



**City of Raleigh**

**Request for Proposals #:** 274-527

**Title:** Disaster Recovery Plan

**Proposal Due Date and Time:** September 24, 2025, by 3:00pm

**ADDENDUM NO. 2**

Issue Date: September 10, 2025

**Issuing Department:** Fire

**Direct all inquiries concerning this RFP to:**

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City of Raleigh  
Addendum #2 to RFP #274-527 Disaster Recovery Plan

**Issue Date:** September 10, 2025

To: All Proposers

This Addendum, containing the following additions, clarifications, and/or changes, is issued prior to receipt of proposal packages and does hereby become part of the original RFP documents and supersedes the original RFP documents in case of conflict.

Receipt of this addendum must be acknowledged by signing in the area indicated below. Please make the follow additions, clarifications, and/or changes to the RFP as listed below and **sign and return this addendum with your proposal package.**

The following written questions were received by September 3, 2025, per Section 1.3 “RFP Timeline.” This addendum is intended to document the answers to each question, and to make this information available to all proposers:

- 1. The RFP includes the forms Appendices I through IV but does not specify where to include them in Section 2.1, Request for Proposals Required Document Format. Please confirm that Proposers may attach forms as an appendix to the technical proposal.**  
Yes, Proposers may attach forms as appendices to the technical proposal.
- 2. If Proposers can include forms as an appendix to the technical proposal, please confirm if Proposers should include a tab/section divider preceding said appendix.**  
Including a tab/section divider is preferred but not required.
- 3. Please provide the funding source for this project and the not-to-exceed amount.**  
The funding source and not-to-exceed amount for this project has not been determined at the time of this addendum posting.
- 4. The Cost section to be included in a separate envelope includes a tab/divider preceding the section. If Proposers submit a separate cost proposal with the Proposal Cost Form, as instructed, please confirm that a tab/divider must also be included in this separate cost proposal.**  
Including a tab/divider within the separate cost proposal is not required.
- 5. Please confirm whether the interview/demonstration will be in-person or virtual.**  
The interview/demonstration will be virtual.

- 6. The RFP states, “Engaging leadership and representatives from all City departments and offices when gathering and documenting information for the plan.” Please confirm if the City will set up these meetings or if that will be the Proposer’s responsibility.**

It will be the proposer’s responsibility.

- 7. Regarding the above question, please confirm if these meetings will be in person or if the City is amenable to conducting them virtually.**

The kick-off meeting with the City’s Management Team will be conducted in person. The kick-off meeting with department SMEs will be conducted virtually. The one-on-one data gathering session that will be conducted with each department will be conducted virtually. Once the plan is completed, an in-person meeting will be conducted with the City’s Management Team to discuss your findings and the next steps for conducting the two (2) virtual training sessions with all City staff and the one (1) in-person tabletop exercise with selected City staff. The initial planning meeting, the midterm planning meeting, and the final planning meeting for the in-person tabletop exercise can be conducted virtually.

- 8. Please confirm if the final deliverables will be digital and/or print.**

The final deliverables should be in both digital and print formats. Please refer to Section 1.6 of the RFP for details.

- 9. How many departments are within the City of Raleigh?**

There are twenty-two (22) individual departments.

- 10. How do firms engage with departments?**

Two (2) subject matter experts (SMEs) from each department will be assigned to attend the virtual data gathering sessions with the firm. Firms will engage with each department on-one virtually.

- 11. What is the timeframe for the data gathering session?**

The timeline for this task of the project is February – March 2026. Please refer to the Disaster Recovery Plan Timeline within the RFP (Section 4: Scope of Services).

- 12. How are the virtual sessions intended to work, scheduling/training?**

The virtual sessions will be used to conduct kickoff meetings with departmental staff. The virtual sessions are also intended to conduct one-on-one data gathering sessions with each department, and to conduct two (2) virtual training sessions with all staff once the plan is complete. Virtual sessions will also be used for the initial exercise planning meeting, the midterm planning exercise meeting, and the final exercise planning meeting.

- 13. Are there any existing plans in individual departments?**

There are no existing plans in individual departments.

- 14. Does the City want one overall plan or 22 individual plans per department?**

The intent is for the city to have twenty-two individual plans that are combined into one overall citywide plan.

**15. What is the preferred format or template to be used?**

The preferred format or template to use for the Disaster Recovery plan should include an Executive Summary, Introduction & Purpose, Concept of Recovery, Roles & Responsibilities, Recovery Support Functions (RSFs), Recovery Operations, Public Information & Community Engagement, Training, Exercises & Maintenance, Appendices.

**16. Please provide clarity on response versus recovery structure of plan.**

The response phase focuses on immediate life-safety actions and incident stabilization, typically coordinated through the city's Emergency Operations Center (EOC) using the Incident Command System (ICS). Response activities include search and rescue, medical aid, evacuation, emergency sheltering, and immediate debris clearance to protect public safety. The recovery phases emphasizes long-term restoration of housing, infrastructure, health and social services, and economic stability, using Recovery Support Functions (RSFs) aligned with FEMA's National Disaster Recovery Framework.

**17. Should federal standards be used due to the uncertainty of FEMA?**

Yes, federal standards should be used.

**18. Is a veteran-owned firm considered eligible as part of MWBE?**

The 'MWBE Participation Form (Appendix IV)' is for the purpose of capturing information regarding the utilization of Minority and Women-Owned Businesses (MWBEs). Per General Statute § 143-128.2, a "minority business" is defined as Black, Hispanic, Asian American, American Indian, or Female.

In regards to eligibility for Historically Underutilized Businesses (HUB), pursuant to General Statute § 143-128.4, if proof can be provided that he/she is a service-disabled veteran, they may qualify. To confirm eligibility, please contact the HUB Office at 984-236-0130 or by email at [huboffice.doa@doa.nc.gov](mailto:huboffice.doa@doa.nc.gov).

**19. Does the City have an existing Continuity of Operations Plan (COOP)?**

The citywide COOP is in the development phase and should be completed in January 2026.

**20. Can the City please provide additional details on the request for the training (e.g., number of training courses, length, number of participants, virtual and/or in person)?**

Once the departmental plans and citywide plan are completed, there should be two (2) virtual training sessions that are at a minimum of one (1) hour in duration for all staff to attend. One of those sessions will be recorded for staff who are unable to participate in the virtual training. There will also be one (1) in-person tabletop exercise that will be conducted with a total of two hundred participants attending the in-person training from all City departments. The in-person tabletop exercise should be at least four hours in length.

**21. Can the City please confirm when the training and TTX should occur (e.g., same week, different weeks)?**

Once the plan is completed, the two (2) virtual training sessions and the one (1) in-person tabletop exercise should occur within one month of each other, which would give

departments enough time to review their plans and provide any feedback they have based on the virtual training session, allowing enough time for plans to be updated before and after the in-person tabletop exercise.

**22. What are the factors used for each of the criteria in the evaluation? Can the City provide the factors for each of the rankings?**

The following criteria will be rated on a scale from 0 to 3: Corporate background and experience, firm financial stability, project understanding, project approach, team firm experience and proposed cost.

Score Points:

- 0 - Missing or Does Not Meet Expectation
- 1 - Partially Meets Expectation
- 2 - Meets Expectation
- 3 - Exceeds Expectation

**23. How is the City planning on ranking vendors for financial stability?**

All proposals will receive the maximum score on the financial stability metric of the scoring matrix, provided that they submit financial documents as required in Section 2.1.3 of the RFP. For the purposes of this project, a financial analysis of the proposer's financial stability will not be performed. As noted in the RFP, any confidential documents should be labeled as such, to be reacted from any subsequent public records requests.

**24. What is the process for developing the Communications Plan?**

The City has a citywide Communications Plan that does not mention DRP. The citywide Communication Plan can be used to develop an additional Communications Plan or an appendix that is specific to and focuses on Disaster Recovery.

**25. For Element 9 "Identify Critical Functions", can the City describe how this work aligns with existing continuity planning efforts in the City? Are you envisioning the DRP to include a Continuity Appendix highlighting these critical functions?**

The DRP will serve as the roadmap for how the City restores essential functions after a disaster. The critical functions usually align with FEMA's National Disaster Recovery Framework (NDRF).

**26. Our firm is not required by state or federal statute to obtain audited financial statements, and our statements are not externally reviewed by a CPA. Will the City accept un-audited financial statements along with bank references and/or letters of credit from our financial institutions to support the evaluation of our financial stability?**

Yes.

**27. Can the City please confirm the number of plans they would like the contractor to develop?**

Twenty-two departmental plans that are combined into one citywide DRP.

**28. Would the City like the plan/plans to be organized by recovery support functions or another format (e.g., department specific)?**

The departmental plan should be department specific. Organizational recovery support functions should be outlined in the citywide plan.

**29. In determining that the City would like a Recovery Plan, it seems the request is interspersed with facets of an Emergency Operations Plan (EOP), a Continuity of Operations Plan (COOP) and a Technology Disaster Recovery Plan (DRP).**

**a. Are there existing City EOP, COOP and/or DRP? If so, can these be made available to determine Level of Effort (LOE) for this engagement?**

The City has an existing EOP that can be made available to determine the level of effort for this engagement. The citywide COOP will be completed in January 2026.

**b. If one or more of these plans do not exist, should the Recovery Plan be instead developed as a Comprehensive Emergency Management Plan (CEMP) that provides all of the following as Annexes to the CEMP?**

**i. EOP (Prevention/Mitigation, Preparedness, Response, Recovery); inclusive of:**

- 1. Threat/Hazard Assessment**
- 2. Activation Triggers**
- 3. Threat/Hazard Annexes**
- 4. Response Checklists**
- 5. “Whole Community” Approach (Community Lifelines)**
- 6. Emergency Management Organization (EMO) under ICS/NIMS**
- 7. EMO Training Requirements for EOP**

**ii. COOP (Organizational Resilience); inclusive of:**

- 1. Business Impact Analysis/Risk Assessment**
- 2. Continuity of Government**
- 3. Activation Triggers**
- 4. Response Checklists**
- 5. FEMA Continuity Plan Minimum Requirements, including:**
  - a. Essential Functions**
  - b. Orders of Succession**
  - c. Delegations of Authority**
  - d. Continuity Facilities (Alternate Facilities)**
  - e. Communications**
  - f. Vital Records and Resources**
  - g. Human Capital Management**
  - h. Test, Training, and Exercises**
  - i. Devolution of Control and Direction**
  - j. Reconstitution Operations**
- 6. Business Resumption Teams (BRT) under ICS/NIMS**

## **7. BRT Training Requirements on COOP**

### **iii. Disaster Recovery Plan (Technology Resilience); inclusive of:**

- 1. Activation Triggers**
- 2. Response Checklists**
- 3. Technology Criticality mapped to COOP Mission Essential Functions (MEFs)**
- 4. Incident Response Plans under RPO/RTO**
- 5. NIST Cybersecurity Framework Alignment**
- 6. Information Technology Response Teams (IRT)**
- 7. IRT Training Requirements for Disaster Recovery**

### **iv. Recovery Plan**

- 1. Aligned to FEMA's six National Disaster Recovery Functions**
- 2. "Whole Community" Integration**
- 3. Interdependencies with City COOP/DRP to assure Community Lifelines availability**
- 4. Short and Long-Term Recovery Checklists**
- 5. Recovery Team Identification (Can be an integration of EMO/BRTs)**
- 6. Recovery Team Training Requirements on Recovery Functions**

The City does have an EOP that is completed. The City's continuity of operations plan will be completed in January 2026.

### **30. Is there an incumbent consultant, or is this a new project?**

This is a new project.

### **31. Is this a grant funded Project and is there a project budget for this engagement that can be provided?**

No, this is not a grant funded project. The project budget for this project has not been determined at the time of this addendum posting.

### **32. Will the City be providing the venues for the staff training, or should we include training venue costs in our cost proposal?**

The City will provide venues for staff training.

### **33. Is the intent of this project to also engage City critical vendors and suppliers to ensure their recovery plans (COOP and DRP) are aligned with the City's needs and RPO/RTO parameters to assure City mission resiliency?**

The City's IT department will complete this task.

- 34. Is the intent of this project for the consultant to work with the City Project Manager and City Council to identify Continuity of Government structures (alternate seats of government/City Council alternate facilities, Council/City Manager Orders of Succession, etc.), or has that already been accomplished?**

This has already been accomplished.

- 35. Is there a set number of staff to be trained on the Recovery Plan (All City Employees, Designated Recovery Teams, etc.) If so, can this number be provided? If not, is the expectation that this project will clarify the number of staff and the type of training needed for plan activation/sustainment?**

All City of Raleigh staff will be given the option of attending a virtual training session of the that outlines the Disaster Recovery Plan. Roughly 200 staff will be invited to attend an in-person tabletop training course on the plan.

- 36. What are the expectations for community engagement and/or engagement on community engagement and communications?**

The firm will work with the City's internal Community Engagement Department and the Communications Department on the development of this plan.

- 37. Would the City allow electronic submissions via email instead of hard copy submissions?**

No, all proposals must be submitted per Section 1.6 of the RFP. Note that electronic versions of the proposal must be submitted along with the hard copy, using a USB flash drive.

- 38. Will the City clarify if being a MWBE is a requirement or preference? If a preference, how will this preference be weighted/allocated?**

Being or using a Minority/Women-Owned Business Enterprise (MWBE) is encouraged but not required for RFPs and does not impact the scoring, as it carries no weight in the evaluation criteria.

- 39. Would the City accept a Women's Business Enterprise National Council (WBENC) certification as proof of MWBE status?**

The City accepts MWBE certifications from the NC HUB Office and NCDOT's DBE Program for contracts with aspirational goals. Since this contract has none, proposers may optionally submit certification for data collection purposes only.

- 40. Does the City require the list of those involved in the prior projects to include all executive, managerial, legal, and professional personnel as required in 2.1.5.? Can the City please clarify "involved" in this context (e.g., any involvement whatsoever vs significant or routine involvement)?**

The City requires a listing of those people directly involved with the project. Any executive or ancillary persons may be included but not required. For the purposes of Section 2.1.5, "involved" refers to persons who have a direct role in the project.

**41. To protect against a firm submitting a cost so low that all/most other firms would receive a 0 score per the cost formula, will the City please indicate a minimum cost or a not-to-exceed amount?**

The City prefers not to provide such parameters due to inadvertently limiting or disqualifying potential proposals based upon cost alone.

**42. Can the City provide a number of existing city plans and policies for review?**

The City has an EOP and Communications Plan that can be reviewed. The City's COOP will be completed in January 2026.

**43. Can the City confirm that the Reference Questionnaire, Appendix III is a requirement?**

Yes, this is a requirement of the RFP.

**44. Please confirm whether Proposers can submit references from clients for whom they have provided similar work within the past five years.**

Yes.

**45. We note the requirement to provide a "Not to Exceed" cost in our proposal. Please confirm that this is a Firm Fixed Price contract or specify the contract type if it is not Firm Fixed Price.**

Yes, the resulting contract can be considered a Firm Fixed Price, meaning that the not-to-exceed amount is the maximum amount payable to the awarded Proposer.

**46. Does Raleigh have a current Disaster Recovery Plan? If so, when was it last updated?**

The City does not have a Disaster Recovery Plan.

**47. Does Raleigh have any current Cybersecurity and/or IT disaster response/recovery planning? If so, when was it last updated?**

The City does not have a Cybersecurity and/or IT disaster response/recovery plan.

Adam Perry  
Senior Fiscal Analyst

**Sign below and return this addendum with your proposal.**

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**Proposer Name & Company:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Title:** \_\_\_\_\_