



## REQUEST FOR PROPOSALS

For Emergency Response Plan (ERP), a Continuity of Operations Plan (COOP), and a Disaster Recovery Plan (DRP) in accordance with standards set by the U.S. Department of Housing and Urban Development for People Incorporated of Virginia

### Background

People Incorporated of Virginia is a private non-profit organization established in 1964 as the first Community Action Agency in the Commonwealth of Virginia. For almost 60 years, the agency's mission has been to provide opportunities for economically disadvantaged people to reach their goals in order to enhance their lives, their families, and their communities. Today, what began as a small, community-based organization has evolved into one of the nation's largest and most successful Community Action Agencies, spanning many regions across the state and serving almost 10,000 individuals annually.

People Incorporated is known for promoting economic self-sufficiency for low-income individuals, families, and communities, and currently operates dozens of programs focusing on child and family development, housing, community economic development, workforce development, and other essential community services. These programs, and the services they provide, are designed to help low-income residents achieve self-sufficiency and move into the economic mainstream.

As a Community Action Agency and recipient of funds from federal, state, and local governments entities, People Incorporated seeks to regularly assess its operations and maintain compliance with all regulations and meet this highest of standards.

### Purpose

People Incorporated of Virginia is dedicated to protecting the safety and well-being of its clients, staff, and the community while ensuring the continuity of operations during



emergencies. To achieve this, People Incorporated seeks a qualified consultant to develop three comprehensive and interrelated plans:

1. **Emergency Response Plan (ERP):** Guides immediate actions to protect lives and stabilize emergencies.
2. **Continuity of Operations Plan (COOP):** Ensures critical operations and essential services can continue during disruptions.
3. **Disaster Recovery Plan (DRP):** Outlines strategies for recovering operations and addressing long-term impacts of disasters.

Each plan must align with HUD, FEMA, and best practices for housing counseling agencies and be tailored to People Incorporated's specific needs and operating context.

## Deliverables

The selected consultant will provide an Emergency Response Plan (ERP), a Continuity of Operations Plan (COOP), and a Disaster Recovery Plan (DRP). Each plan must align with HUD, FEMA, and best practices for housing counseling agencies and be tailored to People Incorporated's specific needs and operating context. A general outline of the requirements of each documents is included below.

### 1. Emergency Response Plan (ERP)

The ERP will detail immediate actions to address emergency incidents and protect life and property. The plan must include:

- Risk and Vulnerability Assessment
  - Identify potential hazards and risks (e.g., fires, severe weather, cyberattacks, and workplace violence).
  - Evaluate vulnerabilities in the organization's operations, facilities, and service areas.
- Incident Response Protocols
  - Develop procedures for evacuation, lockdown, and shelter-in-place tailored to specific threats.
  - Include a communication strategy for notifying staff, clients, and emergency services.
- Emergency Management Structure

- Define roles and responsibilities for incident response teams.
- Establish chains of command and decision-making protocols.
- Resource Inventory
  - Identify required emergency supplies, equipment, and their locations.
  - Detail methods for accessing resources during an incident.
- Annual Testing and Review Requirements
  - Recommend processes for regular testing of emergency procedures and annual updates to the plan.

## 2. Continuity of Operations Plan (COOP)

The COOP ensures uninterrupted delivery of critical functions during and after a disruption. The plan must include:

- Critical Functions and Prioritization
  - Identify essential functions and prioritize them to maintain organizational operations.
  - Specify personnel, systems, and resources required for each critical function.
- Operational Resilience
  - Develop procedures for maintaining operations during emergencies, including remote work and alternate facilities.
  - Provide a framework for resource allocation and decision-making under constrained conditions.
- Data and Information Management
  - Address secure backup and access to essential records and client data.
  - Define protocols for managing sensitive information during emergencies.
- COOP Activation and Deactivation Procedures
  - Establish triggers and processes for activating and deactivating the plan.
- Recovery Strategies
  - Outline the steps to transition from emergency operations to normal operations.

## 3. Disaster Recovery Plan (DRP)

The DRP will guide the organization's efforts to restore normal operations and address the long-term impacts of disasters. The plan must include:



- Risk and Impact Assessment
  - Evaluate potential disaster scenarios and their impacts on operations, infrastructure, and stakeholders.
- Recovery Framework
  - Detail the steps for assessing damage, acquiring resources, and restoring services.
  - Include strategies for restoring IT infrastructure and safeguarding data integrity.
- Collaboration and Coordination
  - Align with local, state, and federal disaster recovery frameworks.
  - Integrate partnerships with community resources for recovery support.
- Plan Maintenance
  - Recommend methods for periodically updating the plan to incorporate organizational or contextual changes.

## Proposal Criteria

Responses to this Request for Proposals must include, at a minimum, the information below. A contract for the accepted proposal will be based on the factors described in the following criteria:

### 1. Statement of Qualifications

- a. History and Organizational Structure of Firm – Provide a description of the offeror’s history and organizational structure and staff capacity, including if the offeror qualifies as a Small, Women-Owned, or Minority business.
- b. Experience of Firm – Provide a detailed description of the firm’s experience providing similar services. Examples of past work may be included for review.
- c. Experience/Qualifications of Assigned Professionals – Provide a resume for each individual who may be assigned to provide these services and designate the individual who will have primary responsibility for overseeing these services.

### 2. Scope of Services

- a. Provide a description of the proposed service delivery strategy; anticipated timeline; and any other recommendations to demonstrate that the offeror understands the organization’s needs



3. References

- a. Provide at least three references, all of which have knowledge of your experiences and expertise providing the requested services

4. Disclosure of Potential Conflict of Interest

- a. Provide a statement regarding any current or, to the extent possible, potential conflict of interest issues the firm or individual staff assigned to this project might have or encounter in taking on this engagement

5. Budget

- a. Provide a cost estimate for the project including any applicable billable rates, proposed retainer, travel costs, and any other associated costs.
- b. Note that price will not be the sole determining factor in the award of a contract and that People Incorporated reserves the right to negotiate price and scope of work with the selected offeror.

## Instructions on Proposal Submission

1. Closing Submission Date: Proposals must be received by People Incorporated no later than 4:30pm on January 27<sup>th</sup>, 2025.
2. Inquiries: All inquiries concerning this RFP should be directed to Ms. Jamie Gross at [jgross@peopleinc.net](mailto:jgross@peopleinc.net).
3. Conditions of Proposal: All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the Offeror and will not be reimbursed.
4. Delivery Instructions: All proposals should be submitted electronically to Ms. Jamie Gross at [jgross@peopleinc.net](mailto:jgross@peopleinc.net).
5. Right to Reject: People Incorporated reserves the right to reject any and all proposals received in response to this RFP. A contract for the accepted proposal will be based upon the factors described in this RFP.
6. Small, Women, and/or Minority Owned Businesses: Efforts will be made by People Incorporated to utilize small, woman-owned, or minority-owned businesses. An offeror qualified as a small business



firm if it meets the definition as established by the Small Business Administration. Offerors should indicate in their proposal if they qualify as SWaM.

- 7. **Notification of Award:** People Incorporated expects to select a firm by January 31, 2025. Upon conclusion of final negotiations with the successful firm, all Offerors submitting proposals in response to this RFP will be informed of the status of their proposal.

### Proposal Evaluation Criteria

Component	Point Range
Experience of the Firm	0-30
Expertise and experience of individuals assigned to the project	0-25
Scope of Services	0-25
Timeliness and thoroughness of firm's response to the RFP	0-10
Rates for services	0-10
<b>Maximum Points</b>	<b>100</b>

People Incorporated reserves the right to establish further criteria for evaluation of qualifications, to require submission of additional information, to request presentations by or meetings with any or all Offerors, to waive any informalities in submissions, to reject any or all submissions and to negotiate with successful respondents. People Incorporated also reserves the right to enter into a contract without further discussion of the proposals submitted. Therefore, proposals should be submitted initially on the most favorable terms, from both technical and price standpoints, that the Offeror can propose.

# Certifications Page

On behalf of the Offeror:

- A. The individual signing certifies that he/she is authorized to contract on behalf of the Offeror.
- B. The individual signing certifies that the Offeror is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of the Offeror.
- C. The individual signing certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition.
- D. The individual signing certifies that the prices quoted in this proposal have not been knowingly disclosed by the Offeror prior to an award to any other Offeror or potential Offeror.
- E. The individual signing certifies that there has been no attempt by the Offeror to discourage any potential Offeror from submitting a proposal.
- F. The individual signing certifies that he/she has read and understands all of the information in this Request for Qualifications.
- G. The individual signing certifies that the Offeror, and any individuals to be assigned to the contract, does not have a record of substandard work and has not been disbarred or suspended from doing work with any governmental organization.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2025.

(Offeror's Firm Name) \_\_\_\_\_

(Signature of Offeror's Representative) \_\_\_\_\_

(Printed Name and Title of Signing Individual) \_\_\_\_\_