

Agenda for Delaware Continuity Coordinator Council

May 28, 2015
1 p.m. – 3 p.m.



- **Attendees:** Sandra Alexander, Dan Cahall, Richard Clegg, Mark Devore, Carolyn Dunch, Mike Erixson, Judy Everett, Melissa Freeman, Monica Fisher, Maria Fry, Colleen Gause, Lori Gorman, Erich Heintz, Cynthia Karnai, Jackie Keel, Peter Korolyk, Edward Lee, Tim Li, John Mancus, Tony Manson, Claudette Martin-Wus, Mike Mahaffie, Susan Mateja, Dawn Minor, Casey Oravez, Sharon Poole, Jeffrey Reed, Karen Smith, Karin Sweeney, Doyle Tiller, Heather Volkomer, Richard Wallace
- **DECCC Updates** (ppt available at the end of this document)
- **Hurricane Preparedness** (Tony Lee, DEMA)
Power point available at the end of this document.
- **Steering Committee Position Elections**
 - Disaster Recovery Officer- John Mancus will continue to fill this position.
 - Facilities Officer- Mark Devore will continue to fill this position.
 - Vital Records Officer- Lori Gorman will continue to fill this position.
- **Telecommunications Service** (Colleen Gause, DTI)
Power point available at the end of this document. Due to the sensitivity of some of the information in this presentation, a few slides have been removed.
- **Emergency Procurement** (Peter Korolyk, GSS)
Power point available at the end of this document.
- **Q&A Session**
 - Questions from DECCC members
 - 24/7 contacts for Emergency Procurement- contact Dean Stotler, William Pickrum, or Peter Korolyk @ 302-382-2978
 - Department of Facilities Management Afterhours contact- 302-736-4611

DECCC Steering Committee members:

Claudette Martin-Wus – Co-Chair

Tony Lee – Co-Chair

Vacant – Vice-Chair

Monica Fisher – Education and Training Officer

Carolyn Dunch – IT Systems Officer

John Mancus – Disaster Preparedness Officer

Mark Devore – Facilities Officer

Lori Gorman – Vital Records Officer

****If interested in the vacant position(s), please contact any one of the Steering Committee members****



Delaware Continuity Coordinator Council (DECCC)

May 28, 2015

Agenda

- **Welcome/Introductions**
- **DECCC Updates**
- **Hurricane Preparedness** (Tony Lee, DEMA)
- **Steering Committee Elections**
 - Disaster Preparedness Officer
 - Facilities Officer
 - Vital Records Officer
- **Telecommunications Services** (Colleen Gause, DTI)
- **Emergency Procurement** (Peter Korolyk)
- **Q&A**

DECCC Updates

- Statewide COOP Exercise Results
- Upcoming 2015 meetings
 - August 27
 - ✓ Live meeting ONLY
 - ✓ FEMA presentation
 - ✓ Combined with First State ACP Chapter members
 - ✓ New Castle County
 - ✓ More information to come
 - November 19 - Citizen Corp presentation
- Upcoming Events
 - Cyber Workshop - September 29 in Kent County
 - Cyber Exercise - Date TBD

Exercise Overview

- ▶ Self-evaluated Table-top Exercise
- ▶ Participating Agencies
- ▶ Attendees
 - 5 Executive/Agency Leaders
 - 18 Support Staff
 - 58 Participants
- Participation Roles

Objectives

- ▶ Provide awareness of Pandemic considerations in COOP Planning
- ▶ Protection of Health & Safety while maintaining essential functions during Pandemic event
- ▶ Ensure essential elements exist in COOP Plans
- ▶ Opportunity to exercise COOP Plan annually

Scenario

- ▶ Pandemic Situation
 - Multiple months
 - Impacted workforce & supply chains
- ▶ Rioting & Looting
- ▶ Focus
 - Prevention
 - Protection
 - Response
 - Recovery

Lessons Learned

- Need to prioritize essential functions	- Need to devolve operations
- Knowing how to ramp up and ramp down essential operations	- Accountability - communications to employees; Family Preparedness Plans
- Create After Action Report (AAR) - what did and didn't work and document improvements in Improvement Plans	- Review and borrow best practices from other AAR's

Areas for Improvement

- ▶ HR - limited in what can authorize in the agency vs. what HR may allow
- ▶ Test VPN capacity
- ▶ More agency in-house testing
- ▶ Document incidents or exercises in COOP Plan
- ▶ Interdependent agencies' need to know each others' COOP Plan and test/exercise together
- ▶ Identify needs of cross-training in the agencies
- ▶ Use the Colonel's Cone of Planning
- ▶ Create a Continuity Coordinator (CC)/Planbuilder (PB) list in Notifind
- ▶ Review all notification systems in Delaware and look at using as backups
- ▶ Formalize agreements with other agencies dependent on and exercise those agreements

Next Steps

- ▶ Agencies create AARs with self-evaluation ratings
- ▶ Share Lessons Learned and evaluation with applicable Management Staff
- ▶ Institute Improvement Plan (IP)
- ▶ Exercise!

Delaware Emergency Management Agency



Hurricane Preparedness

Delaware Continuity Coordinator Council
May 28, 2015

Hurricane Preparedness :



- Hurricane Impact
- Home Preparedness
- Work Preparedness
- Resources

Hurricane Impact

- **Effects of Hurricanes – Wind & Water**
 - **Water** - Storm surge is the water that gets pushed ashore by the force of the winds that swirl around a storm. Combined with normal tides, the surge advances to create a hurricane storm tide.
 - **Wind** - Wind speed is the determining benchmarks between tropical storms and hurricanes, and is also used in determining the category assigned to a hurricane (1-5)

Hurricane Impact

- **Hurricane Categories**
 - Tropical Storm: 39 – 73 MPH
 - Cat 1: 74 – 95 MPH
 - Cat 2: 96 – 110 MPH
 - Cat 3: 111 – 129 MPH
 - Cat 4: 130 – 156 MPH
 - Cat 5: 157 MPH
- **Storm Effects & Damage**

Home Preparedness

- Have a plan
- Accountability of family
- Do you stay or Do you go? Sheltering or Relocation
- Transportation Issues
- Emergency Supplies
 - Radio
 - First Aid Kit
 - Communications
 - Food & Water

Work Preparedness

- Know Your Risks – Types of hazards
- Responsibilities Assigned
- Accountability of personnel
- Have a Plan
- COOP

Resources

- Research Preparedness
 - Ready.gov
 - Preparede.org
 - Delaware Citizen Corp
 - American Red Cross
 - Delaware Emergency Management Agency
- Register America's PrepareAthon



[HTTP://WWW.STATE.DE.US/DEMA](http://www.state.de.us/DEMA)

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TELECOMMUNICATIONS SERVICE PRIORITY

Delaware Continuity Coordinator Council

- TSP is a Federal Communications Commission program that mandates national security and emergency preparedness organizations receive priority treatment for approved voice and data circuits.
- Identifies services critical to national security and mandates repair prioritization before non-TSP service.
- TSP provisioning might be the only means of installing new services in a time of crisis.



TSP Components

The TSP program contains two primary and distinctive components:

Restoration

A restoration priority is applied to new or existing telecommunication services to ensure restoration before a non-TSP program user.

Must be requested and assigned before a service outage occurs

Provisioning

A provisioning priority is obtained to facilitate the priority installation of telecommunication services in a shorter than normal interval

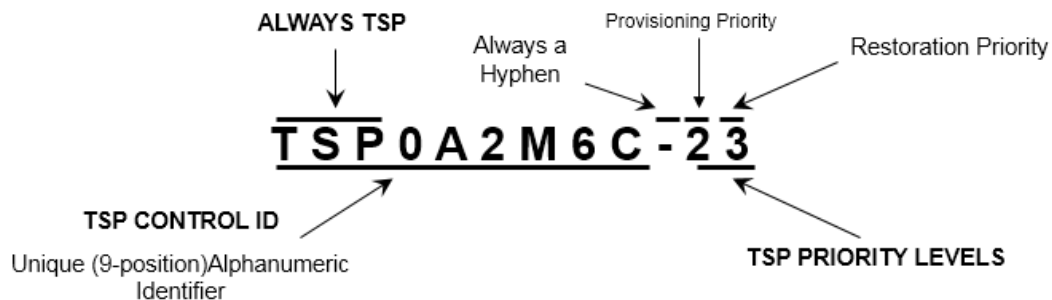
Cannot be used to compensate for poor planning



- Identify telecommunications services requiring TSP
- Request and justify priority level assignments
- Pay vendors (Verizon) the monthly TSP cost (\$1.29)
- Designate a 24-hour POC for each TSP request

The TSP Authorization code has two parts:

- ◆ The letters “TSP”, the TSP alphanumeric control ID and
- ◆ The TSP priority levels which identify provisioning and restoration priority levels.



- In resolving conflicts, the Executive office of the President requires that restoration and provisioning of TSP services follow a sequence.

Cell Phones for temporary use



CONTRACT NO. GSS10384-CELL_DATA_SVC CELLULAR AND DATA
EQUIPMENT AND SERVICES

The State has 100 basic spare phones to be made available for emergency activations (i.e. State Police). Phone model is at the discretion of Verizon Wireless, and for specific details, or to utilize the phones, please contact the Verizon Government Account Manager.

Computers / laptops for temporary use

Delaware contract vendors will provide computers for temporary, emergency use, but agencies are required to request this service in advance.

- Determine an approximate number of devices requested
- Provide specific technical requirements of the device
- Make arrangements for how those devices will arrive at the required location.



Delaware State Store

WSCA 3 MASTER PRICE AGREEMENT FOR COMPUTER
EQUIPMENT, PERIPHERALS, AND RELATED SERVICES

[http://www.dell.com/learn/us/en/19/slq/contract_selection_delaware.](http://www.dell.com/learn/us/en/19/slq/contract_selection_delaware)



Questions ?



Government Support Services
100 Enterprise Place, Suite 4
Dover, Delaware 19904
website: gss.omb.delaware.gov

May 28, 2015
DECCC

Peter Korolyk
State Contract Procurement Administrator
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GSS Authority

DE CODE - Chapter 69, Title 29

– § 6911 Authority and responsibilities

- The Section shall act as the exclusive contracting agent for all purchases of materiel and nonprofessional services not subject to the small purchasing procedures made by contracting agencies and made by 2 or more covered agencies ...
- Each agency that participates in a central contract shall have the following responsibilities for the materiel or service purchased under that contract:
 - (1) Providing and approving commodity specifications;
 - (2) Participating in user groups by requiring that appropriate covered agency staff attend user group meetings ...
 - (3) Providing information concerning contract effectiveness to the Section.
- Covered agencies shall exclusively use central contracts.

Who do we serve?

- All purchasing Agencies ← our primary responsibility
 - **GSS DOES NOT PRESUME TO ACT WITHOUT AGENCY DIRECTION AND PARTICIPATION**
- Vendors
- Constituents / Taxpayers



Procurement Classifications

Materiel and Non-Professional Services

- Products & Commodities (Tools, Fuel, Foods, Clothes, etc.)
- Generic Services (Carpet Installation, Courier Service, etc.)

Professional Services

- Services requiring specialized education, training, or knowledge (engineers, medical, consulting, etc)

Public Works

- Work or service that “touches” or affects public buildings or grounds (construction, alteration, repair)



Procurement Thresholds – Understanding the dividing lines

Procurement Classification	Spend Range 1 (under threshold)	Spend Range 2 (under threshold)	Spend Range 3 (over threshold)
Materiel & Non Professional Services	Less than \$10,000 (annual spend)	\$10,000 - \$24,999 (annual spend)	\$25,000 and over (annual spend)
	Open Market Purchase	3 Written Quotes	Formal Procurement (RFP/ITB)
Public Works	Less than \$50,000	\$50,000 - \$99,999	\$100,000 and over
	Open Market	3 written Quotes	Formal Procurement
Professional Services	Less than \$50,000	N/A	\$50,000 and over
	Open Market		Formal Procurement



Emergency Response POC

Since early 2014, the following language is standard in Agency and GSS (central contract) boilerplates

When it MUST be bid, we include ...

Vendor Emergency Response Point of Contact

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan or in the event of a local emergency or disaster where a state governmental entity requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

In the event of a serious emergency, pandemic or disaster outside the control of the State, the State may negotiate, as may be authorized by law, emergency performance from the Contractor to address the immediate needs of the State, even if not contemplated under the original Contract or procurement. Payments are subject to appropriation and other payment terms.

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Emergency Provisions / Contracts

The following contracts have emergency provisions or allowances to meet critical needs

- Cellular Phone contract
 - Extra phones made available for safety to keep 'on hand'
 - Secure communications standards
- Bulk Fuel contracts
 - Emergency delivery of fuel
 - Identified 'gap' – emergency power generation at public fueling sites (i.e. Fuel Card contract)
- Emergency Standby Materials and Supplies
 - Clean up, shelter and base camps, etc.
- Hazardous Incident Response Equipment * expiring contract
- Hazards Mitigation Services (coming soon)
 - Chemical, biological, nuclear clean up services

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Standard Procurement Methods



Open Market

- Responsible identification of a favorable price from a qualified vendor

3 Written Quotes / Letter Bids

- Award is determined by the lowest price/best value from a qualified vendor

Formal Procurement

- Invitation to Bid
- Request for Proposal
- Professional Services Request for Proposal

Cooperative Purchasing

- General Services Administration
- National Cooperatives (NASPO, NJPA, etc.)
- Municipal Contracts – competitively bid awards competed by local municipal or state agencies
- 1122 Program – law enforcement access to anti-terrorism, drug interdiction equipment and disaster recovery

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Emergency Procedures



Governor's Authority

§ 3115 General authority of the Governor.

(b) In performing the duties of the Governor under this chapter, the Governor may issue, amend and rescind all necessary executive orders, emergency orders, proclamations and regulations, which shall have the force and effect of law.

§ 3116 Powers.

(a) In addition to any other powers conferred upon the Governor by law, the Governor may:

- (1) Delegate to the Secretary of Public Safety, the Director of DEMA, or such other person any authority vested under this chapter and provide for the subdelegation of any such authority;
- (2) Suspend the provisions of any regulatory statute prescribing the procedures for conduct of state business, or the orders, rules or regulations of any state agency, if strict compliance with the provisions of any statute, order, rule or regulation would in any way prevent, hinder or delay necessary action in coping with the emergency or disaster;

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Emergency Procurement Methods



Emergency Procurement

§ 6907 Emergency procedures and critical need for professional services.

(a) An agency head may waive any or all provisions of this chapter to meet the critical needs of the agency as required by emergencies or other conditions where it is determined to be in the best interest of the agency. The agency head may determine an emergency condition exists by reason of extraordinary conditions or contingencies that could not reasonably be foreseen and guarded against. An emergency condition creates an immediate and serious need for materiel and/or nonprofessional services that cannot be met through normal procurement methods for the protection of public health, safety or property.

- (1) Any procurement pursuant to this subsection shall be limited to those materials and/or nonprofessional services necessary to satisfy the emergency.
- (2) Any public works project contracted pursuant to this subsection shall be subject to § 6960 of this title.
- (3) Any public works project contracted pursuant to this subsection shall be subject to § 6962(d)(4)b. of this title.
- (4) A copy of each emergency determination processed under this procedure shall be kept on file by the agency.

(b) In addition to the waiver provisions provided for in subsection (a) of this section, an agency head may waive any or all provisions of subchapter VI of this chapter to meet a critical need of the agency as required by an emergency or other condition where it is determined to be in the best interest of the agency. The agency head may determine a critical need exists by reason of conditions or contingencies that could not reasonably be foreseen and guarded against. A critical need creates a need for professional services that cannot be met through normal procurement methods.

- (1) Any procurement pursuant to this subsection shall be limited to those professional services necessary to satisfy the critical need.
- (2) A copy of each critical need determination processed under this procedure shall be kept on file by the agency.

Recommended

- Utilize pre-existing awards/contracts

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Use or Not to Use Existing Contracts?



USE

- Existing Relationships
 - Assigned personnel and pre-existing relationships
- Price Guarantees
- Contractual Terms and Conditions – “Protections”
- Federal emergency reimbursements are more easily justified

NOT TO USE

- Can Provide Maximum Flexibility
- No Price or Contractual Protections

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Who does what?

Contracting

- Establishes the Contractual Relationships
- Provides Procurement Guidance and Direction
- Can Help to 'Shop'
- Mediates Contractual and/or Service Issues

DEMA

- Coordinates Agency / Location Needs
 - Provides Central Reference Point to Promote and Foster Communication
- Provides Logistical Support with Contracting / Agencies
- Provides Emergency Response Oversight

Agency

- Identifies the 'Need'
- Obtains Necessary Fiscal Approvals
- Orders and/or Buys the Product, Good or Service

Fiscal

- Provides Financial Approval
- Tracks Expenditures for Reimbursement