

# Best Practices for Immediately Before and Just After a Disaster

## IMMEDIATELY BEFORE:

- Proper procurement of services
  - Project and grants manager (PM/GM)
  - Debris contractor
  - Contents inventory contractor
  - Design professionals
  - General Contractors
- Recommend that the emergency services procured follow a very clear/well defined scope.
- If there are pre-placed contracts for disaster services, activate them.
- Follow existing procurement policy
  - Long term - will need to demonstrate how it has been followed in the past
- Gather all insurance information (both wind and flood) and have them in a safe place
  - Critical for insurance reconciliation with FEMA
- Keep funds and expenditures separate (create a separate disaster account for this disaster to enable clear tracking of disaster-related expenditures for time and materials, including employee timekeeping)
- Take pictures of all of your facilities and infrastructure before the event, if possible
- Gather/have ready your inventory lists (vehicles, heavy equipment, contents, etc.)
- Document equipment use (who was using which piece of equipment and for how long), be as specific as possible
  - Which piece of equipment. What were they doing?
  - Existing policy - pre-list of who was to be engaged in the event of emergency
  - Existing response plan will be helpful to justify costs
- Be in contact with your state office of emergency management
- If procuring equipment or supplies, try to get **three** quotes (in writing, even in the form of an email), otherwise you'll have to justify the cost later.

**JUST AFTER (and not related to life safety/search and rescue):**

- Documentation, documentation, documentation - before you touch anything (except when life/safety is at issue)
- Detailed time sheet tracking for force account labor (by employee and hourly)
- Demonstrate how buildings were maintained prior to event (needed to maximize reimbursement)/ pull your pre-event maintenance records
- Assign a point person (preferably from finance) to be your PM/GM point of contact
- Keep detailed records on every dollar spent related to response and recovery
- Life and Safety inspections (can be done in house or via consultants)
- Pull/have ready the building blueprints/as-built drawings to facilitate damage assessments
- Do Preliminary damage assessments (the state will need a ballpark cost estimate of damages) (can be done in house or via consultants)
  - “windshield” assessment
  - Damage to HVAC, roof, windows -- that basic of an assessment
  - Dollar estimate should be included
  - No special forms required
  - Lots of photographs
  - Care should be taken not to duplicate services with detailed damage assessments that will come later
- Contents should be extensively documented – take pictures and document exactly what it was prior to throwing it out, if it can’t be salvaged – document make, model, brand, color, power level/capacity level, and mileage, as applicable.
  - Should get three quotes to inventory contents
- Timely and appropriate settlement with Insurance, but if you disagree with the insurance payout, show how you addressed it/pushed back (FEMA will want to see that if they’re going to pick up the difference)

**OTHER EMERGENCY MEASURES PROCUREMENT GUIDANCE:**

- Can use emergency procurement procedures if the owner has a policy or follow state guidelines
- Consultants can provide some limited emergency services under existing contracts or new emergency contracts provided the district follow standard procurement policy. This also applies to add services for consultants that may not have had cost as a factor in selection; however, need to properly procure these services fairly soon after the event (can’t be extended without proper procurement.)

## RFP FOR RECOVERY MANAGEMENT SERVICES

### (to maximize reimbursement)

- Must issue a Request For Proposal (RFP) where price/cost is a factor in the selection
- Typically titled...Recovery Program and Grants Management Services
- Better to have the two services combined under one team for efficiency and coordination
- Time and materials type contract for these services will maximize reimbursement
- Cost has to be a factor (could be anywhere from 5% to 25%)
  - Typically handled as a total of hourly rates
  - Lowest total gets full points. Remainder get a proportionate amount
- Advertise to the maximum extent possible
  - Local or regional newspapers and web sites
  - Consider sending invites to at least 3 firms (must have a minimum of two proposals to evaluate)
  - Advertise a minimum of 7 days
- RFP should describe the evaluation process and scoring criteria
- RFP should describe in generic terms the selection committee makeup (i.e., representative from each of finance, facilities, superintendent offices)
- RFP should include language that provides for affirmative steps to include small, minority and women owned businesses. It can be, but does not have to be part of the scoring criteria, but should encourage participation. (Show/keep the documentation showing you sent the RFP to DBE-type firms (or organizations that distributes it to them) as well to ensure open competition).
- RFP (and/or contract) should include language that the owner will provide a point person to monitor performance and provide oversight of the contract performance.

*\*These points are based on CSRS experience in working with FEMA and are intended to guide disaster management actions to maximize potential for eligibility. They are not exhaustive, and for more information grantees should review the FEMA PA Program and Policy Guide, FP 104-009-2, April 2017.\**