

Interagency Dispatch Operations Guide

Chapter ## - Incident Business Management

June 20, 2016

This plan provides the general administration procedures to support incident management operations and to ensure consistency. These guidelines emphasize the critical financial and administrative procedures to be followed on incidents and are intended to complement [Interagency Incident Business Management Handbook \(IIBMH\)](#) which provides national direction and to highlight the geographic area and local supplements to the handbook.

Virtual Incident Procurement System (VIPR)

The Virtual Incident Procurement System (VIPR) provides a comprehensive list of available contract resources and Dispatch Priority Lists (DPL). VIPR information (including DPLs) is available on this [link: http://www.fs.fed.us/business/incident/vipr.php](http://www.fs.fed.us/business/incident/vipr.php). Use of VIPR is mandatory for Forest Service and as agreed by other participating agencies.

Incident Service and Supply Plan

In accordance with the Interagency Incident Business Management Handbook (IIBMH),
...”Incident agencies shall maintain service and supply plan that identifies local resources. These plans should be established pre-season. When appropriate agencies located in the same geographical area should coordinate and develop interagency service and supply plans.”

In accordance with the [2014 Interagency Dispatch Implementation Project \(IDIP\) Plan](#).

“... identify where standardization and clear direction can result in increased efficiency...”

This plan will be referred to as the **Incident Service and Supply Plan** to provide for standardization.

Incident Service and Supply Plan Template

This standardized ISSP template shown on the next page contains the minimum required information. Standardization will result in more efficient use of available resources. It is available on the [IDIP Website](#) for your convenience.

The ISSP is to be completed by local procurement / incident business management staff. This role is not to be delegated to dispatch staff.

ISSP information is to be stored in an information security approved location such as Firenet.

ITEAM

ITEAM is a system currently under developmental use in the Northwest Geographic Area; and being optionally used in other Geographic Areas. ITEAM provides “one-stop-shopping” for all non-competitive resources with a contracting component. ITEAM:

- Is a secondary source list which provides a list of non-competitive resources available for use on incidents.
- Is a platform that allows equipment not solicited under VIPR or not contracted during the formal VIPR solicitation period (every three years) to be put into a source list.

- *Competitive solicitation and contracts for VIPR resources are done every three years. It is essential to provide a supplemental source where resources can be listed in the event that the Dispatch Priority Lists (DPL) are exhausted.*
- Provides a location for non-competitive resources (miscellaneous equipment) to be listed in a standardized format.
 - *Vendors listed in ITEAM have been pre-vetted by the contracting group in order to assure that the training requirements are met, pre-identified agreed rates are established and federal payment information is received, prior to any obligated agreement. Vendor information is uploaded by acquisition staff into ITEAM in order to provide resources to incidents quickly and effectively.*
- Provides a method to create the Emergency Equipment Rental Agreement (EERA) to facilitate the procurement process.
- Is accessed thru E-AUTH with special access due to the procurement portion for warranted contracting officers.
 - *All EERAS must be administered and signed by agency officials with procurement authority.*
- Provides a documentation component that allows dispatch centers to upload their Incident Service and Supply Plan, spreadsheets and other useful information for expanded dispatch, buying teams, contracting officers, or Incident Business Advisors (IBA).
- Provides a component for Land Use Agreements, including pre-identified locations, maps, established rates, and other useful information for incident personnel.

(Agency/Unit Name Here) Interagency Incident Management

SERVICE & SUPPLY PLAN Template
(Intended for interagency dispatch center use)

Date

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SECTION 1: Acquisition Contact Information

XXX Dispatch Center AQM

XXX AQM Dispatch Area Procurement Organization

NAME	TITLE	WORK PHONE	CELL	LOCATION
Bear, Smokey	Purchasing Lead	xxx-xxx-xxxx	xxx-xx-xxxx	Forest
Support Staff				
Support Staff				

Additional Acquisition Support – Micro-purchase Level

(Type 3-5 fires to be coordinated by XXX)

NAME	TITLE	WORK PHONE	CELL	LOCATION
Bear, Smokey	Purchasing Lead	xxx-xxx-xxxx	xxx-xxx-xxxx	Forest
Support Staff				
Support Staff				

SECTION 2: Agency, Local and/or Regional Incident Business Operating Guidelines

Place any Agency, Local and/or Regional incident business operating guidelines here.

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SECTION 3: Agency Procurement Restrictions, Prohibitions, and Mandates

If procurement restrictions, prohibitions, and mandates are identified in a regional/agency/interagency business operations guide, reference location(s) of them here (on in links in section 12).

If procurement restrictions, prohibitions and mandates are not identified in the above documents, here are some suggested inclusions.

Restricted Items (see federal agency acquisition links in section 12):

Incident Replacement

Agency Owned Fleet Vehicle Repairs

Agency Recycling Requirements

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SECTION 4: Agency Policies & Agreements

Geographic Area Equipment Rates – IIBMH Chapter 20, Geographic area Supplements

Incident Sign Ordering Protocols

Driver's License requirements – agency specific

Meals and Lodging provided in lieu of fire camp (use clause in EERA as documentation for open procurement of meals/lodging).

Rental Cars

Geographic Area Supplemental Food Policy (may restrict national policy).

Geographic Area Administratively Determined (AD) Exception Position Rates.

Per Diem & M&IE breakdown for local area – CONUS (see link to per diem rates in section 12).

Land Use Agreements.

National Buying Team Protocols and Guide (see link in section 12).

Use of Charge Cards as Payment Instruments.

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SECTION 5: Roles and Responsibilities

AQM

Provide oversight and expertise for extended attack incidents, based on incident needs; ensuring micro-purchasers are adequately supported

Provide CO support for incident only EERAs and LUAs

Purchaser

Communicates issues of concern to IBA/IBS as soon as issue occurs

Documents cost to the incident for purchases utilizing the National Buying Team Protocols, spreadsheet and file structure

Dispatch and/or Expanded Dispatch:

Provide procedures for local and geographic cache ordering

- Provide a blocks of S#s for regional cache ordering and/or local purchases

Submits orders for items not under agreement to BUYT or AQM support personnel

Follows Dispatch SOPs for filling resource orders using DPL or competitive resource lists

Local Cache:

Local warehouse inventory of non-cache items such as chairs, fax machines, phones, trailers, etc.

Incident Finance (Forest Service):

Communicate and coordinate with BUYT or AQM support personnel for Land Use Agreements

Work closely with BUYT or AQM support personnel to process and track payments appropriately

Communicate with BUYT or AQM support personnel to track costs to incident

IBA/IBS:

Ensure orders are being properly placed and filled for items not under agreement

Provide oversight for items requiring approval (e.g. incident replacement of non-standard cache items)

NOTE: The IBA/IBS, designated AQM Lead and Dispatch Center Manager should collaborate to recommend to the Agency Administrator whether to order a national buying team based on the following criteria:

A Type 1 or long Type 2 IMT is in place or has been ordered,

The AQM zone is exceeding its capacity,

There are multiple fires within the zone, or

Activity is expected to escalate

SECTION 6: Agency Information & Contacts

Agency telephone directory (will be available through host unit)

Agency map (will be available through host unit)

Geographic Area and Cooperating Agency Incident Business Websites (see links in section 12)

Hiring procedures and contact list for AD or non-fire personnel.

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SECTION 7: Vendor Listing – IBPA/Incident only EERA

NOTE: Suggest using Excel spreadsheets for listings in sections 7-10 for better sorting and searching capabilities.

Ordering Instructions: Per AQM direction, dispatch priority lists (DPL) and competitive resource lists (RL) will be followed for the utilization and processing of all solicited agreements. In the event that specialized equipment not under a competitively awarded agreement is needed, the IMT or IC will coordinate with Dispatch to arrange for the BUYT or AQM support personnel to establish incident only EERA agreements. Incident only EERAs are only valid for the specified incident.

(see links to VIPR and regional and/or local contracts and agreements in section 12).

Add in any available regional/state/local vendor listings

R6 ITeam is a source list for resources not in VIPR which is available to contracting officers.

If available, retain a copy of past EERA information for reference. This can be useful in knowing past assignments and payments.

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SECTION 8: Vendor Listing – Open Market Sources

Provide an index of often used or unique items not readily found via phone book or internet search, etc. The index provided here is a general idea of what information is contained in the Open Market Vendor Lists. Due to concerns over PII, the actual vendor lists will be securely stored in Dispatch, with AQM and Incident Business Specialists retaining copies.

Example of open market items are:

Automotive parts/service/repair
Building supplies
Boat rental
Camping/sporting goods
Chain Saw supplies
Dentists/Eye doctor
Heavy Equipment parts/service/repair
Electronic parts and supplies (copy service, copy machine rental, ink, plotter, plotter supplies)
Fork Lift Rental
Fuel gas/diesel/oil/propane
Farm supplies seed/straw
Garbage Services
Ice
Irrigation supplies
Laundry service
Mystery oil disposal (30-55 gallon drums)
Road maintenance sand/gravel
Septic service
Telephone service
Utilities
Water bottled and potable water sources

Elements to include in Open Market Vendor Listings:

Supply Item (name/type)
Vendor (source)
Contact Number
After hours contact number
Contact Name
Remarks
Payment Method

SECTION 9: Vendor Listing – Emergency Service Providers

Elements to include in an Emergency Service Provider Listing:

Medical Facility (name)

Latitude and Longitude and FAA registered heliport

Address

Contact Numbers (administrative and emergency) and email

Billing Contact

Remarks

Local unit process and procedures for notifications

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SECTION 10: Vendor Listing – Land, Facility, Other

When seeking areas needed for incident use, priority for LUAs should be State, Federal, or Cooperator lands prior to looking for private lands. LUAs must be completed prior to any incident use of the identified land/facility.

If available copies of prior LUAs should be made available for reference. This can be useful in knowing past assignments and payments.

- Include space for special information such as remarks, comments and notes about the agreement and/or facility. (i.e. does not include campground showers, sprinklers must be turned on/off every 3 days, this requires a board decision that needs 3 days of lead time, etc.).

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SECTION 11: Other Agency Contracts/Agreements

Place other state and local contracts/agreements and Annual Operating Plans here.

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SECTION 12: Forms & Links

National Interagency Buying Team Guide:

http://www.nwcg.gov/sites/default/files/products/buying_guide.pdf

Buying Team Tool Kit: <http://www.fs.fed.us/business/incident/teamtoolkit.php>

National Mobilization Guide:

http://www.nifc.gov/nicc/mobguide/2015_Mobilization_Guide.pdf

National Standards for Fire and Fire Aviation Operations:

<http://www.nifc.gov/PUBLICATIONS/redbook/2015/RedBookAll.pdf>

Interagency Incident Business Management Handbook:

<http://www.nwcg.gov/sites/default/files/products/pms902.pdf>

Incident Business Committee Resources: <http://www.nwcg.gov/committees/incident-business-committee/resources>

Geographic Area and Cooperating Agency Incident Business Websites:

- Examples:
 - GB: <http://gacc.nifc.gov/egbc/business.php>
 - NR: http://www.fs.fed.us/r1/fire/nrcg/Committees/business_committee.htm
 - MT-DNRC: <http://www.dnrc.mt.gov/forestry/Fire/Business/default.asp>
 - ID-IDL: <http://www.idl.idaho.gov/bureau/firemgmt.htm>
 - WY-TDC: <http://gacc.nifc.gov/gbcc/dispatch/wy-tdc/fire-business.php>
 - Add yours here....

National Mobile Food Services Contract:

http://www.fs.fed.us/fire/contracting/food/food_contract.pdf

National Mobile Shower Facilities Contract:

http://www.fs.fed.us/fire/contracting/shower/shower_contract.pdf

Dispatch Priority Lists (DPL's): <http://www.fs.fed.us/business/incident/dispatch.php>

Per Diem Rates: <http://www.gsa.gov/portal/content/104877>

Meals and Incidentals Breakdown: <http://www.gsa.gov/portal/content/101518>

2016 National Interagency Radio Support (NIRS):

http://www.nifc.gov/NIICD/docs/2016_NIRSC_Users_Guide.pdf

NICC Reference Materials Page: <http://www.nifc.gov/nicc/logistics/references.htm>

NFES Catalog

Part 1: <http://www.nwcg.gov/nwcg-nfes-catalog-part-1-fire-supplies-and-equipment>

Part 2: <http://www.nwcg.gov/nwcg-nfes-catalog-part-2-publications>

Fillable Ordering Form: <http://www.nwcg.gov/sites/default/files/nwcg-catalog-orderform-fillable.pdf>

Credit Card Form: <http://www.nwcg.gov/sites/default/files/CreditCardForm-fillable.pdf>

Ordering Procedures: <http://www.nwcg.gov/sites/default/files/OrderingProcedures.pdf>

Forest Service Acquisition Management Incident Internet Homepage:

<http://www.fs.fed.us/business/incident/>

BLM Acquisition Handbook: http://www.blm.gov/nils/AQ_handbook/h-2100-1/handbook-toc.htm

Forest Service Acquisition Management Incident Procurement Intranet Homepage:

<http://fsweb.wo.fs.fed.us/aqm/> (click on Incident Procurement, click on Buying Teams)

FS Incident Business Practices Website: <http://www.fs.fed.us/fire/ibp/>

National Response Plan: http://www.dhs.gov/xlibrary/assets/NRP_Brochure.pdf

DOI Casual Payment Center (forms): http://www.nifc.gov/programs/cpc_forms.html

Federal Travel Regulation Homepage: <http://www.gsa.gov/portal/content/104790>

GSA Global Link:

https://www.gsaglobalsupply.gsa.gov/advgsa/main_pages/start_page.jsp?store=FSS

GSA Advantage Link: <http://www.gsaadvantage.gov>

USDA Advantage Link:

https://usdaadvantage.gsa.gov/advgsa/advantage/main/start_page.do?store=USDA