



**Boston Public Health Commission (BPHC)  
Emergency Operations Plan (EOP) Update  
Request for Proposals (RFP)**

1/23/2023

## I. Overview

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston. BPHC's mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable. The Office of Public Health Preparedness (OPHP) is a division of BPHC focused on ensuring equitable health and medical outcomes for all Boston residents, particularly the most vulnerable during and after emergencies. The mission of OPHP is to enhance community, public health, and healthcare system resilience in order to prepare for, respond to, and recover from emergencies that impact health and access to healthcare.

OPHP seeks proposals from qualified vendors to create a new BPHC Emergency Operations Plan (EOP). The vendor will work with a wide variety of stakeholders to build on the existing EOP content, will work with OPHP staff to develop and deliver training, drills, and/or information sessions to BPHC staff about the EOP, and will help identify mechanisms for rapidly operationalizing the EOP during emergencies.

Additional information is available at: <http://boston.gov/bphc> and <http://delvalle.bphc.org>.

As part of BPHC's efforts to have an equitable procurement process, BPHC will consider and encourage unrepresented businesses that includes Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Service-disabled Veteran-owned Business Enterprises (SDVOBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), and local businesses to apply to this RFP.

## II. Scope of Work

This RFP seeks one vendor to create a new BPHC EOP, develop and deliver trainings/drills to ensure all BPHC staff are informed about the EOP and to develop job aids and other resources to help staff operationalize the plan during emergencies.

The project goals are to:

1. Conduct stakeholder and key informant engagement sessions with BPHC staff and partners who would be responsible for operationalizing the EOP, including executive leadership and frontline staff.
2. Identify and document key emergency operations and processes to be built out by BPHC staff in support of the EOP.
3. Develop an updated, detailed BPHC Emergency Operations Plan using the existing EOP and incorporating information from stakeholder and key informant engagement sessions.
4. Design and develop job aids and other response tools to help operationalize the updated BPHC EOP.
5. Design, develop, and deliver trainings and exercises to ensure that BPHC staff are appropriately trained to implement the BPHC EOP.

The scope of work shall be completed in accordance with the following guidelines:

1. Provide planning services through June 30, 2024, with two (2) one-year options to renew contract at the sole discretion of BPHC.

- a. Year 1: Contract execution – June 30, 2024
- b. Year 2: July 1, 2024 – June 30, 2025
- c. Year 3: July 1, 2025 – June 30, 2026

## 2. Project Deliverables

### a. Project Management & Coordination (March 2023 and ongoing)

- i. The vendor will provide project management and coordination for achieving all deliverables included in this RFP, in collaboration with BPHC. BPHC will appoint a primary point of contact to serve as the BPHC Project Manager and work with the selected vendor to identify a core project team and a steering committee to help guide the project.
- ii. Attend a kick-off meeting with the BPHC project team.
- iii. Schedule and lead regular project team and steering committee meetings throughout the duration of the contract.
- iv. Specific deliverables include:
  - 1. Documented Project Management Plan
  - 2. Meeting slides, agendas and notes
  - 3. Progress reports that summarize the anticipated and completed tasks and adjustments to the project schedule as required.

### b. Stakeholder and Key Informant Information Sessions (March 2023 – May 2023 and as needed afterwards)

- i. The vendor will review existing Hazard Vulnerability Analyses (HVAs), Threat and Hazard Identification and Risk Assessment (THIRA) and risk assessments specific to the City of Boston to inform the stakeholder and key informant information sessions as well the EOP content.
- ii. Under the guidance of BPHC, conduct an updated HVA specific to public health in the City of Boston.
- iii. Under the direction of the BPHC project team, hold meetings with programs, departments, community partners and agencies to gather the necessary information to successfully research, write and complete the plan. The selected vendor will attend and facilitate all sessions.
- iv. Specific deliverables include:
  - 1. Public health-specific HVA
  - 2. Meeting slides, agendas and notes suitable for dissemination back to partners attending the information sessions

### c. Key Operations and Processes Gap Document (June 2023)

- i. Throughout the plan development, it will be critical for BPHC to understand what key operations and processes need to be built out in further detail to support the overall BPHC EOP and to strengthen our ability to operationalize the EOP during an emergency.
- ii. The vendor will provide a write-up of key operations and processes that during the stakeholder and key informant sessions that need to be built or developed in future work by BPHC staff. These may include but are not limited to:

1. MOAs/MOUs that need to be developed
2. Internal BPHC policies that need to be developed/implemented
3. Equipment/supply caches to be procured
4. Staff education and training

**d. Draft Plan (June 2023 - August 2023)**

- i. The draft plan will incorporate and link to existing emergency operations plans and response documents including the City of Boston Comprehensive Emergency Management Plan, the Medical Intelligence Center (MIC) Concept of Operations and Standard Operating Guide, MIC Duty Officer SOG, BPHC Communicable Disease Reporting requirements, and other relevant documents.
- ii. The draft plan will include a base plan along with a minimum of ten (10) functional and hazard-specific annexes to be agreed upon between the vendor and the BPHC planning team.
- iii. The draft plan will be designed so additional functional and hazard annexes, and other relevant appendices can be added as needed.
- iv. The plan will include appropriate graphics, charts, and maps to highlight key operations and information.
- v. Specific deliverables include:
  1. Initial draft of the BPHC EOP, including the base plan and supporting annexes.

**e. Final Plan (September 2023 - November 2023)**

- i. Conduct a stakeholder review session of the draft plan during National Preparedness Month (September 2023)
- ii. Incorporate findings, feedback, and changes from stakeholder review session into the final plan
- iii. Specific deliverables include:
  1. Final version of the BPHC EOP

**f. Job Aids and Response Tools (November 2023 – June 2024)**

- i. The vendor will work with the BPHC project team to develop job aids and response tools that can be used by staff to operationalize the EOP during emergencies.
- ii. The job aids and tools will be reviewed and evaluated by BPHC staff who would be utilizing them during an emergency.

**g. Trainings and Exercises (January 2024 – June 2024)**

- i. The vendor will work with OPHP to design and deliver appropriate training and information sessions for BPHC staff that can be supported by OPHP's DelValle Institute for Emergency Preparedness Learning Center.
  1. Audiences may include:
    - a. BPHC Executive Office
    - b. BPHC Senior Leadership Team and Program Directors
    - c. All BPHC Staff
    - d. BPHC New Hires

- ii. The vendor will conduct a minimum of two (2) HSEEP-compliant drills and at least one (1) tabletop exercise for BPHC staff on key components of the EOP
- iii. The vendor will develop a Training and Exercise schedule that can be incorporated into the BPHC Public Health Emergency Preparedness (PHEP) Integrated Preparedness Plan (IPP)

### III. Minimum Qualifications

Proposers must possess the following qualifications for each role and assignment as indicated:

- Minimum 10 years of experience conducting consulting services in planning processes
- Subject matter expertise in public health emergency management
- Significant experience developing people-centered plans for cities with diverse populations including numerous immigrant populations and residents with a variety of access and functional needs
- Previous experience writing equity-focused plans and processes related to public health emergency operations
- Ability to use project management practices to complete the project
- Ability to share best practices and other expertise with staff of a complex organization
- Experience conducting Hazard Vulnerability Analyses (HVAs)
- Experience in training and exercise design and delivery using Homeland Security Exercise and Evaluation Program (HSEEP) guidelines
- Experience developing job aids and other resource tools for emergency response staff

**Note:** Proposals must provide evidence of Qualifications for all items listed above.

### IV. Proposal Requirements

Please submit the following documents:

- a. **Qualifications and Experience:** Please provide a description and brief history/background of your company including the date established, number of employees, qualifications, and the organization’s experience and history developing Emergency Operations Plans for jurisdictions of similar size to the population of the City of Boston. Also identify the qualifications and experience of the key team member(s) that will work on the project. Emphasize the specific qualifications and experience from projects similar to this project for the key team members. Key team members are expected to be committed for the duration of the project. Replacement of key team members will not be permitted without prior consultation with and approval of BPHC.
- b. **Brief description of two projects** of relevant experience related to this project (1 page), including samples of work
- c. **Work Plan and Timeline:** Please provide information on how you will conduct each task of the project, identification of deliverables for each task and a schedule. The work plan should be in sufficient detail to demonstrate a clear understanding of the project. The timeline should show the expected sequence of tasks and include durations for the performance of each task.
- d. **Itemized quote for services**, including a cost breakdown for each deliverable described above, and an hourly rate to apply to ad hoc work. Please provide information on how you will control project costs to ensure all work is completed within the negotiated budget for the project.
- e. A minimum of **three client references** with complete contact information – preferably from local government, public health, medical, or local educational institutions – for which similar services have been provided. References should include:
  - 1 Date of services provided

- 2 Brief description of products and services
- 3 Client/Institution name
- 4 Current contact person
- 5 Address
- 6 Telephone number
- 7 Email address
- 8 Contract amount

**V. RFP Timeline**

Sunday, January 29, 2023	RFP Legal Notice publication in The Boston Globe
Tuesday, January 31, 2023	RFP available online at <a href="https://www.boston.gov/bid-listings">https://www.boston.gov/bid-listings</a> by 5:00 PM
Friday, February 10, 2023	<p>Questions due in writing by <b>5:00 PM EST</b> to:</p> <p>Stacey Kokaram <a href="mailto:skokaram@bphc.org">skokaram@bphc.org</a> and Office of Public Health Preparedness, <a href="mailto:preparedness@bphc.org">preparedness@bphc.org</a></p> <p>Subject – Questions: BPHC EOP Update RFP</p>
Friday, February 17, 2023	<p>Responses to questions available for viewing on <a href="https://www.boston.gov/bid-listings">https://www.boston.gov/bid-listings</a> by <b>5:00 PM EST</b></p>
Tuesday, February 28, 2023	<p>Proposals are due via email by <b>February 28 by 5:00 PM EST</b></p> <p>Send the proposal and any supporting documentation to Stacey Kokaram <a href="mailto:skokaram@bphc.org">skokaram@bphc.org</a> and <a href="mailto:preparedness@bphc.org">preparedness@bphc.org</a>.</p> <p>Subject: Response: BPHC EOP Update – [Proposer’s Name]</p> <p style="text-align: center;"><b>NO EXCEPTIONS TO THIS DEADLINE</b></p>
Friday, March 17, 2023	<p>Notification of Decision:</p> <p>Desired date to award. BPHC has the discretion to extend this time period without notice to the proposers or cancel the RFP if is in the best interest of the BPHC. All proposals shall remain valid and open for a period of one hundred twenty (120) days from the proposal submission date, unless a proposer notifies BPHC of its withdrawal.</p>

**VI. Period of Performance and Location**

The effective date of providing the required product and services shall be from date of contract execution through June 30, 2024.

Location: Remote and occasionally in person at 785 Albany St. Boston MA. 02118, 1010 Massachusetts Avenue, Boston MA 02118 or other nearby locations within the City of Boston. Office hours for BPHC and the City of Boston are 9:00 to 5:00 PM EST.

## VII. Project Budget

The not-to-exceed amount for this project is \$350,000.

## VIII. Evaluation process

An evaluation team will score the proposals received in accordance with the terms of this RFP in the following manner:

**Qualifications, Experience and References:** (60 Points)

**Pricing / Rate Proposal:** (20 Points)

**Work Plan and Schedule:** (20 Points)

## IX. Submission Instructions

Proposals are due via email by February 28 by 5:00 PM EST.

Subject: Response: BPHC EOP Update – [Proposer’s Name]

Send the proposal and any supporting documentation to Stacey Kokaram [skokaram@bphc.org](mailto:skokaram@bphc.org) and [preparedness@bphc.org](mailto:preparedness@bphc.org).

**NO EXCEPTIONS TO THIS DEADLINE**