



COUNTY OF SONOMA

575 ADMINISTRATION
DRIVE, ROOM 102A
SANTA ROSA, CA 95403

SUMMARY REPORT

Agenda Date: 5/19/2020

To: Board of Supervisors, County of Sonoma
Department or Agency Name(s): Emergency Management
Staff Name and Phone Number: Chris Godley/565-1152; Jeff DuVall/565-1152
Vote Requirement: Majority
Supervisorial District(s): All Districts

Title:

Web-based EOC Incident Management Software

Recommended Action:

- 1) Authorize the Chair to execute a Professional Services Agreement with ESI Acquisition, Inc./Juvare LLC for Web-based Incident Management Software for a one-year term with a maximum of four annual renewals; not-to-exceed \$336,475 over a five-year period.
- 2) Authorize the Director of Emergency Management to execute amendments to the agreement for enhanced or modified scope of services for the term of the agreement not-to-exceed delegated purchasing authority of \$50,000 per year.

Executive Summary:

This item requests authorization for the Chair to execute a Professional Services Agreement with ESI Acquisition, Inc./Juvare LLC for Web-based Incident Management Software for the Sonoma County Emergency Operations Center (EOC) for a one-year term, beginning July 1, 2020, with a maximum of four annual renewals; not to exceed \$336,475 over a five-year period (\$115,375 year one; \$55,275 years two through five). Additionally, the department is requesting authorization for the Director of Emergency Management to execute amendments for potential enhanced or modified scope of services for the term of the Agreement, not -to-exceed delegated purchasing authority of \$50,000 per year.

Discussion:

Incident Management software is an integral part of any emergency operation, whether a flood, hazardous material event, power shut-off, earthquake, wildfire, or pandemic. Having a centralized system for the management of information, documents, resources, and situational awareness related to the incident is critical.

On June 11, 2018, the Emergency Operations Center (EOC) After Action Report was presented to the Sonoma County Board of Supervisors following the Sonoma Complex Fires of 2017. The report found that, "Current EOC equipment and systems do not support high intensity or sustained staff functions." The report included the following recommendation for improvement: "Absent immediate Capital Improvement Plan progress, implement improvements to critical EOC systems, technology and equipment."

The Department of Emergency Management (DEM) was formally established on March 19, 2019, and staff began the process of researching web-based incident management systems that had the ability to support multiple simultaneous incidents, multiple jurisdictions/organizations, and utilize role-based user identification.

Key components of the optimal system include:

1. *Resource management:* The Incident Management System must provide a robust resource management module or feature set that allows emergency manager to track stockpiled resources, track resource requests, track deployed resources during an incident, and track costs associated with deployed resources.
2. *Task Management:* The Incident Management System must provide a robust task management module or feature set that allows the emergency operations center to task missions, objective, required actions, and other incident needs to multiple roles and users on the system.
3. *Status Boards:* The system must be able to display multiple types of situational awareness information in a dashboard format.
4. *Incident Action Plan (IAP) Builder:* The system must support the ability to build/create/update a FEMA National Incident Management System (NIMS)/Incident Command System (ICS) compliant IAP using standard ICS forms that are modifiable.
5. *GIS Integration:* The system must support ESRI ArcGIS mapping file types without special programming that displays critical data across multiple status boards and maps within the incident management system and is exportable to ESRI ArcGIS Online and ESRI on premise GIS systems.
6. Robust system administration and security.

On September 3, 2019, DEM released a formal Request For Proposals (RFP) that detailed the services and system functions required by DEM for the EOC. The RFP event was an open bidding process and six vendors were invited to submit proposals for evaluation. Each of the six vendor proposals were comprehensively evaluated by a core evaluation team consisting of staff from Emergency Management, General Services, Human Services, and Information Services.

On December 17, 2019, software performance demonstrations were evaluated and rated for the three Web-based Incident Management Software system vendors that met the minimum qualifications of the RFP. The evaluation committee was comprised of staff from Emergency Management, Human Services and Information Services under the guidance of the General Services. On February 18, 2020, the evaluation committee selected ESi Acquisition, Inc./Juvare LLC as the most qualified candidate for the contract. Juvare demonstrated their ability to meet and exceed the County's system requirements for implementation, training, and notifications as described in Attachment "A1". Juvare offers full 24/7 online and telephone support for their user-friendly system. This system will be configured for use by the County and used for the Operational Area partners. Juvare was able to offer a pricing plan that is affordable, versatile, and expandable also outlined in Attachment "A1".

Implementation of the trial program started on March 17, 2020. ESi Acquisition, Inc./Juvare LLC entered a 90-

day agreement with DEM for a trial version of the WebEOC system. This was offered by ESI Acquisition, Inc./Juvare LLC as a means of assisting the County of Sonoma at the onset of the response to the Coronavirus Pandemic (COVID-19) and allowing DEM to try out the system features in real time. DEM and the County EOC was able to implement the resource request and task tracking system. This allowed the EOC to track in live time all requests for supplies, equipment, personnel, and contracts. Along with live time status (in progress, assigned, canceled, unable to procure, completed, closed), and live time RSS warehouse fulfillment status. Utilization of the task tracking system has ensured that outstanding orders were followed up on promptly and resulted in streamlining our normal tracking processes with this test trial. What at times took hours to complete, can now be completed within minutes. Data collected during the current COVID-19 pandemic emergency has proven valuable to the future implementation of this system.

Full implementation and system customization will begin immediately upon execution of the contract, effective May 19, 2020. The vendor estimates two to four months to integrate customization and provide training materials and opportunities.

The first year costs of the existing system are included in the DEM FY20-21 budget. The contract terms with Juvare are \$115,375.00 for the first year, renewable for up to four years, at a cost of \$55,375 per year, not to exceed \$336,475, with an anticipated start date of July 1, 2020. The contract will be budgeted for in the DEM annual budget and department staff will research additional annual funding offsets from state and federal grant programs.

Prior Board Actions:

March 19, 2019: Adopted Resolution 19-0117 Establishing the Department of Emergency Management.

June 11, 2018: Received and accepted EOC After-Action Review and Improvement Recommendations Report.

FISCAL SUMMARY

Expenditures	FY 19-20 Adopted	FY20-21 Projected	FY 21-22 Projected
Budgeted Expenses		\$115,375	\$55,275
Additional Appropriation Requested			
Total Expenditures		\$115,375	\$55,275
Funding Sources			
General Fund/WA GF		\$115,375	\$55,275
State/Federal (FEMA Management Costs; COVID-19)			
Fees/Other			
Use of Fund Balance			
Contingencies			
Total Sources		\$115,375	\$55,275

Narrative Explanation of Fiscal Impacts:

First year implementation costs of \$115,375 are budgeted for in the FY20-21 Emergency Management budget. Subsequent annual costs of \$55,275 will be budgeted in the following consecutive four fiscal years beginning

Agenda Date: 5/19/2020

with the FY 21-22 Emergency Management budget.

Staffing Impacts:			
Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)

Narrative Explanation of Staffing Impacts (If Required):

None.

Attachments:

ESi Acquisition, Inc./Juvare LLC- Subscription Agreement DRAFT (A1); Notice of Intent to Award (A2)

Related Items "On File" with the Clerk of the Board:

ESi Acquisition, Inc./Juvare LLC Subscription Agreement (4 Copies)