

Attachment B

Debris Monitoring and Public Assistance Consulting Services

Scope of Work

Debris Monitoring and Public Assistance Consulting Services

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1. General

- A. CONSULTANT shall provide disaster management, debris monitoring, and Public Assistance Program support services in order to assist the JURISDICTION with disaster recovery operations, including monitoring the operations of the disaster debris removal and disposal contractor(s). The JURISDICTION shall provide a Debris Manager to work directly with the Debris Removal Contractor and the CONSULTANT. The JURISDICTION 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 CONSULTANT is knowledgeable in Federal Emergency Management Agency (FEMA) and other applicable regulations, guidelines and operating policies. The CONSULTANT shall support the JURISDICTION during a disaster recovery effort and shall be responsible for all aspects of the debris monitoring process. The CONSULTANT shall coordinate with the disaster debris removal Contractor(s) and the JURISDICTION to ensure a compliant, well-managed and organized approach to debris collection and disposal that conform to FEMA guidelines.
- C. The CONSULTANT 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 JURISDICTION, CONSULTANT 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 JURISDICTION, CONSULTANT shall, at no cost to the JURISDICTION:
- 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 JURISDICTION representatives and debris removal contractor(s) to establish/review applicable policies and procedures.

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

2. Debris Monitoring and Administration

- A. The CONSULTANT shall appoint a qualified and experienced Project Manager for overall coordination and communication with the JURISDICTION. The Project Manager shall remain on the job and available to the JURISDICTION at all times during the operational phases of the debris collection and disposal project. CONSULTANT 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. CONSULTANT shall remove and replace employees immediately upon notice from the JURISDICTION 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, JURISDICTION 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 JURISDICTION 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 JURISDICTION.
 - 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. CONSULTANT shall maintain, and make available to the JURISDICTION, 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 JURISDICTION.
 - 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.

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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 JURISDICTION.
13. Provide training to JURISDICTION 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.
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 JURISDICTION with the preparation of required forms for reimbursement.
18. If requested by the JURISDICTION, provide call center operators to receive and process calls from customers with disaster debris collection concerns within the JURISDICTION.

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 CONSULTANT shall provide fully trained collection monitors to assure proper and compliant documentation protocols are instituted and followed.
- B. The CONSULTANT 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 JURISDICTION. This team shall monitor the debris contractors for contract compliance, efficiency and regulatory compliance. The team shall provide daily feedback to the JURISDICTION through their Project Manager. All field team members shall be equipped by the CONSULTANT 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 CONSULTANT 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. CONSULTANT shall stop work in progress immediately for improper monitoring documentation or work not being performed in the approved manner. The CONSULTANT shall immediately notify the JURISDICTION Debris Manager to review the matter and provide final resolution.

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5. Inspecting work in progress to assure that removal efforts include debris of the proper type in the proper areas.
6. Assuring compliance with JURISDICTION contracts by all debris removal contractors and subcontractors.
7. Identifying eligible stumps, hangers and leaners. Coordinating with the JURISDICTION 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 JURISDICTION 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 CONSULTANT under this Agreement nor the presence of CONSULTANT nor its employees and subcontractors at any site in performance of its services shall relieve debris removal contractor or their subcontractors, the JURISDICTION or any other entity of their obligations duties and responsibilities with respect to job site safety. CONSULTANT has no authority to exercise any control over the debris removal contractor or their subcontractors, the JURISDICTION or any other entity in connection with any health or safety precautions. JURISDICTION 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 CONSULTANT'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, JURISDICTION, 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 CONSULTANT 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 JURISDICTION. (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 CONSULTANT. The CONSULTANT shall assure that DMS and field

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collection monitors are deployed and operational commensurate with the beginning of debris collection and the establishment of debris site(s).

- C. The CONSULTANT shall provide DMS monitors to observe debris unloading operations at the JURISDICTION's designated DMS(s). CONSULTANT will provide DMS monitors available 24 hours per day, seven days per week. The JURISDICTION 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 CONSULTANT 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 CONSULTANT's Project Manager or designee shall conduct field quality inspections to check and verify information on debris removal and at DMS locations throughout the JURISDICTION.
- E. Examples of DMS monitoring tasks include but shall not be limited to:
 - 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 JURISDICTION.
 - 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 CONSULTANT 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 CONSULTANT on behalf of the JURISDICTION and provided to the JURISDICTION 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 CONSULTANT shall measure the volume to the nearest cubic yard of usable space for each debris collection vehicle. The CONSULTANT shall complete a Vehicle Certification Form for each vehicle. The original Vehicle Certification Form shall be delivered to the JURISDICTION's Debris Manager or designee. The Vehicle Certification Form shall have the following information:

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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 CONSULTANT's Project Manager or designee shall review all truck certification forms with the debris contractor to assure completeness and accuracy of each form before forwarding to the JURISDICTION's Project 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 CONSULTANT 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 CONSULTANT shall assist the JURISDICTION 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 CONSULTANT 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 CONSULTANT 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.

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- C. Demolition of Private Structures - The CONSULTANT 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 CONSULTANT shall assist the JURISDICTION's formal condemnation process as required. The CONSULTANT shall assist the JURISDICTION in getting a signed ROE/HH agreement from each property owner where demolition shall occur. The CONSULTANT shall take photos of each property prior to demolition to document the condition of the property prior to commencement of the work. The CONSULTANT shall take an additional photo to document the property's condition after the conclusion of the demolition and debris removal processes. The CONSULTANT shall assist the JURISDICTION 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 CONSULTANT may assist the JURISDICTION with delivery of Notices of Demolition to available property owners. The CONSULTANT shall assist the JURISDICTION with Notices of Intent to Demolish to be placed on each property to be demolished. At the JURISDICTION's request, the CONSULTANT shall conduct an environmental review for designated properties to assess potential hazardous waste streams.

8. Public Information Assistance

- A. The CONSULTANT shall provide regular status updates, frequency determined by the JURISDICTION, to the JURISDICTION's Debris Manager for public information use.
- B. The CONSULTANT 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 JURISDICTION, the CONSULTANT 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 CONSULTANT shall provide the JURISDICTION's Debris Manager and the debris contractor(s) with daily Disaster Debris Status Reports, in a format to be approved by the JURISDICTION. 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 JURISDICTION.

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

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

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9. Database Reporting

- A. The CONSULTANT 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 CONSULTANT. 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 CONSULTANT shall review, validate and reconcile debris removal contractor(s) invoices prior to submission to the JURISDICTION for processing. The CONSULTANT shall conduct a meeting at the beginning of the debris management operation to fully explain the process to the JURISDICTION and debris removal contractor(s) representatives. All invoices from the debris removal contractor(s) shall be directed to the CONSULTANT. Within seven (7) calendar days of receipt, the invoices shall be reviewed by the CONSULTANT to be accepted or rejected. The CONSULTANT shall notify the JURISDICTION and the debris contractor, the acceptance or rejection of the invoices. Once accepted invoices are reconciled the CONSULTANT shall submit a payment recommendation to the JURISDICTION. If the invoice is rejected, the monitoring CONSULTANT shall clearly state the reasons for rejection and work with the debris contractor to resolve immediately.

11. Other Related Services

- A. Event Closure: The CONSULTANT shall assist the JURISDICTION in preparing final reports necessary for reimbursement by FEMA and other applicable agencies for disaster recovery efforts by JURISDICTION staff and designated debris management contractors. The CONSULTANT shall assist in reviewing and processing requests for payment by the debris removal contractor(s).
- B. Federal Funding: CONSULTANT shall work on behalf of the JURISDICTION 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 JURISDICTION, CONSULTANT 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 a current and future incidents. CONSULTANT 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.

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To ensure that processing of federal funding is acquired as quickly as possible, the following information and its accuracy is the responsibility of the CONSULTANT:

1. Review/reconciliation of debris contractor invoices
 2. Monitoring information
 3. Completed Load tickets
 4. CONSULTANT invoices
 5. Review of debris contractor equipment hours of operation (for T&M work only)
 6. Vehicle certifications
- C. Compliance: The CONSULTANT shall provide professional oversight to monitor compliance with local, state and federal regulations. The CONSULTANT shall stay current with FEMA policies and procedures and notify the JURISDICTION's Debris Manager immediately if changes occur during the recovery process.