

# **Exhibit B to Attachment A**

## **Scope of Work**

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## **Debris Monitoring and Public Assistance Consulting Services**

### **Scope of Work**

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# **Debris Monitoring and Public Assistance Consulting Services**

## **1. General**

- A. RESPONDENT shall provide disaster management, debris monitoring, and Public Assistance Program support services in order to assist the TOWN with disaster recovery operations, including monitoring the operations of the disaster debris removal and disposal contractor(s). The TOWN shall provide a Debris Manager to work directly with the Debris Removal Contractor and the RESPONDENT. The TOWN and/or its debris removal and disposal contractor shall provide debris management site(s) (DMS) for temporary storage and processing of storm debris.
- B. The RESPONDENT is knowledgeable in Federal Emergency Management Agency (FEMA) and other applicable regulations, guidelines and operating policies. The RESPONDENT shall support the TOWN during a disaster recovery effort and shall be responsible for all aspects of the debris monitoring process. The RESPONDENT shall coordinate with the disaster debris removal Contractor(s) and the TOWN to ensure a compliant, well-managed and organized approach to debris collection and disposal that conform to FEMA guidelines.
- C. The RESPONDENT shall oversee the debris removal and monitoring processes utilizing the following rules and regulations as guidance:
  - The Stafford Act, Section 407
  - The Stafford Act, Section 406
  - 44 CFR § 206.224
  - PA Program and Policy Guide FP104-009-2 / January 2016
  - FEMA 321, Public Assistance Policy Digest
  - FEMA 322, Public Assistance Guide
  - FEMA 325, Debris Management Guide
  - FEMA 327, Debris Monitoring Guide
  - FEMA Disaster Assistance Policy 9523.4, Demolition of Private Structures
  - FEMA Disaster Recovery Policy 9523.11, Hazardous Stump Extraction and Removal Eligibility
  - FEMA Disaster Recovery Policy 9523.12, Debris Operations – Hand Loaded Trucks and Trailers
  - FEMA Disaster Assistance Policy 9523.13, Debris Removal from Private Property
  - FEMA Disaster Assistance Policy 9526.1, Hazard Mitigation Under Section 406 of the Stafford Act
  - FEMA Disaster Specific Guidance – as Published specifically for this disaster declaration
- D. At the request of the TOWN, RESPONDENT shall provide pre-event assistance in preparation for disasters through participation in meetings and workshops and the establishment of data management and other integrated systems. If requested by the TOWN, RESPONDENT shall, at no cost to the TOWN:
  - Provide a list of key personnel and subcontractors that may be involved in the disaster debris monitoring activities to include facsimile, cell phone numbers, and e-mail addresses.
  - Participate in annual workshop or planning meetings with TOWN representatives and debris removal contractor(s) to establish/review applicable policies and procedures.
- E. The scope of services to be provided includes Debris Monitoring and Administration, Debris Assessment, Collection Monitoring, Load Ticket Processing, DMS monitoring, Debris Vehicle and Equipment Certification, Damage Complaint Tracking, Data Compilation and Reporting, Debris Contractor Payment

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Monitoring and Reconciliation Processing, Reporting and Coordinating with the TOWN Debris Manager, Public Assistance and FEMA HMGP support and other related services as outlined in this Scope of Services, and as directed by the TOWN.

### **2. Debris Monitoring and Administration**

- A. The RESPONDENT shall appoint a qualified and experienced Project Manager for overall coordination and communication with the TOWN. The Project Manager shall remain on the job and available to the TOWN at all times during the operational phases of the debris collection and disposal project. RESPONDENT shall supply sufficient number of trained debris monitors and trained field supervisors to accommodate the volume of debris to be removed at loading sites, debris management sites and/or final disposal sites. RESPONDENT shall remove and replace employees immediately upon notice from the TOWN Debris Manager for conduct or actions not in keeping with the Agreement.
- B. Examples of project management and administrative responsibilities include but are not limited to:
1. Coordinate daily briefings with key operational staff, TOWN staff and debris removal contractor(s) to review, formulate and update debris assessment and removal operations and strategies. Schedule, manage and conduct periodic meetings with field staff and contractors. Meetings shall be scheduled so that they shall not impede, hinder nor delay the debris removal contractor(s) or debris removal operations.
  2. Provide a daily report of debris removal contractor total loads, cubic yards collected by debris type, a map of streets where debris has been collected, and other key operational statistics to the TOWN Debris Manager or designee.
  3. Coordinate daily scheduling, dispatching and logistical operations of the field collection monitors.
  4. Hire, train, deploy and supervise all field collection monitors and staff.
  5. Conduct debris surveys and perform debris estimation by debris types as requested by the TOWN.
  6. Maintain accurate records of all debris collection vehicles, including the measurements of the inside of the useable bed space, photographs, license information, vehicle identification decal issuance and regular monitoring for vehicle modifications.
  7. Track and coordinate responses to problems identified in the field, citizen complaints related to debris removal, including commercial and/or residential property damage claims as a result of debris removal. RESPONDENT shall maintain, and make available to the TOWN, a detailed GIS database of customer complaints and resolutions.
  8. Make all reasonable efforts to ensure that DMS have access control and security. Conduct end of the day duties and verify that all vehicles have left the DMS at the specified time established by the TOWN.
  9. Make all reasonable efforts to ensure the field collection monitors are accurately recording the streets and locations where debris was collected.
  10. Schedule work for all team members and sub-contractors on a daily basis.
  11. Conduct inspections on a regular, predetermined and random basis. Make all reasonable efforts to ensure the appropriate frequency of oversight is performed for all work crews, vehicles and locations.
  12. Monitor the debris removal contractor(s) and DMS(s) for compliance with their contract with the TOWN.
  13. Provide training to TOWN staff in essential debris management and collection functions to ensure appropriate and responsive interface with disaster debris removal contractor(s), County, state and federal agencies.
  14. Develop forms, databases, etc. for tracking field activities, and submitting invoices for reimbursement.

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15. Set up schedules for monitors each day and coordinate cleanup crew assignments. Survey and maintain list of areas with special needs, including but not limited to, hazardous stumps, trees, hangers/leaners and debris types.
16. Prepare daily tracking reports to document debris removal, DMS operations and final debris disposal for audit purposes. Maintain a database of debris managed, costs incurred and reconcile debris removal contractor invoices.
17. Compile records and assist the TOWN with the preparation of required forms for reimbursement.
18. If requested by the TOWN, provide call center operators to receive and process calls from customers with disaster debris collection concerns within the TOWN.

### **3. Collection Monitoring**

- A. In order to obtain maximum reimbursement, all debris loads shall be monitored in the field by collection monitors to assure debris eligibility. The RESPONDENT shall provide fully trained collection monitors to assure proper and compliant documentation protocols are instituted and followed.
- B. The RESPONDENT shall provide a field quality control team consisting of one field collection monitor per debris removal crew and at least one field supervisor for every five monitors unless otherwise approved by the TOWN. This team shall monitor the debris contractors for contract compliance, efficiency and regulatory compliance. The team shall provide daily feedback to the TOWN through their Project Manager. All field team members shall be equipped by the RESPONDENT with the state-of-the-art technology, which shall include cameras, computers, communication devices with GPS, and other equipment as deemed necessary and/or appropriate.
- C. The RESPONDENT shall establish a Quality Control Program. Examples of collection monitoring quality control tasks include, but are not limited to, the following:
  1. Verifying that all debris picked up is a direct result of the disaster.
  2. Accurately recording the addresses, streets and locations where debris was collected.
  3. Verifying that the debris removal contractor(s) are working in their assigned collection areas and roads.
  4. RESPONDENT shall stop work in progress immediately for improper monitoring documentation or work not being performed in the approved manner. The RESPONDENT shall immediately notify the TOWN Debris Manager to review the matter and provide final resolution.
  5. Inspecting work in progress to assure that removal efforts include debris of the proper type in the proper areas.
  6. Assuring compliance with TOWN contracts by all debris removal contractors and subcontractors.
  7. Identifying eligible stumps, hangers and leaners. Coordinating with the TOWN and federal/state representatives for eligibility determination and assure documentation (forms, photos, etc.) is completed for reimbursement purposes.
  8. Making all reasonable efforts to ensure that its employees and its subcontractor(s) are working in compliance with all federal, state, local safety regulations appropriate for the task being performed.
  9. Coordinating with the TOWN to respond to problems in the field, such as property damage complaints, debris removal crew issues, other citizen complaints, etc.
  10. Neither the services performed by the RESPONDENT under this Agreement nor the presence of RESPONDENT nor its employees and subcontractors at any site in performance of its services shall relieve debris removal contractor or their subcontractors, the TOWN or any other entity of their obligations duties and responsibilities with respect to job site safety. RESPONDENT has no authority to

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exercise any control over the debris removal contractor or their subcontractors, the TOWN or any other entity in connection with any health or safety precautions. TOWN shall have no responsibility for, advice on, or to issue directions regarding or assume control over safety precautions and programs in connection with the services performed by debris removal contractor or their subcontractors or any other entity except to the extent relating to RESPONDENT's employees.

### **4. Automated Debris Management System (ADMS)**

- A. The electronic debris management system shall at a minimum create load tickets electronically eliminating the need for hand written and scanned tickets. The system features shall include the following:
  - 1. Paperless electronic (handheld device) data collection
  - 2. Database shall be internet accessible to subcontractors, TOWN, state, and other public entities on a need to know basis.
  - 3. Minimal manual entry of load ticket data fields.
  - 4. Automation of debris pickup location through use of satellite / GPS technologies.
  - 5. Evaluation of daily event status using web-based reporting and GIS tools.
  - 6. Facilitation of contractor invoice reconciliation, FEMA documentation and applicant payment process enabled thru an integrated database management system.

### **5. Debris Management Site Monitoring**

- A. The RESPONDENT shall be capable of conducting pre- and post-use environmental monitoring of the temporary Debris Management Site (DMS) locations to detect environmental contamination of the DMS, present before use or after closeout of DMS operations, if requested by the TOWN. (Note: This is a service typically performed by the debris removal contractor.)
- B. All debris collected and disposed of, and certifications of collection vehicles shall be documented and monitored by the RESPONDENT. The RESPONDENT shall assure that DMS and field collection monitors are deployed and operational commensurate with the beginning of debris collection and the establishment of debris site(s).
- C. The RESPONDENT shall provide DMS monitors to observe debris unloading operations at the TOWN's designated DMS(s). RESPONDENT will provide DMS monitors available 24 hours per day, seven days per week. The TOWN will determine hours of operation. A minimum of two DMS monitors are required per debris site. These staff members, in conjunction with the project management team and the debris contractor, shall coordinate the logistics of the DMS to assure efficient traffic flow and proper handling of load tickets that document data for FEMA reimbursement (such as vehicle volume, type of debris, etc.). The RESPONDENT shall observe vehicles entering and exiting the DMS, and make reasonable efforts to ensure that vehicles are in compliance with their truck certifications (e.g., side boards in place, full tailgate, etc.). DMS monitors are expected to provide load quantifications consistent with FEMA monitors that may frequent the site.
- D. The RESPONDENT's Project Manager or designee shall conduct field quality inspections to check and verify information on debris removal and at DMS locations throughout the TOWN.
- E. Examples of DMS monitoring tasks include but shall not be limited to:

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1. Keeping accurate records of debris vehicles, cubic yard volume quantifications, time in and out, number of loads per day and other data as requested by TOWN.
2. Coordinating with local, state and federal agencies as needed for DMS on issues such as notification, obtaining permits, determining reimbursement, etc.
3. Providing preliminary assessment and documentation of DMS and assist in return of site to original conditions.
4. Providing personnel to supervise the operation of DMS including monitoring incoming loads of debris, processing of debris and outgoing loads of processed debris.
5. Conducting end of day activities, such as verifying completion of debris crew assignments, completing all record keeping, and assuring that all vehicles have left the DMS.

### **6. Debris Vehicle & Equipment Certification**

- A. All debris hauling vehicles and equipment shall be measured and certified prior to performing debris removal. The RESPONDENT shall complete a certification on each vehicle deemed appropriate for collection. In addition to completing vehicle certification forms, photographs must be taken of each vehicle showing the vehicle number and type of vehicle. These photographs shall be attached with the certification. Original copies of these certifications, including photographs, shall be retained by the RESPONDENT on behalf of the TOWN and provided to the TOWN upon their request or project completion. Additional copies shall be provided to the debris removal contractor and the vehicle driver. Once these vehicles are certified, random verifications shall be performed at each DMS to assure that no vehicle modifications have been made and to confirm data accuracy.
- B. The RESPONDENT shall measure the volume to the nearest cubic yard of usable space for each debris collection vehicle. The RESPONDENT shall complete a Vehicle Certification Form for each vehicle. The original Vehicle Certification Form shall be delivered to the TOWN's Debris Manager or designee. The Vehicle Certification Form shall have the following information:
  1. Vehicle make, model
  2. Length
  3. Width
  4. Height
  5. Volume in cubic yards
  6. Weight in tons, if applicable
  7. Tag number of vehicle
  8. VIN number of vehicle
  9. Vehicle type
  10. Driver name
  11. Sub-Contractor representative name
  12. Certification monitor name certifying vehicle
  13. Date
  14. Vehicle certification number
- C. When a certification monitor signs a vehicle certification, he or she is certifying that to the best of his or her knowledge and belief, the information is complete and correct. The certification monitor shall not sign or accept any partially completed information. The RESPONDENT's Project Manager or designee shall review

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all truck certification forms with the debris contractor to assure completeness and accuracy of each form before forwarding to the TOWN's Debris Manager or designee.

### **7. Private Property Debris Removal and Demolition (if required)**

- A. Authority - Sections 403(a)(3)(A) and 407 of the Stafford Act, 42 U.S.C. 5170(b) and 5173, respectively, provide FEMA authority to fund debris removal from private property provided that the State or local government arranges an unconditional authorization for removal of the debris, and agrees to indemnify the Federal government against any claims arising from the removal. Any State or local government that intends to seek reimbursement to remove debris from private property within a designated area shall, prior to the commencement of the work, submit a written request for reimbursement to, and receive approval from, the Federal Coordinating Officer (FCO). Specifics related to the request may be found in FEMA Disaster Assistance Policy 9523.13. The FCO must make the determination that such work is in the public interest (44 CFR 206.224). After receiving approval from the FCO, the State or local government may begin identifying properties and site-specific scopes of work for private property debris removal.
- B. Private Property Debris Removal – The RESPONDENT shall make every reasonable effort to ensure that the debris removal contractor shall adhere to the documentation requirements of FEMA 325, Debris Management Guide, Chapter 4. The RESPONDENT shall assist the TOWN in obtaining a signed Right-of-Entry and Hold Harmless (ROE/HH) agreement from each property owner where debris removal shall occur. The ROE/HH agreement shall also include notification and acknowledgement related to potential duplication of benefits related to insurance. The RESPONDENT shall take photos of each property to document its condition prior to the work and conduct a property-specific assessment to establish eligible items of work that present an immediate threat to public health and safety. The RESPONDENT shall take an additional photo to document the property's condition after conclusion of the debris removal process. Debris shall be quantified and monitored in the same manner as right-of-way debris once it leaves the private property location.
- C. Demolition of Private Structures - The RESPONDENT shall make every reasonable effort to ensure that the debris removal contractor shall adhere to the documentation requirements of FEMA 325, Debris Management Guide, Chapter 4. The RESPONDENT shall assist the TOWN's formal condemnation process as required. The RESPONDENT shall assist the TOWN in getting a signed ROE/HH agreement from each property owner where demolition shall occur. The RESPONDENT shall take photos of each property prior to demolition to document the condition of the property prior to commencement of the work. The RESPONDENT shall take an additional photo to document the property's condition after the conclusion of the demolition and debris removal processes. The RESPONDENT shall assist the TOWN with assessments or other certifications that the structures are determined to be unsafe or pose an immediate threat to the public, based on local ordinances or building codes. The RESPONDENT may assist the TOWN with delivery of Notices of Demolition to available property owners. The RESPONDENT shall assist the TOWN with Notices of Intent to Demolish to be placed on each property to be demolished. At the TOWN's request, the RESPONDENT shall conduct an environmental review for designated properties to assess potential hazardous waste streams.

### **8. Public Information Assistance**

- A. The RESPONDENT shall provide regular status updates, frequency determined by the TOWN, to the TOWN's Debris Manager for public information use.



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- B. The RESPONDENT shall provide appropriate staff to assist with damage complaints resulting from the debris removal. Complaints shall be tracked and forwarded to the project management team to be resolved with the debris contractor(s). Upon request of the TOWN, the RESPONDENT may also be called upon to provide appropriate staffing of a customer call center to assist with public telephone inquiries, concerns and complaints regarding debris removal operations.
- C. The RESPONDENT shall provide the TOWN's Debris Manager and the debris contractor(s) with daily Disaster Debris Status Reports, in a format to be approved by the TOWN. Each daily report shall contain the following:
  - 1. Overview of daily activities including status of damage complaints
  - 2. Cumulative debris totals by day
  - 3. Summary of mulch removal efforts (cumulative and by debris site)
  - 4. Summary of mixed/construction & demolition removal efforts (cumulative and by debris site)
  - 5. Stump volume by site, if applicable

This reporting is due no later than 12:00 noon the following business day or as requested by the TOWN.

Additional debris streams may be added on an as-needed basis.

- D. The RESPONDENT shall track overall collection status and include with the Daily Reports.

### **9. Database Reporting**

- A. The RESPONDENT shall be responsible for collecting, auditing for completeness and accuracy, tabulating and organizing debris disposal data into electronic formats to support federal, state and local reimbursements, and subsequent audits.
- B. A single database shall be created by the RESPONDENT. This database shall include all information on debris removal and disposal including but not limited to:
  - 1. Complete load ticket information,
  - 2. Vehicle certification information,
  - 3. Stump removal information,
  - 4. Hanger removal data,
  - 5. Leaner removal information.
  - 6. Other debris removal information as required.

### **10. Payment Monitoring and Reconciliation Process**

The RESPONDENT shall review, validate and reconcile debris removal contractor(s) invoices prior to submission to the TOWN for processing. The RESPONDENT shall conduct a meeting at the beginning of the debris management operation to fully explain the process to the TOWN and debris removal contractor(s) representatives. All invoices from the debris removal contractor(s) shall be directed to the RESPONDENT. Within seven (7) calendar days of receipt, the invoices shall be reviewed by the RESPONDENT to be accepted or rejected. The RESPONDENT shall notify the TOWN and the debris contractor, the acceptance or rejection of the invoices. Once accepted invoices are reconciled the RESPONDENT shall submit a payment recommendation to the TOWN. If

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the invoice is rejected, the monitoring RESPONDENT shall clearly state the reasons for rejection and work with the debris contractor to resolve immediately.

### **11. Public Assistance Consulting Services**

- A. Federal Funding: RESPONDENT shall work on behalf of the TOWN to provide applicable documentation, technical assistance, and negotiations required to maximize the eligible activities to be funded by the Public Assistance Program including, Categories A through G, 406 mitigation and the 404 (HMGP) Grant Programs awarded to the State. If authorized by the TOWN, RESPONDENT shall provide consultation and Federal program expertise to identify all eligible activities for FEMA / Federal Funding to repair, restore, and mitigate the local public infrastructure impacted and vulnerable to the hazards of current and future incidents. RESPONDENT shall work with the State Level Grantee and FEMA to maximize the eligible Public Assistance recovery and HMGP mitigation activities and shall assist in identifying other federal or state level funding sources that may also be utilized such as the NRCS, HUD and USEPA and support with grant development and submittal.
  
- B. Public Assistance consulting services may include, but not be limited to the following:
  - 1. Identification of eligible emergency and permanent work.
  - 2. Damage assessments.
  - 3. Immediate Needs Funding assistance.
  - 4. Project management and recovery workload prioritization.
  - 5. Loss Measurement and categorization.
  - 6. Insurance evaluation, adjustment and settlement support services.
  - 7. Project Worksheet development and review.
  - 8. Quarterly reporting.
  - 9. Federal and state reimbursement support.
  - 10. Staff augmentation.
  - 11. Inspection and Engineering support services.
  - 12. Appeals services and negotiations.
  - 13. Reconstruction and long-term infrastructure planning.
  - 14. Grant development, review, and submittal.
  - 15. Grant management.
  - 16. Mitigation funding support and pursuit identification.