepare copies.
8. Prepare public version.
9. Meet and document Public Participation requirements of grant.

**8.4 FY 2015 – 16 during this period the contract Proposer shall:**

Finalize and distribute plan, timelines and milestone dates to be established and agreed upon with successful firm.

**9.0 CONTRACT DISCREPANCY REPORT (Appendix C, Exhibit 2)**

Verbal notification of a Contract discrepancy will be made to the Contract Project Monitor as soon as possible whenever a Contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by the City and the Proposer. The City Contract Project Monitor will determine whether a formal Contract Discrepancy Report (CDR) shall be issued. Upon receipt of this document, the Proposer is required to respond in writing to the City Contract Project Monitor within five workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the CDR shall be submitted to the City Contract Program Manager within 10 workdays.

**10.0 INFORMATION TECHNOLOGY**

The final continuity planning documents are intended to be used internally by the Finance and Administration and the City. It is not anticipated that the Proposer shall interface directly or indirectly with the Finance and Administration consumers; however, due to the nature of the Finance and Administration's primary mission, it is prudent that the Proposer be required to adhere to Privacy and Electronic Security policies and regulations as outlined in Section 10.2 - Privacy and Electronic Security.

**10.1. Technology Requirements**

10.1.1 Proposer shall provide their own computer hardware and software to include but not limited to the ability to provide Microsoft Office and Microsoft Project 2003 or higher.

10.1.2 Proposer's information system or information technology system shall meet the functional, workflow, and privacy/security requirements referenced in Section 10.2 (Privacy and Electronic Security).

10.1.3 Proposer shall be solely responsible for complying with all applicable State and Federal regulations affecting the maintenance and transmittal of electronic information. Upon execution of the Contract applicable City policies shall be provided to the Proposer.

**10.2 Privacy and Electronic Security**

- 10.2.1 To the extent relevant, to deliver the services required by this SOW, Proposer shall comply with all Federal and State laws as they apply to protected health information (PHI), individually identifiable health information (IIHI), and electronic information security.
- 10.2.2 Any Proposer that is deemed a "Covered Entity" under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") shall comply with the HIPAA privacy and security regulations independently of any activities or support of Finance and Administration or the City of Dunwoody.
- 10.2.3 Any Proposer that is deemed a "Business Associate" of City under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") shall enter into a Business Associate Agreement with the City of Dunwoody to ensure compliance with the privacy standards. For example, if the training is to be designed and delivered by a covered entity such as a Community Mental Health Center and the logistical services providers, vendors, or facilities managers are Sub-Proposers, then a Business Associate Agreement would be required between the covered entity and the logistical services or facility providers in case the Sub-Proposers may handle information regarding the health statuses of the students who are consumers or family members. If the training is to be designed and delivered by a non-covered entity, then a Business Associate Agreement shall be required between the Proposer and the City in case the Proposer may handle information regarding the health statuses of the students who are consumers or family members.

## **11.1 GREEN INITIATIVES**

- 11.2 Proposer shall use reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.
- 11.3 Proposer shall notify City's Project Manager of Proposer's new green initiatives prior to the contract commencement.

## **12.0 PERFORMANCE REQUIREMENTS SUMMARY**

A Performance Requirements Summary (PRS) chart is derived from the required Tasks as defined in Section 3.0 - Services To Be Provided and 3.1 – Tasks of this SOW. All tasks listed in the PRS chart are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Proposer beyond that defined in the Contract and the SOW. In any case

of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in the PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Proposer.

### **13.0 EVALUATION AND AWARD CRITERIA**

The following factors without rank will be considered during the evaluation:

#### **A. TECHNICAL FACTORS (65%)**

**1. Responsiveness of the proposals in clearly stating an understanding of the work to be performed, including making all required statements and affirmations.**

- The following elements will be considered:
- Appropriateness and adequacy of proposed procedures.
- Necessity of procedures.
- Reasonableness of time estimates.
- Appropriateness of assigned staff levels.
- Timeliness of projected completion.

**1. Technical experience of the firm.**

**2. Qualifications of staff.**

**4. References**

#### **B. COST FACTORS (35%)**

**Although cost is a significant factor, it will not be the dominant factor. Cost will be given more importance when all the other evaluation criteria are relatively equal.**

**COST WILL BE FIXED FEE QUOTE WITH 3 OPTIONAL ONE-YEAR RENEWALS FOR PERIODIC REVIEW AND UPDATES**