

STATE OF NORTH CAROLINA

DEPARTMENT OF PUBLIC SAFETY

Request for Proposal #: 19-RFP-1587901118-PTW

DISASTER CASE MANAGEMENT SERVICES

Date of Issue: July 18, 2025

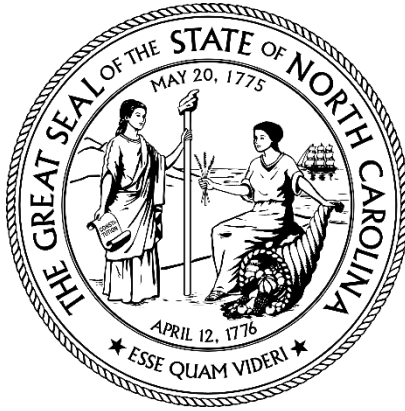
Proposal Opening Date: August 11, 2025

At 2:00 PM ET

Direct all inquiries concerning this RFP to:

Tim Pendergrass

Procurement Specialist III



STATE OF NORTH CAROLINA

Request for Proposal

19-RFP-1587901118-PTW

For internal State agency processing, including tabulation of proposals, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page shall be filled out and returned with your proposal.
Failure to do so may subject your proposal to rejection.**

Vendor Name

Vendor eVP#

Note: For a contract to be awarded to you, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at <https://vendor.ncgov.com/vendor/login>

STATE OF NORTH CAROLINA DEPARTMENT OF PUBLIC SAFETY	
Refer <u>ALL</u> Inquiries regarding this RFP to the procurement lead through the Message Board in the Sourcing Tool. See section 2.6 for details: Tim Pendergrass	Request for Proposal #: 19-RFP-1587901118-PTW
	Proposals will be publicly opened: August 11, 2025, by 2:00pm, ET Meeting ID: 289 106 501 580 4 Passcode: mU3CP2su
Using Agency: NCDPS-EMERGENCY MANAGEMENT	Commodity No. and Description: 931318 Disaster Preparedness and Relief
Requisition No.: RQ200989	

EXECUTION

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this bid, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the Ariba Sourcing Tool.

Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals shall not be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:

Proposal Number: 19-RFP-1587901118-PTW

Vendor: _____

PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		FAX NUMBER:
VENDOR'S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

VALIDITY PERIOD

Offer shall be valid for at least ninety (90) days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF PROPOSAL

If your proposal is accepted, all provisions of this RFP, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

<p>FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 20____, as indicated on</p> <p>The attached certification, by _____.</p> <p style="text-align: center;">(Authorized Representative of NC Department of Public Safety)</p>

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1.0 PURPOSE AND BACKGROUND

North Carolina Emergency Management (NCEM) is a government organization that administers state and federal emergency management programs enabled by the Robert T. Stafford Act, North Carolina General Statute Chapter 166A. In order to respond to and satisfy the needs of the state during All-Hazard responses. NCEM requires an All-Hazard convenience contract for Disaster Case Management Services to work with survivors/families to understand their experience related to the Emergency, identify the assistance already received, and determine the disaster-related needs remaining.

Disaster Case Management provides relief to disaster survivors by connecting them with the resources and services of multiple agencies and working with them to develop individual recovery plans that incorporate *sustainable assistance for the household's recovery by identifying referrals to Federal, state, tribal, local, and non-governmental* assistance available. Between 2016 and 2018, North Carolina Emergency Management (NCEM) has responded to four (4) state and three (3) federally declared disasters. NCEM has determined the best approach for addressing survivor needs following disaster is to provide individualized case management. Disaster Case Management involves a partnership between a case manager and a disaster survivor (“client”) that provides the client with a single point of contact to facilitate access to a broad range of resources, and includes assessment of the client’s disaster-caused unmet needs, development of a goal-oriented individual recovery plan that outlines the steps necessary to achieve recovery, organization and coordination of information on available resources that match the disaster-caused unmet needs, monitoring of progress toward reaching the recovery plan goals, and when necessary, client advocacy throughout the period of performance. If cases remain open, transfer to other organizations at the conclusion of the period of performance per the direction of NCEM.

Disaster Case Managers will work with survivors/families to understand their experience related to the disaster, identify the assistance already received, and determine the disaster-related needs remaining. The survivor/family will work with a disaster case manager to develop an Individual or Household Recovery Plan. The case manager will work to locate existing resources in the community to address the needs identified in the recovery plan. Disaster Case Managers will be trained to identify disaster-caused unmet needs, and corresponding resources, dependent on the type of disaster and varying locations throughout the state.

NCDPS and NCEM seeks a three (3) year agency specific term contract for providers of disaster case management (DCM) services for All – Hazard Disaster survivors. Quantities referenced in this document represent the best available estimates of the State’s requirements. Each daily need and All-Hazard responses requirement is unique. Therefore, nothing in this document shall be construed to prevent the State, when necessary, from obtaining additional rentals from non-contracted sources, nor shall it be construed to require the State to rent quantities of generators beyond its actual requirements.

Additionally, pricing will include all cost for per diem (lodging, meals, and transportation).

The intent of this solicitation is to award an Agency Specific Contract.

1.1 CONTRACT TERM

The Contract shall have an initial term of three (3) years, beginning on the date of final Contract execution (the “Effective Date”) or [insert date], whichever is later.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

2.0 GENERAL INFORMATION

NCEM has determined that case management should be established in a centralized location with satellite offices located in impacted counties. Case Managers will be co-located in Disaster Recovery Centers (DRCs), but may be required to assemble centrally from time to time for training or large meetings. The Vendor’s Program Manager or designee will be co-located at the Joint Field Office (JFO) with the State, FEMA, OFAs, and voluntary liaisons or at a central location to be determined at the request of NCEM.

NCEM proposes a contract for a Management Program (DCMP) with a centralized staff at the State level, a cadre of disaster case managers and case manager supervisors working through Provider Level Agencies (PLAs). NCEM DCMP staff will be located at the Joint Field Office (JFO) or another appointed facility (To Be Determined) until the State returns to the NCEM facility at 1636 Gold Star Drive, Raleigh, North Carolina.

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North Carolina Emergency Management (NCEM) will follow the State of North Carolina’s procurement procedures to contract with a provider level agency. The provider level agency will hire case managers, case management supervisors, a resource coordinator, a training coordinator, and other support positions. Providers will work closely with Long Term Recovery Groups (LTRGs) to identify unmet needs of the affected population and connect them with the resource’s survivors need.

Survivors will be served in their local area. The state will not provide any office space to the provider level agency, so the provider level agency will rent or lease appropriate space to conduct the services required. The provider level agency will locate the most convenient locations to provide the necessary assistance for all the affected residents. Federal Award funds will be used to assist with space rental, necessary utilities, including internet service, and other associated costs.

The Case Manager will refer survivors to Federal, State, and Local agencies, private and non-profit entities, and other community resources to meet survivor’s needs on a priority basis, as per the State Coordinating Officer and Federal Coordinating Officer, including but not limited to the following:

- Clothing and food;
- Construction materials to repair and rebuild homes;
- Housing that leads to a long-term sustainable housing solution;
- Sheltering/TSA/temporary housing transition services;
- Benefits restoration;
- Disaster Unemployment Assistance and job training to restore ability to gain employment;
- Childcare;
- Assistance with physical and/or behavioral health/crisis counseling resources;
- Interpretation services;
- Financial counseling;
- Transportation when needed for employment and transition through disaster housing continuum;
- Utility deposit or installation fees;
- Basic furniture and supplies.

The Case Manager and survivor will outline comprehensive, time-limited steps for development and implementation of an Individual Disaster Recovery Plan.

2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

2.2 E-PROCUREMENT FEE

ATTENTION: This is an NC eProcurement solicitation facilitated by the Ariba Network. The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

What is the Ariba Network?

The Ariba Network is a web-based platform that serves as a connection point for buyers and vendors. Vendors can log in to the Ariba Network to view purchase orders, respond to electronic requests for quotes, participate in Sourcing Events, and collaborate with buyers on contract documents.

For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site:

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor’s responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions, issues, regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s proposal that purports to vary any terms and conditions or Vendors’ instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor’s proposal shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

The State may exercise in its discretion to consider Vendor proposed modifications. By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon through negotiations and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive.

2.4 RFP SCHEDULE

The table below shows the *intended* schedule for this RFP. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	State	July 18, 2025
Submit Written Questions	Vendor	August 1, 2025, by 2:00pm, ET
Provide Response to Questions	State	August 5, 2025
Submit Proposals	Vendor	August 11, 2025, by 2:00pm, ET Microsoft Teams Need help? Join the meeting now Meeting ID: 289 106 501 580 4 Passcode: mU3CP2su Dial in by phone +1 984-204-1487,,568410463# United States, Raleigh Find a local number Phone conference ID: 568 410 463# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 112 868 632 3
Contract Award	State	To be determined

2.5 PROPOSAL QUESTIONS

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the “Submit Written Questions” date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Questions related to the content of the solicitation, or the procurement process should be directed to the person on the title page of this document via the Sourcing Tool's message board by the date and time specified in the RFP SCHEDULE Section of this RFP. Vendors will enter “**RFP #: 19-RFP-1587901118-PTW – Questions**” as the subject of the message. Question submittals should include a reference to the applicable RFP section. This is the only manner in which questions will be received.

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM ET.

Questions received prior to the submission deadline date, the State’s response, and any additional terms deemed necessary by the State will be posted in the Sourcing Tool in the form of an addendum and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

2.6 PROPOSAL SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor’s sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. Failure to submit a proposal in strict accordance with instructions provided shall constitute sufficient cause to reject a Vendor’s proposal(s). Solicitation responses are subject to Sealed Bidding requirements.

Vendor’s proposals for this procurement must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site: <https://eprocurement.nc.gov/training/vendor-training>

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

Tips for Using the Sourcing Tool

1. Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
2. Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.
3. Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.
4. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.
5. **Only Proposals submitted through the Content Section of the Ariba Sourcing Event will be considered. Proposals submitted through the Message Board will not be accepted or considered for award.**

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services or

appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the proposal with its proposal submission, the Department may release an unredacted version if a record request is received.

2.7 PROPOSAL CONTENTS

Vendors shall provide responses to all questions and complete all attachments for this RFP that require the Vendor to provide information and upload them to the Sourcing Event in the Sourcing Tool. Vendor may not be able to submit its response in the Sourcing Tool unless all required items are addressed. Vendors shall provide authorized signatures where requested. Failure to provide all required items, or Vendor’s submission of incomplete items, may result in the State rejecting Vendor’s proposal, in the State’s sole discretion.

Vendor shall include the following items and attachments in the Sourcing Tool:

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP; (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor’s agreement to comply with all instructions, terms and conditions, and attachments.
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- e) Vendor’s Proposal addressing all Specifications of this RFP.: 4.12 Support Questionnaire and Emergency Contact
- f) Completed version of ATTACHMENT A: PRICING FORM
- g) Completed and signed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed and signed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- i) Completed and signed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- j) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- k) Completed and signed version of ATTACHMENT H: CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and OMB STANDARD FORM LLL

2.8 ALTERNATE PROPOSALS

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Each proposal must be for a specific set of Goods and Services and must include specific pricing. Each proposal must be complete and independent of other proposals offered. If a Vendor chooses to respond with various offerings, Vendor shall follow the specific instructions for uploading Alternate Proposals in the Sourcing Tool.

2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Relevant definitions for this RFP are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors found in the Sourcing Tool, which are incorporated herein by this reference.

The following definitions, acronyms, and abbreviations are also relevant to this RFP:

CONTRACT ADMINISTRATOR- Representative of the Department of Public Safety responsible for providing daily technical oversight of the contract and making sure the Vendor performs according to the technical requirements of the contract.

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CONTRACT OFFICER- Representative of the Department of Public Safety who corresponds with potential Vendors in order to identify and contract with that Vendor providing the greatest benefit to the State and who will administer the contract for the State.

DCM -Disaster Case Management

DPS- Department of Public Safety

MAY- Denotes that which is permissible, not mandatory.

NCEM- North Carolina Emergency Management

OPENING DATE- Responses will only be accepted up until the specified time and date listed in the bid and then publicly opened. NO responses will be opened after that time and date.

QUALIFIED PROPOSAL- The proposal's compliance with mandatory submission requirements such as authorized signatures, and proof of insurability, as required in the RFP.

REDACTED- edited copy of the Vendors proposal response with Proprietary and/or Confidential information excluded/removed.

SERVICES or SERVICE DELIVERABLES- The tasks and duties undertaken by the Vendor to Fulfill the requirements and specifications of this solicitation.

SHALL or MUST- Denotes that which is a mandatory requirement. Failure to meet a mandatory requirement will result in the rejection of the proposal.

SHOULD- Denotes that which is recommended, not mandatory.

UN-REDACTED- copy of the Vendors proposal response unedited including all confidential and/or proprietary information.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP is to award a Contract(s) to multiple Vendors the State reserves the right to make separate awards to different Vendors for one or more line-items, to not award one or more line-items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in proposals received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See Paragraph 29 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the purchaser named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

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Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor's proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or inquiries directed to the purchaser named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

The State will conduct a One-Step evaluation of Proposals:

Proposals will be received according to the method stated in the Proposal Submittal Section above.

All proposals must be received by the issuing agency not later than the date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids are authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. If negotiation is anticipated, cost and price shall become available for public inspection at the time of the award. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

3.4 EVALUATION CRITERIA

In addition to the general criteria in G.S. 143-52 which may or may not be relevant to this RFP, all qualified proposals will be evaluated, and award made based on considering the following criteria, to result in an award most advantageous to the State

BEST VALUE: "Best Value" procurement methods are authorized by N.C.G.S. §§143-135.9 and 143B-1350(h). The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime; the evaluated technical merit of the Vendor's offer; the Vendor's past performance; and the evaluated probability of performing the specifications stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance. The intent of "Best Value" procurement is to enable Vendors to offer and the Agency to select the most appropriate solution to meet the business objectives defined in the solicitation and to keep all parties focused on the desired outcome of a procurement.

A ranking method of source selection will be utilized in this procurement using evaluation criteria listed in order of importance in the Evaluation Criteria section below to allow the State to award this RFP to the Vendor(s) providing the Best Value and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against, other non-price factors.

EVALUTION METHOD: Narrative and by consensus of the evaluating committee, explaining the strengths and weaknesses of each proposal and why the recommended awardee(s) provide the best value to the State.

All qualified proposals will be evaluated, and award made based on considering the following criteria listed in descending order of importance, to result in an award most advantageous to the State:

1. Specifications and Scope of Work (Section 5)
2. Vendor Qualification and Experience (Section 4.5,4.6)
3. Pricing (Attachment A)

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State’s information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State’s business requirements and internal operational culture
- g) Particular risk factors such as the security of the State’s information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as “shall,” “must,” and “requirements” are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State’s needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a proposal in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification, or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged to submit these items in the form of a question during the question-and-answer period in accordance with the Proposal Questions Section above.

4.1 PRICING

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and upload in the Sourcing Tool. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

4.2 INVOICES

Vendor shall invoice the Purchasing Agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed information to allow Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order. The following fields shall be included on all invoices, as relevant:

Proposal Number: 19-RFP-1587901118-PTW

Vendor: _____

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer's Order Number, , Item Descriptions, Price, Quantity, and Unit of Measure.

1. Each PO must have its own invoice.
2. PO number must be on all invoices.
3. Invoices line items must be formatted to match PO.
4. Invoices with errors or missing items will be delayed for processing.

INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS OR SERVICES ACCEPTED.

4.3 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

Each Vendor shall certify it is financially stable by completing ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract Manager may require annual recertification of the Vendor's financial stability.

4.4 HUB PARTICIPATION

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this RFP will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

4.5 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, including resumes citing experience with similar projects and the responsibilities to be assigned to each person.

4.6 REFERENCES

Vendor shall upload to the Sourcing Tool at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. The State shall contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained shall be considered in the evaluation of the Proposal.

4.7 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the State. As part of Vendor background, the following details must be provided to the State:

- a) Any **criminal felony conviction**, or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation, or deception, by Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project, of which Vendor has knowledge, or provide a statement that Vendor is aware of none;
- b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification, or deception pending against Vendor of which it has knowledge, or provide a statement Vendor is aware of none;

- c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term “regulatory sanctions” includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;
- d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.
- e) Any **civil litigation**, arbitration, proceeding, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there is none.

Vendor’s response to these requests shall be considered a continuing representation, and Vendor’s failure to notify the State within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then current officers, directors or persons providing Services under this Contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this Contract.

4.8 PERSONNEL

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. “Professional manner” means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor’s obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

Should the Vendor’s proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor’s recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

4.9 VENDOR’S REPRESENTATIONS

If Vendor’s Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor’s proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

4.10 AGENCY INSURANCE REQUIREMENTS MODIFICATION

A. Default Insurance Coverage from the General Terms and Conditions applicable to this Solicitation:

- Small Purchases
- Contract value in excess of the Small Purchase threshold, but up to \$1,000,000.00
- Contract value in excess of \$1,000,000.00

4.11 LOBBYING ACTIVITY CERTIFICATION FOR FEDERAL GRANTS

Federal law prohibits recipients of federal funds, whether through grants, contracts, or cooperative agreements, from using those funds to influence or attempt to influence (lobby) a federal official in connection with obtaining, extending, or modifying any federal contract, grant, loan, or cooperative agreement. Further, federal law requires that applicants for federal funds certify:

- that they abide by the above restriction;
- that they disclose any permissible (non-federal) paid lobbying on the Federal Awards being applied for; and
- that such certification requirements will also be included in any subawards meeting the applicable thresholds.

Vendors must complete and submit the CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and the OMB STANDARD FORM LLL when responding to this solicitation.

4.12 SUPPORT QUESTIONNAIRE AND EMERGENCY CONTACT

North Carolina Emergency Management is charged with responding to any emergency, man-made or natural, 24 hours a day seven days a week. This requires that the awarded Vendor(s) have personnel and the capability respond to order requests after hours, weekends and during holidays. All fields are MANDATORY and must be completed.

ADDITIONAL AGENCY QUESTIONS	VENDOR RESPONSE	
State normal hours of operation		
Provide Support 24/7/365	YES :	NO :
Projected Response time - Initial		

24 Hour Emergency and Contract Administration Contract Information		
Provide at least two 24/7 emergency contact by which orders can be placed	Name	
	Main Phone Number	
	Office Phone Number	
	Mobile Phone Number	
	Email Address	
	Name	
	Main Phone Number	
	Office Phone Number	
	Email Address	

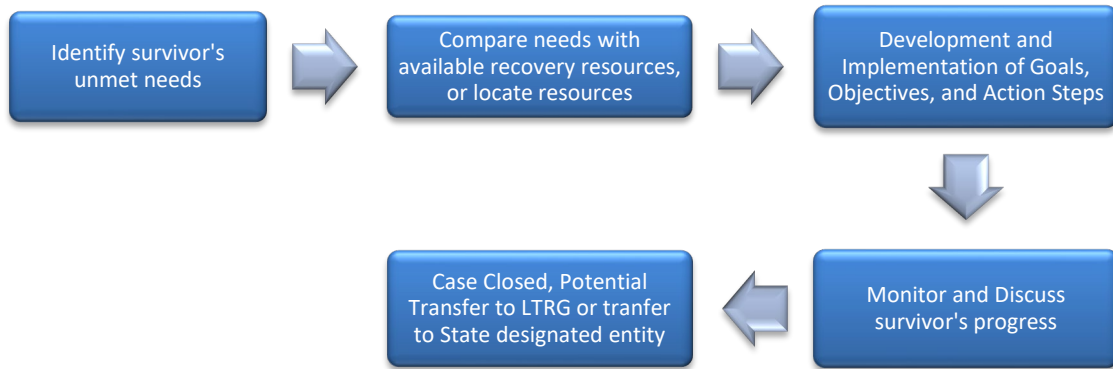
5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 GENERAL

Disaster Case Management involves a partnership between a disaster case manager and a disaster survivor (“client”) that provides the client with a single point of contact to facilitate access to a broad range of resources, and includes assessment of the client’s disaster-caused unmet needs, development of a goal-oriented individual recovery plan that outlines the steps necessary to achieve recovery, organization and coordination of information on available resources that match the disaster-caused unmet needs, monitoring of progress toward reaching the recovery plan goals, and when necessary, client advocacy throughout the period of performance. If cases remain incomplete, handoff to other organizations at the conclusion of the period of performance per the direction of NCEM.

NCEM requests a contracted provider for disaster case management (DCM) services for Natural and Man-Made Disaster survivors. NCEM has determined that case management should be established in a centralized location with satellite offices located in impacted counties. Case Managers will be co-located in Disaster Recovery Centers (DRCs), but may be required to assemble centrally from time to time for training or large meetings. The Vendor’s Program Liaison will be co-located at the Joint Field Office (JFO) with the State, FEMA, OFAs, and voluntary liaisons at appointed facility (To Be Determined) until the State returns to the NCEM facility at 1636 Gold Star Drive, Raleigh, North Carolina at the request of NCEM.

1. The Disaster Case Manager and survivor will outline comprehensive, time-limited steps for development and implementation of an Individual Disaster Recovery Plan, as indicated below:



Please note, some of the above steps are continuous or may simultaneously occur throughout the case management process.

Staffing and timelines of implementation are in Attachment A.

2. The Case Manager will refer survivors to Federal, State, and Local agencies, private and non-profit entities, and other community resources to meet survivor’s needs on a priority basis, as per the State Coordinating Officer and Federal Coordinating Officer, including but not limited to the following:
 - a. Clothing and food;
 - b. Construction materials to repair and rebuild homes;
 - c. Housing that leads to a long-term sustainable housing solution;
 - d. Sheltering/TSA/temporary housing transition services;
 - e. Benefits restoration;
 - f. Disaster Unemployment Assistance and job training to restore ability to gain employment;
 - g. Childcare;
 - h. Assistance with physical and/or behavioral health/crisis counseling resources;
 - i. Interpretation services;
 - j. Financial counseling;
 - k. Transportation when needed for employment and transition through disaster housing continuum;
 - l. Utility deposit or installation fees;
 - m. Basic furniture and supplies.

The Vendor shall:

1. Participate in the NCEM DCMP Kick-Off meeting. NCEM will host a Kick-Off meeting to be held within 14 days of the effective date. At a minimum, the Vendor should ensure that the following program staff are in attendance: Program Manager, Data Manager, Case Manager Supervisors, Financial Manager and other relevant staff.
2. Participate in all NCEM and/or FEMA required trainings.
3. Provide training to all staff hired under the DCMP grant. Training is an allowed expense under the DCMP grant. Trainings shall include, but are not limited to: Disaster Case Management, DCM supervisory training, Health Insurance Portability and Accountability Act (HIPAA) guidelines, relevant technology policies, communication skills, policy, procedure, financial requirements and reimbursement submittals, as well as privacy and confidentiality requirements. The Vendor must also demonstrate the ability to provide training on disability topics. Disaster case managers have a responsibility for interacting with individuals with disabilities and access and functional needs. Case managers will benefit greatly from training on various disability-related topics. These topics include accessible communication, disability etiquette and accommodations, and the disability support system.
 - a. As this is an expedited program, training must occur as soon as possible for all on-boarded staff, with additional trainings provided as additional staff is hired; no later than 10 business days after hire. Additionally, NCEM will provide the Vendor with training related to utilizing its disaster case management database.
 - b. Disaster Case Managers will be trained to identify disaster-caused unmet needs, and corresponding resources, dependent on the type of disaster and varying locations throughout the state. Trainings may be conducted in-person, in small groups, via e-learning platforms (i.e. webinars), conference calls and through on-site technical assistance. In collaboration with FEMA and NCEM, the Vendor may also hire specialized trainers, as needed. The Vendor’s Training Coordinator will be responsible for developing curriculum, course outlines, and any other materials and facilitate workshops/meetings based on need. The training plan should include a list of partners who could provide the training and a budget for training staff on disability inclusive practices. A copy of the curriculum and training plan must be submitted to NCEM within 14 calendar days of the effective date.
4. Attend biweekly meetings with NCEM and other meetings, as necessary. The Vendor is expected to attend regularly scheduled and other meetings related to the NCEM DCMP. The Vendor may be represented by either the Program Manager or a designee and attendance may be in person or via conference call, when necessary. NCEM will provide the Vendor with a list of meeting times and locations. The Vendor is asked to show some flexibility with meeting schedules, as there will be times when NCEM, the Vendor and/or FEMA must meet during non-regularly scheduled times.
5. Ensure that administrative and case management staffing levels are sufficient to comply with the requirements of this contract. All staff are to be hired, trained and prepared for duty within sixty (60) days of the effective date. The Vendor shall provide, at a minimum, the following key staff for the entirety of the period of performance:
 - a. Key Staff include:
 - i. Program Manager (1.0 Full Time Employee)
 - ii. Finance Manager/Fiscal Coordinator (1.0 Full Time Employee)
 - iii. Data Manager (1.0 Full Time Employee)
 - iv. Data Entry Specialist (1.0 Part Time Employee or 1.0 Full Time Employee)
 - v. Administrative Assistant (1.0 Full Time Employee)
 - b. The Vendor shall also ensure that there is appropriate coverage to provide disaster case management services to disaster survivors. Case Managers and Case Manager Supervisors should be provided in numbers appropriate to the size of survivor enrollment and consistent with the requirements to successfully operate the DCMP. One-hundred percent (100%) of Case Managers and Case Manager Supervisors must have a completed background check prior to employment.

- c. The Vendor shall also demonstrate inclusive hiring practices. The Vendor will demonstrate the ability to recruit and employ individuals from diverse backgrounds, including people with disabilities. Include potential staff accommodations (i.e. sign language interpreters, assistive telephones, screen reader or magnifier software, etc.). Identify community sources for outreach to potential employees with disabilities and sources for accommodations and services to support these individuals in successful employment. Individuals with disabilities are a valuable resource in understanding and meeting the needs of individuals in the community and helping you to build a more inclusive service system.
6. Charge NCEM for direct costs related to the DCM, only. All invoices must be submitted in a timely manner and clearly list all direct services and/or costs to the DCM; NCEM and/or FEMA will not pay for indirect costs. Additionally, the Vendor agrees to comply with the financial and administrative requirements of the State’s agreement with FEMA, Title 44 of the Code of Federal Regulations; agrees to comply with the organizational audit requirements of FEMA’s OMB Circular A-133, Audits of States, Local Governments and Non-Profit Organizations; the Federal Accountability and Transparency Act (“FATA” or “Transparency Act”); and all applicable state regulations.
 7. Comply with all monitoring and quality control standards set for by NCEM and FEMA. NCEM and FEMA are responsible for program monitoring and performance of the Vendor during the period of performance. Monitoring is not designed to micromanage or restrict the Vendor’s ability to provide services to disaster survivors. It is designed to facilitate communication between NCEM and the Vendor and allow both entities the opportunity to work together to identify problems, and solutions, make appropriate corrections and report overall program status at any point in time.
 - a. Monitoring tools will include monthly and quarterly performance, in addition to financial reports. The Vendor will review and compile all data, along with financial reports, and submit one report to NCEM by the seventh (7th) day of the following month; NCEM will then submit the required report to FEMA. Additionally, the Vendor and NCEM will create standardized forms which will provide NCEM with frequent financial management information useful in monitoring the Vendor and updating records. Aside from informing NCEM of the amount of funds being requested, the form will specify payments over \$1,000 or more and the total amount of DCM funds remaining in the project. An additional budget status report will reflect the actual expenditures in each line item and submitting amendments or detailed explanations of charges.
 8. To ensure adequate monitoring, NCEM staff will work with the Vendor to schedule site visits to ensure appropriate systems and controls are in place for data collection (reporting), fiscal management, contract management, and privacy act compliance. NCEM will conduct at a minimum two (2) site visits during the period of performance. Site visits at all levels will be scheduled in advance and at a convenient time for all parties. Recommended file structures and monitoring checklists will be made available to the Contractor prior to site visits. Between site visits, NCEM may perform desktop monitoring and in situations where either entity may believe it is warranted, NCEM will request specific case files be reviewed in the office rather than onsite.
 9. The Vendor is expected to maintain the following performance measures during the period of performance:
 - a. A Client to Case Manager ratio of 35:1 (or as indicated by the current disaster needs)
 - b. Disaster Case Managers will work with clients to develop an individual disaster recovery plan and to locate existing resources in the community to address needs as identified in the disaster recovery plan.
 - c. A Case Manager to Supervisor ratio of ≤12:1 (or as indicated by the current disaster needs)
 - d. One-hundred percent (100%) of individual recovery plans for all survivors participating in the DCM program are developed within 30 days of assessments
 - e. No less than fifty percent (50%) of disaster-caused unmet needs identified in the Individual Recovery Plans (IRPs) are addressed within 6 months of creation
 - f. No less than twenty percent (20%) of cases are closed with the Recovery Plan Achieved
 - g. At least eighty percent (80%) of cases are closed with either a fully- or partially-completed Recovery Plan Achieved

10. Conduct at least three (3) targeted outreach campaigns in the impacted counties during the period of performance. The goal of these outreach campaigns is to locate and inform as many disaster survivors as possible about the DCMP and available support services. It is also an opportunity for the Vendor to develop vital relationships with community stakeholders. Outreach efforts should focus on reaching survivors in impacted counties. The outreach campaigns may include, but are not limited to:
 - a. Direct mail, social media, PSAs, TV ads on approved media outlets
 - b. Running advertisements in English and Spanish on English and Spanish-language radio stations in impacted areas.
 - c. Organize and/or participate in community fairs and/or festivals
 - d. Work with local libraries, community centers, and other venues to post and distribute information about the DCMP.
 - e. Attend local long-term recovery meetings and or presentations to local officials.
 - f. Collaboration of services, case managers will accompany FEMA during recertification visits.
 - g. Provide NCEM with a detailed Case Closure Strategy and Demobilization Plan within 180 days of the effective date. The Vendor should explain its process for closing client cases, retaining staff in accordance with DCMP guidelines and preparing for grant closeout; this includes, but is not limited to identifying unpaid or expected costs compared with the amount of available dollars remaining.
 - h. The Vendor will have thirty (30) days prior to the program end date to complete the official program close out. During the close out period, NCEM staff will work with the Vendor through remote and on-site monitoring and technical assistance to close out remaining files, transfer open files and prepare all related grant documents for proper retention. Records will be maintained at the State for 3 years from the date of the final Federal Finance Report or to the completion of any ongoing audit.

11. Disability Integration. The Disaster Case Management Program is committed to ensuring equal access and service delivery to individuals with disabilities in all phases of the disaster recovery process. To that end, the Vendor will:

12. Demonstrate ability to provide physical, program and effective communications access for individuals with disabilities in all parts of the program in accordance with Federal Civil Rights Laws. This includes equal access for survivors as well as equal access for employees. Accommodations that must be planned and budgeted for include:
 - a. Access to qualified Sign Language Interpreters for individuals who are deaf or hard of hearing whose preferred mode of communication is sign language
 - b. Ability to provide documents in alternate formats including accessible electronic formats, Brailled documents, audio formats, Large Print
 - c. Assisted listening devices and other communications equipment for people with hearing loss, but do not use sign language
 - d. Training for staff on use of accessible communications equipment and telephone relay services
 - e. Fully accessible buildings or equipment required to mitigate accessibility barriers (temporary portable ramps, etc.)
 - f. Accessible transportation

13. Demonstrate this ability by compiling a list of organizations in the state that offer these services, have current pricing lists available, and show the relationship that allows the purchase-services as needed. These public-private collaborations will strengthen the disaster case management program capacity to meet the diverse needs of community members during disasters, to include disaster preparedness, response and recovery activities.

14. Identify approximate scope of accommodation needs in the community. Statistics on the number of individuals who are deaf and use American Sign Language, are blind or have low vision, etc. The disaster case management program will coordinate with community service providers to understand the number of individuals with disabilities and access and functional needs that disaster case managers may serve on a regular basis.
15. Plan for accessible public information and messaging information about the disaster case management program should be distributed to the community in an accessible manner, using multiple formats, plain language and community partner networks. A plan for accessible messaging will include a list of disability service and advocacy organizations and leaders in the disability community that may potentially be used to disseminate information about the program. The plan may also include distributing information through visual, auditory, accessible electronic and other diverse formats and a plan for soliciting requests for accommodations from potential program participants.
16. Demonstrate an understanding of and experience in locating and facilitating the resources and services that support people with disabilities on a daily basis. The Vendor will demonstrate that the agency has experience assisting individuals with diverse needs and backgrounds in connecting to or facilitating the following services. The Vendor will list specific examples of service providers and programs that your agency has a relationship with or has assisted individuals in connecting to.
 - a. Durable medical equipment
 - b. Consumable medical supplies
 - c. Personal assistance services
 - d. Long-term case management
 - e. Mental health services (above and beyond crisis counseling—including suicide prevention and psychiatric services- including the Community Mental Health Center network)
 - f. Medicare/Medicaid services
 - g. Public benefits (SSI, SSDI)
 - h. Accessible housing
 - i. Housing modifications
 - j. Accessible transportation
 - k. Employment services
 - l. Education services
 - m. Supervision and respite
 - n. Accessible recreational services
 - o. Self-Advocacy programs for people with disabilities
17. Demonstrate the capacity to be inclusive of people with mental health needs. The disaster case management program will demonstrate a capacity to design, organize and implement post-disaster crisis-oriented services that is inclusive of people with mental health needs. The program will partner with local community mental health providers to create a holistic and wrap around approach for survivors participating in the disaster case management program. The goal of these services is to restore the capacity of survivors to cope with the stressful situation in which they find themselves as well as aid in the recovery of the survivor. The Vendor will ensure that all case managers receive training to assist in providing integrated services. The ability for disaster case managers to recognize the mental health status of survivors in their caseloads and partner with local service providers will assist in their long-term recovery.

Proposals should be scalable and include planning factors to serve a range of survivors from 2,500 to 15,000 utilizing a case manager ratio of no more than 35:1.

5.2 TASKS/DELIVERABLES

Deliverables	Activities for Deliverables	Expected Date of Deliverable				Responsible Agency
		Q1	Q2	Q3	Q4	
Contracts in place with Vendor to implement DCM	Procured contract with Vendor	X		N/A	N/A	NCEM
NCEM DCM Staff Hired <ul style="list-style-type: none"> • Program Manager • Data & Monitoring Manager • Construction Cost Analysts • Fiscal Coordinator • Program Coordinator • DCM Liaison • Administrative Assistant Contractor Staff Hired: <ul style="list-style-type: none"> • Program Manager • Supervisors • Case Managers • Resource Manager • Training Coordinator • Finance Manager • Data & Monitoring Manager • Data Entry Specialist • Administrative Assistant 	Interview and hire qualified staff	X		N/A	N/A	NCEM Vendor
Training	Ongoing – Monitor Vendor training to their DCM Staff	X	X	N/A	N/A	NCEM Vendor
Outreach	Monitoring of Vendor outreach activities throughout expedited DCM performance period	X	X	N/A	N/A	NCEM Vendor
Disaster Case Management	DCM activities with survivors	X	X	N/A	N/A	Vendor
Long-term DCM Program review	Submitted application and review for long-term DCMP	X	X	N/A	N/A	NCEM
Demobilization* *If long-term DCMP not awarded	Cases closed and/or transitioned to LTRGs/agencies		X	N/A	N/A	Vendor

End of Project	Grant Close Out Activities		X	N/A	N/A	NCEM Vendor
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Additional monitoring tools include monthly and quarterly reports. The Vendor will review and compile all data, along with financial reports, and submit one report to NCEM, who will then submit the required report to FEMA. Additionally, the Vendor and NCEM will create standardized forms which will provide NCEM with frequent financial management information useful in monitoring the Vendor and updating records. Aside from informing NCEM of the amount of funds being requested, the form will specify payments over \$1,000 or more and the total amount of DCM funds remaining in the project. An additional budget status report will reflect the actual expenditures in each line item and submitting amendments or detailed explanations for changes, if necessary. This report is a critical tracking tool for NCEM staff.

Technology Platform

Two platforms will be used to share and report client information for DR-4393: the Coordinated Assistance Network (CAN) and the NCEM Disaster Case Management Database (“DCM Database”). CAN will be utilized as the web based disaster case management software for the Contractor and the DCM Database will serve as a shared database system through which the Contractor may input client information as well as access additional State resources and reports.

Only approved agencies are able to access client information in the CAN system, including NC VOAD, LTRGs, and the Vendor. CAN partners are able to share secure, up-to-date information about clients and services being provided to them by partnering agencies. Once data is entered into CAN’s secure web site, it is instantly accessible to all CAN partners ensuring timely delivery of services without duplicating efforts (www.can.org). The disaster case managers, Data & Monitoring Manager, and Data Entry Specialist will be responsible to ensure all tasks and cases are entered correctly and updated. The Vendor shall be responsible for training its staff on client privacy, how to provide secure up-to-date information about clients and services as well as any training specific to any other case management software it uses outside of CAN and the DCM Database. The Vendor must also establish protocols to ensure the security of client data. Additionally, the State will require the Vendor to create program performance reports and any other reports requested by the State and/or FEMA.

Since the State cannot directly access CAN, data will be gathered from the Vendor to create aggregate reports for program management, demobilization, and FEMA reports. The State DCM Database is designed to improve communication and the sharing of information between the State, the Vendor and DCMP stakeholders. The DCM Database will also provide field staff with remote access to client data and expedite reporting. All the client’s data will be stored securely in password protected data storage servers and the State will establish the user’s roles and related privileges to various parts of the database. The State shall also provide training to Vendor staff, stakeholders and DCMP staff on how to use the DCM Database. Reports will be generated regularly, with a weekly update generated to evaluate overall progress.

5.3 DCM TIMELINE

Timeline	Focused Population	Expected Population to Serve*	Staffing Ratio	Case Management Staffing	Program Focus
First 30 Days	TSA Direct Housing DRCs MASTT	Up to 1,250	~50 to 1	Case Managers: estimated 25 hired Supervisors: 3 hired	Outreach Intake Immediate Needs Program Setup As well as onboarding/ training staff

60 Days	TSA Direct Housing DRCs MASTT/TSAT	Estimated 3,100	~50 to 1	Case Managers: estimated 27 hired (62 total) Supervisors: 3 hired (6 total)	Program Implementation including: Outreach, Intake, Assessment, Recovery Plan Development and Action, & Reporting and Data Analysis As well as onboarding/ training staff
60 Days	TSA Direct Housing DRCs MASTT/TSAT	Estimated 1,550+	~35 to 1	Case Managers: 62 trained Supervisors: 6 total trained	Program Implementation, including: Outreach, Intake, Assessment, Recovery Plan Development and Action, & Reporting and Data Analysis * no new staff
90 Days	TSA Direct Housing MASTT/TSAT	Estimated 1,550+	~35 to 1	Case Managers: 62 trained Supervisors: 6 total	Program Implementation including: Outreach, Intake, Assessment, Recovery Plan Development and Action, Reporting & Data Analysis
90+ Days	Continue providing needed services while transitioning into the longer-term DCM program; if longer-term DCM award is sooner, this transition period will be implemented as soon as the provider on the longer-term program is able to receive the cases.				

6.0 CONTRACT ADMINISTRATION

All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor’s planning purposes.

6.1 CONTRACT MANAGER

The Vendor shall be required to designate and make available to the State a contract manager. The contract manager shall be the State’s point of contact for Contract related issues and issues concerning performance, progress review, scheduling, and service.

Contract Manager Point of Contact	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

6.2 POST AWARD PROJECT REVIEW MEETINGS

The Vendor, at the request of the State, shall be required to meet periodically with the State for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

6.3 CONTINUOUS IMPROVEMENT

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consists of various ways to enhance business efficiencies as performance progresses.

6.4 ACCEPTANCE OF WORK

Performance of the work and/or delivery of Goods shall be conducted and completed at least in accordance with the Contract requirements and recognized and customarily accepted industry practices. Performance shall be considered complete when the Services or Goods are approved as acceptable by the Contract Administrator.

The State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or delivery of a deliverable described in the Contract that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for reasonable review, evaluation, installation, or testing, as applicable to the work or deliverable. Final acceptance is expressly conditioned upon completion of all applicable assessment procedures. Should the work or deliverables fail to meet any specifications, acceptance criteria or otherwise fail to conform to the Contract, the State may exercise any and all rights hereunder, including, for Goods deliverables, such rights provided by the Uniform Commercial Code, as adopted in North Carolina.

6.5 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to 6 months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.6 DISPUTE RESOLUTION

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State's Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.7 CONTRACT CHANGES

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be through the contract administrator.

6.8 ATTACHMENTS

All attachments to this RFP are incorporated herein and shall be submitted by responding in the Sourcing Tool. These attachments can be found at the following Vendor Forms link for reference purposes only:

<https://ncadmin.nc.gov/documents/vendor-forms>

All attachments to this RFP are the copies found within the Ariba Sourcing Tool, and are incorporated herein, and shall be submitted by responding in the Sourcing Tool.

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ATTACHMENT A: PRICING FORM

Attach the Budget Workbook including the completed sections.

Provider Level					
Personnel	Unit	Cost Per Unit	Monthly Cost	Duration	Total
Program Manager (100%)	1	\$	\$	18	\$
Finance Manager (100%)	1	\$	\$	18	\$
Supervisor (100%)	1	\$	\$	18	\$
Case Managers (100%)	1	\$	\$	18	\$
Data Manager (100%)	1	\$	\$	18	\$
Data Entry Specialist (100%)	1	\$	\$	18	\$
Administrative Assistant (100%)	1	\$	\$	18	\$
Training Coordinator (100%)	1	\$	\$	18	\$
Resource Manager (100%)	1	\$	\$	18	\$
Sub-Total for Personnel Cost for Provider Level					
Fringe Benefits					Sub-Total
Fringe Benefit (including FICA, SUTA, health insurance, disability insurance, etc.) can be up to 30% of Personnel Cost				18	\$
Sub-Total for Fringe Benefits for Provider Level					
Travel	Unit	Cost Per Unit	Monthly Cost	Duration	Sub-Total
Mileage	1	\$	\$	18	\$
Trainings (includes the in-state cost of 2 days of hotels and meals for 62 PLA staff)	1	\$	\$	2	\$
Conferences (includes the out-of-state cost of 2 days of hotels and meals for 15 PLA staff)	1	\$	\$	2	\$
Sub-Total for Travel for Provider Level					
Equipment	Unit	Cost Per Unit	Monthly Cost	Duration	Sub-Total
Pre-Approved Purchases	1	\$	\$	One Time Cost	\$
Sub-Total for Equipment for Provider Level					
Supplies	Unit	Cost Per Unit	Monthly Cost	Duration	Sub-Total
Computers	1	\$	\$	One Time Cost	\$
Desk phones	1	\$	\$	18	\$
Mobile Devices, e.g., phones	1	\$	\$	18	\$
Wireless Access Plan	1	\$	\$	18	\$
Computer Support	1	\$	\$	18	\$
Postage	1	\$	\$	18	\$

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Vendor: _____

Internet	1	\$	\$	18	\$
Office Supplies	1	\$	\$	18	\$
Printer/Copier/Fax/Scanner Combo Unit (Commercial Unit)	1	\$	\$	18	\$
Sub-Total for Supplies for Provider Level					
Contractual	Unit	Cost Per Unit	Monthly Cost	Duration	Sub-Total
Rent	1	\$	\$	18	\$
Sub-Total for Contractual for Provider Level					
Construction	Unit	Cost Per Unit	Monthly Cost	Duration	Sub-Total
Non-Allowable Cost					\$
Sub-Total for Construction for Provider Level					\$
Sub-Total for Other for Provider Level					\$
Total Direct Charges					
Total Program Cost for Provider Level					\$

ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors, which are incorporated herein by this reference, may be found here:

<https://ncadmin.nc.gov/formnorth-carolina-instructions-vendors032023/download?attachment>

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open>

The remainder of this page is intentionally left blank.

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

Solicitation #: _____

Vendor Name: _____

Historically Underutilized Businesses (HUBs) consist of minority, women, and disabled business firms that are at least fifty-one percent owned and operated by an individual(s) from one of these categories. Also included in this category are disabled business enterprises and non-profit work centers for the blind and severely disabled.

Pursuant to G.S. 143B-1361(a), 143-48 and 143-128.4, the State invites and encourages participation in this procurement process by businesses owned by minorities, women, the disabled, disabled business enterprises, and non-profit work centers for the blind and severely disabled. This includes utilizing individual(s) from these categories as subcontractors to perform the functions required in this Solicitation.

The Vendor shall respond to questions below, as applicable.

PART I: HUB CERTIFICATION

Is Vendor a NC-certified HUB entity? Yes No

If yes, provide Vendor #: _____

If no, does Vendor qualify for certification as HUB? Yes No

Vendors that check "yes" will be referred to the HUB Office for assistance in acquiring certification.

PART II: PROCUREMENT OF GOODS - SUPPLIERS

For Goods procurements, are you using Tier 2 suppliers? Yes No

If yes, then provide the following information:

Company Name	Company Address	Website Address	Contact Name	Contact Email	Contact Phone	NC HUB certified?	Percent of total bid price

PART III: PROCUREMENT OF SERVICES - SUBCONTRACTORS

For *Services* procurements, are you using Subcontractors to perform any of the services being procured under this solicitation? Yes No

If yes, then provide the following information:

Company Name	Company Address	Website Address	Contact Name	Contact Email	Contact Phone	NC HUB certified?	Percent of total bid price

Need more information?

Questions concerning the completion of this form should be presented during the Q&A period through the process defined in the Solicitation document.

Questions concerning NC HUB certification, contact the [North Carolina Office of Historically Underutilized Businesses](#) at 984-236-0130 or huboffice.doa@doa.nc.gov

ATTACHMENT E: CUSTOMER REFERENCE FORM

Solicitation #: _____

Vendor Name: _____

Instructions: Vendor shall use this template to submit three (3) customer references with its offer.

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Solicitation #: _____

Vendor Name: _____

In accordance with NC General Statute G.S. 143-59.4, Vendor shall detail the location(s) at which performance will occur, as well as the manner in which it intends to utilize resources or workers outside of the United States in the performance of The Contract.

Vendor shall complete items 1 and 2 below.

1. Will any work under this Contract be performed outside of the United States? YES NO

If "YES":

- a) List the location(s) outside of the United States where work under the Contract will be performed by the Vendor, any subcontractors, employees, or any other persons performing work under the Contract.
- b) Specify the manner in which the resources or workers will be utilized:

2. Where within the United States will work be performed?

NOTES:

- 1. The State will evaluate the additional risks, costs, and other factors associated with the utilization of workers outside of the United States prior to making an award.
- 2. Vendor shall provide notice in writing to the State of the relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons performing services under the Contract to a location outside of the United States.
- 3. All Vendor or subcontractor personnel providing call or contact center services to the State of North Carolina under the Contract **shall disclose** to inbound callers the location from which the call or contact center services are being provided.

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Solicitation #: _____

Name of Vendor: _____

The undersigned hereby certifies that: [check all applicable boxes]

The Vendor is in sound financial condition and, if applicable, has received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: _____ (If no audit within past 18 months, explain reason below)

The Vendor has no outstanding liabilities, including tax and judgment liens, to the Internal Revenue Service or any other government entity.

The Vendor is current on all amounts due for payments of federal and state taxes and required employment-related contributions and withholdings.

The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.

The Vendor has not been the subject of any past or current litigation, findings in any past litigation, or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of The Contract.

He or she is authorized to make the foregoing statements on behalf of the Vendor.

Note: This shall constitute a continuing certification and Vendor shall notify the Contract Lead within 30 days of any material change to any of the representations made herein.

— If any one or more of the foregoing boxes is NOT checked, Vendor shall explain the reason(s) in the space below. Failure to include an explanation may result in Vendor being deemed non-responsive and its submission rejected in its entirety.



Signature Date

Printed Name Title

[This Certification must be signed by an individual authorized to speak for the Vendor]

ATTACHMENT H: CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, & COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LL L, "Disclosure Form to Report Lobbying," in accordance with its instructions.

2. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subContracts, subgrants, and Contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Vendor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Vendor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

Signature of Vendor's Authorized Official

Name and Title of Vendor's Authorized Official

Date