

Disaster Walkthrough Scripts

When a disaster strikes this state, it is important for Oregonians to pull together and assist those in need. Disasters can take many forms whether they are earthquakes, tsunamis, fires, pandemics, tornados, floods, or acts of terrorism. While some disasters are more common (forest fires, pandemics, floods) than others (terrorism, tsunamis), it is important to be prepared. As a procurement official, you can play a part in mitigating and recovering from a disaster.

What follows is a walkthrough and script of what happens when a disaster strikes.

Emergency Declaration

The whole process starts when the Governor declares a disaster and notifies the Department of Forestry Agency Operation Center (AOC), the Public Health Agency Operation Center (AOC), or the Oregon Emergency Management Emergency Coordination Center (ECC). This will depend on the type of disaster that occurs (Department of Forestry – forest fires, Public Health Agency – pandemics, Oregon Emergency Management – all other disasters).

Designation of Responsibilities

The above centers receive calls and requests for resources from local disaster command centers. Depending on the nature of the disaster and the type of emergency support needed, the request will go to the agency designated with the primary responsibility for that particular emergency support function (ESF). In filling each request for resources, the agency with primary responsibility may request help from an agency with support or adjunct responsibility in this functional area. The Office of Emergency Management provides the State of Oregon Emergency Support Functions and Agency Assignments list biannually in their Emergency Operation Plan. This list details which agencies have primary, secondary or adjunct emergency support responsibilities. See Appendix A for a copy of the list or use this link:

http://www.oregon.gov/OMD/OEM/plans_train/docs/eop/esf_0.pdf

Procurement Support

Procurement plays an extensive support role in providing nearly every resource needed in a disaster. Surges of requests from many agencies are a likely result of any emergency declaration.

In order to handle the surge of requests, agency procurement specialists have developed a corresponding plan to ensure emergency resource needs are met in an efficient and timely manner. ODF, DHS, and DAS-PS will designate a Coordinating Supervisor to activate this procurement plan and they will determine if they have a staff available to perform the required procurements.

Ordering Procurement Staff

If staffing is not available, the Agency management will contact Department of Administrative Services – Enterprise Human Resource Services (DAS-EHRS):

*Hello, this is (**requesting manager's name**) from the (**requesting Agency**). We are conducting procurements for the disaster in (**location of the event**). I will need additional staff to assist.*

*I am in need of (**quantity of staff**) for (**duration required**). Experience in procurement is preferred, but not necessary. They will be working from their own locations and the expenditures they make will be paid by their Agency. They will receive instructions via e-mail and fax.*

They will need to start (starting date).

Receiving Requests

Once the Buyers have been identified, they will start receiving purchase requests from either the AOC or ECC that will include an OEM number. This number is required for tracking purposes and is to be entered on the Event Log.

Buyers need to ensure they have a clear understanding of what resource is required. Be sure to ask questions such as:

- The function of the resource
- Quantity (If more than one, should they all be the same?)
- Size Capacity
- Transportation, Delivery, Operational, Storage Needs

Identify Suppliers

The Buyer will search for the supplies using ORPIN, GSA, Google, phone book, or other sources. State surplus has already been contacted by this point, so there is no need to contact them.

Procuring the Resource

Once the supplier has been identified, the Buyer can contact the Supplier:

Hello, my name is (name of Buyer). I am (from or representing) the Oregon Procurement Services Office. The Governor has declared a disaster in (location of event).

I am looking for (item required and the quantity needed). Would you be able to supply that?

If yes, then you will need to ask the following questions:

What is the cost?

Will you deliver? What is the delivery charge? How soon can you deliver?

If this is a will call, when will it be ready for pick up? At what address?

How would you like payment (direct bill, purchase order, credit card)?

Bill Us: *The invoice can be emailed to (Buyer's email address) or faxed to (Buyer's fax number). Your reference number is (OEM Incident Number).*

Purchase Order: *Please use PO number (PO number generated by Buyer) and email invoice to (Buyer's email address) or fax to (Buyer's fax number). Your reference number is (OEM Incident Number).*

SPOTS Card: *You will be contacted within the next hour by a SPOTS card holder who will give you the credit card information. The reference is (OEM Incident Number). Please email invoice to (Buyer's email address) or fax to (Buyer's fax number).*

Thank you for your assistance with these supplies.

If no, ask them if they know of other options to meet the same need or any other supplies in the area that may be able to assist, then move on to the next supplier.

If the payment is to be done with a SPOTS card, the Finance Coordinator will need to be contacted to locate a SPOTS card holder with the approved single transaction limits as well as an account balance that can handle the transaction:

Hello, this is (Buyer's name). I need a SPOTS card payment in the amount of (dollar amount of purchase). Who can I contact?

The Finance Coordinator will provide the contact information for the appropriate person to the Buyer. The Buyer will contact the SPOTS card holder for payment:

Hello, my name is (Buyer's name). I am purchasing supplies for the disaster in (location of event). I was given your name by (Finance Coordinator) as a SPOTS card holder that can assist a purchase. I need a payment for supplies.

You will need to call (contact name of supplier) of (business name) at (phone number of supplier). They are expecting credit card payment in the amount of (dollar amount) for (supplies being purchased). The reference number is (OEM Incident Number).

Please confirm payment to me at (Buyer's phone number or email address).

Thank you.

The Buyer will notify the Coordinating Supervisor of the order status:

This is (Buyer's name) of (assisting Agency). The supplies requested under OEM Action Number (OEM action number) and incident number (incident number) have been ordered and will be delivered on (delivery date).

OR

This is (Buyer's name) of (assisting Agency). The supplies requested under OEM Action Number (OEM action number) and incident number (incident number) have been ordered and can be picked up on (delivery date) from (supplier name and location).

The Buyer will also need to update the Finance Coordinator of the status of the orders placed with a SPOTS card as soon as it has been completed. This is to ensure that cards do not get maxed out:

Hello, this is (Buyer's name). I have an update on a purchase. It is OEM action number (OEM action number) and incident number (incident number). The (supplies ordered) were purchased from (supplier business name) and delivered to (name of the person or location receiving the supplies). The cost of the order was (cost). It was charged to a SPOTS card holder (card holder name).

After the purchase is completed, the Buyer is to confirm receipt of the supplies:

Hello, my name is (Buyer's name). I am calling to confirm the delivery of (supplies ordered). Can you give me a date and time of delivery?

Thank you.

OR

Hello, this is (Buyer's name) (from or representing) the Oregon Procurement Services Office. I am calling to confirm the pick-up of the supplies I ordered earlier. Do you have the date and time they were picked up?

Thank you.

The Buyer will in turn notify the Coordinating Supervisor of the order status:

This is (Buyer's name) of (assisting Agency). The supplies requested under OEM Action Number (OEM action number) and incident number (incident number) have been ordered and was delivered on (delivery date).

OR

This is (Buyer's name) of (assisting Agency). The supplies requested under OEM Action Number (OEM action number) and incident number (incident number) have been ordered and were picked up on (delivery date) from (supplier name and location).

Finalizing the Order

The Coordinating Supervisor will relay this information to the ECC or OAC to close out the purchase.

The Buyer will forward all of the procurement files for each purchase on to the Coordinating Supervisor. They will work with the Financial Coordinator on any and all possible FEMA reimbursements.

Once the Governor declares the disaster is over, the Buyer is released back to their normal duties.

This process will be a great step in mitigating further damages during a disaster as well as getting a head start in the recovery process.

Individual Scripts

Coordinating Supervisor Scripts

To EHRS (request staffing):

*Hello, this is (**requesting manager's name**) from the (**requesting Agency**). We are conducting procurements for the disaster in (**location of the event**). I will need additional staff to assist.*

*I am in need of (**quantity of staff**) for (**duration required**). Experience in procurement is preferred, but not necessary. They will be working from their own locations and the expenditures they make will be paid by their Agency. They will receive instructions via e-mail and fax.*

*They will need to start (**starting date**).*

To EHRS or OAC (report order status):

*This is (**Coordinating Supervisor's name**) of (**Agency**). The supplies requested under OEM Action Number (**OEM action number**) and incident number (**incident number**) have been ordered and will be delivered on (**delivery date**).*

OR

*This is (**Coordinating Supervisor's name**) of (**Agency**). The supplies requested under OEM Action Number (**OEM action number**) and incident number (**incident number**) have been ordered and can be picked up on (**delivery date**) from (**supplier name and location**).*

To ECC or OAC (report delivery):

*This is (**Coordinating Supervisor's name**) of (**Agency**). The supplies requested under OEM Action Number (**OEM action number**) and incident number (**incident number**) was delivered on (**delivery date**).*

OR

*This is (**Coordinating Supervisor's name**) of (**Agency**). The supplies requested under OEM Action Number (**OEM action number**) and incident number (**incident number**) have been picked up on (**delivery date**) from (**supplier name and location**).*

Buyer Scripts

To supplier:

*Hello, my name is (**name of Buyer**). I am (**from or representing**) the Oregon Procurement Services Office. The Governor has declared a disaster in (**location of event**).*

*I am looking for (**item required and the quantity needed**). Would you be able to supply that?*

If yes, then you will need to ask the following questions:

What is the cost?

Will you deliver? What is the delivery charge? How soon can you deliver?

If this is a will call, when will it be ready for pick up? At what address?

How would you like payment (direct bill, purchase order, credit card)?

Bill Us: *The invoice can be emailed to (Buyer's email address) or faxed to (Buyer's fax number). Your reference number is (OEM Incident Number).*

Purchase Order: *Please use PO number (PO number generated by Buyer) and email invoice to (Buyer's email address) or fax to (Buyer's fax number). Your reference number is (OEM Incident Number).*

SPOTS Card: *You will be contacted within the next hour by a SPOTS card holder who will give you the credit card information. The reference is (OEM Incident Number). Please email invoice to (Buyer's email address) or fax to (Buyer's fax number).*

Thank you for your assistance with these supplies.

If no, ask them if they know of other options to meet the same need or any other supplies in the area that may be able to assist, then move on to the next supplier.

To Finance Coordinator for SPOTS card holder information:

Hello, this is (Buyer's name). I need a SPOTS card payment in the amount of (dollar amount of purchase). Who can I contact?

To SPOTS card holder for SPOTS card information:

Hello, my name is (Buyer's name). I am purchasing supplies for the disaster in (location of event). I was given your name by (Finance Coordinator) as a SPOTS card holder that can assist a purchase. I need a payment for supplies.

You will need to call (contact name of supplier) of (business name) at (phone number of supplier). They are expecting credit card payment in the amount of (dollar amount) for (supplies being purchased). The reference number is (OEM Incident Number).

Please confirm payment to me at (Buyer's phone number or email address).

Thank you.

To Finance Coordinator to update SPOTS card purchases:

Hello, this is (Buyer's name). I have an update on a purchase. It is OEM action number (OEM action number) and incident number (incident number). The (supplies ordered) were purchased from (supplier business name) and delivered to (name of the person or location receiving the supplies). The cost of the order was (cost). It was charged to a SPOTS card holder (card holder name).

To Receiver to confirm delivery:

Hello, my name is (Buyer's name). I am calling to confirm the delivery of (supplies ordered). Can you give me a date and time of delivery?

Thank you.

OR

*Hello, this is (**Buyer's name**) (**from or representing**) the Oregon Procurement Services Office. I am calling to confirm the pick-up of the supplies I ordered earlier. Do you have the date and time they were picked up?*

Thank you.

To Coordinating Supervisor of the order status:

*This is (**Buyer's name**) of (**assisting Agency**). The supplies requested under OEM Action Number (**OEM action number**) and incident number (**incident number**) have been ordered and was delivered on (**delivery date**).*

OR

*This is (**Buyer's name**) of (**assisting Agency**). The supplies requested under OEM Action Number (**OEM action number**) and incident number (**incident number**) have been ordered and were picked up on (**delivery date**) from (**supplier name and location**).*