CITY OF SANTA ROSA
PROFESSIONAL SERVICES AGREEMENT
WITH BUFFALO COMPUTER GRAPHICS, INC.
AGREEMENT NUMBER F001777

This "Agreement" is made as of this ____day of_____, 2018, by and between the City of Santa Rosa, a municipal corporation ("City"), and Buffalo Computer Graphics, Inc., a New York Corporation ("Consultant").

RECITALS

A.   City desires to retain a web based, commercial off-the-shelf Incident Management System for the management of information and documents related to incidents, exercises, and preplanned events.

B.   City desires to retain a qualified firm to conduct the services described above in accordance with the Scope of Services as more particularly set forth in Exhibit A to the Agreement.

C.   Consultant represents to City that it is a firm composed of highly trained professionals and is fully qualified to conduct the services described above and render advice to City in connection with said services.

D.   The parties have negotiated upon the terms pursuant to which Consultant will provide such services and have reduced such terms to writing.

AGREEMENT

NOW, THEREFORE, City and Consultant agree as follows:

1.   SCOPE OF SERVICES

Consultant shall provide to City the services described in Exhibit A ("Scope of Services"). Consultant shall provide these services at the time, place, and in the manner specified in Exhibit A. Exhibit A is attached hereto for the purpose of defining the manner and scope of services to be provided by Consultant and is not intended to, and shall not be construed so as to, modify or expand the terms, conditions or provisions contained in this Agreement. In the event of any conflict between this Agreement and any terms or conditions of any document prepared or provided by Consultant and made a part of this Agreement, including without limitation any document relating to the scope of services or payment therefor, the terms of this Agreement shall control and prevail.

2.   COMPENSATION

a.   City shall pay Consultant for services rendered pursuant to this Agreement at the rates, times and in the manner set forth in Exhibit B. Consultant shall submit monthly statements to City

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which shall itemize the services performed as of the date of the statement and set forth a progress report, including work accomplished during the period, percent of each task completed, and planned effort for the next period. Invoices shall identify personnel who have worked on the services provided, the number of hours each worked during the period covered by the invoice, the hourly rate for each person, and the percent of the total project completed, consistent with the rates and amounts shown in Exhibit B.

    b. The payments prescribed herein shall constitute all compensation to Consultant for all costs of services, including, but not limited to, direct costs of labor of employees engaged by Consultant, travel expenses, telephone charges, copying and reproduction, computer time, and any and all other costs, expenses and charges of Consultant, its agents and employees. In no event shall City be obligated to pay late fees or interest, whether or not such requirements are contained in Consultant's invoice.

    c. Notwithstanding any other provision in this Agreement to the contrary, the total maximum compensation to be paid for the satisfactory accomplishment and completion of all services to be performed hereunder shall in no event exceed the sum of one-hundred sixty-nine thousand, seven-hundred and ninety-six dollars and seventy-two cents ($169,796.72). The City's Chief Financial Officer is authorized to pay all proper claims from Charge Number GL001730-5378/ JL 02074.

3. DOCUMENTATION; RETENTION OF MATERIALS

    a. Consultant shall maintain adequate documentation to substantiate all charges as required under Section 2 of this Agreement.

    b. Consultant shall keep and maintain full and complete documentation and accounting records concerning all extra or special services performed by it that are compensable by other than an hourly or flat rate and shall make such documents and records available to authorized representatives of City for inspection at any reasonable time.

    c. Consultant shall maintain the records and any other records related to the performance of this Agreement and shall allow City access to such records during the performance of this Agreement and for a period of four (4) years after completion of all services hereunder.

4. INDEMNITY

    a. Consultant shall, to the fullest extent permitted by law, indemnify, protect, defend and hold harmless City, and its employees, officials and agents ("Indemnified Parties") from all claims, demands, costs or liability (including liability for claims, suits, actions, arbitration proceedings, administrative proceedings, regulatory proceedings, losses, expenses or costs of any kind, interest, defense costs, and expert witness fees), that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of Consultant, its officers, employees, or agents, in said performance of professional services under this Agreement, excepting only liability arising from the sole negligence, active negligence or intentional misconduct of City.

b.   The existence or acceptance by City of any of the insurance policies or coverages described in this Agreement shall not affect or limit any of City's rights under this Section 4, nor shall the limits of such insurance limit the liability of Consultant hereunder. This Section 4 shall not apply to any intellectual property claims, actions, lawsuits or other proceedings subject to the provisions of Section 17(b), below. The provisions of this Section 4 shall survive any expiration or termination of this Agreement.

5.   INSURANCE

a.   Consultant shall maintain in full force and effect all of the insurance coverage described in, and in accordance with, Attachment One, "Insurance Requirements." Maintenance of the insurance coverage set forth in Attachment One is a material element of this Agreement and a material part of the consideration provided by Consultant in exchange for City's agreement to make the payments prescribed hereunder. Failure by Consultant to (i) maintain or renew coverage, (ii) provide City notice of any changes, modifications, or reductions in coverage, or (iii) provide evidence of renewal, may be treated by City as a material breach of this Agreement by Consultant, whereupon City shall be entitled to all rights and remedies at law or in equity, including but not limited to immediate termination of this Agreement. Notwithstanding the foregoing, any failure by Consultant to maintain required insurance coverage shall not excuse or alleviate Consultant from any of its other duties or obligations under this Agreement. In the event Consultant, with approval of City pursuant to Section 6 below, retains or utilizes any subcontractors or subconsultants in the provision of any services to City under this Agreement, Consultant shall assure that any such subcontractor has first obtained, and shall maintain, all of the insurance coverages set forth in the Insurance Requirements in Attachment One.

b.   Consultant agrees that any available insurance proceeds broader than or in excess of the coverages set forth in the Insurance Requirements in Attachment One shall be available to the additional insureds identified therein.

c.   Consultant agrees that the insurance coverages and limits provided under this Agreement are the greater of: (i) the coverages and limits specified in Attachment One, or (ii) the broader coverages and maximum limits of coverage of any insurance policy or proceeds available to the name insureds.

6.   ASSIGNMENT

Consultant shall not assign any rights or duties under this Agreement to a third party without the express prior written consent of City, in City's sole and absolute discretion. Consultant agrees that the City shall have the right to approve any and all subcontractors and subconsultants to be used by Consultant in the performance of this Agreement before Consultant contracts with or otherwise engages any such subcontractors or subconsultants.

7.   NOTICES

Except as otherwise provided in this Agreement, any notice, submittal or communication

required or permitted to be served on a party, shall be in writing and may be served by personal delivery to the person or the office of the person identified below. Service may also be made by mail, by placing first-class postage, and addressed as indicated below, and depositing in the United States mail to:

City Representative:

Neil Bregman
Emergency Preparedness
Coordinator
Santa Rosa Fire Department
Office: (707) 543-3525
Mobile: (707) 292-9499
nbregman@srcity.org

Consultant Representative:

Kristen Lovejoy, PhD
Marketing Manager
Buffalo Computer Graphics, Inc.
4185 Bayview Road, Blasdell, NY 14219
klovejoy@bcgeng.com
(716) 822-8668 ext. 188
http://DisasterLAN.com

8.   INDEPENDENT CONTRACTOR

a.   It is understood and agreed that Consultant (including Consultant's employees) is an independent contractor and that no relationship of employer-employee exists between the parties hereto for any purpose whatsoever. Neither Consultant nor Consultant's assigned personnel shall be entitled to any benefits payable to employees of City. City is not required to make any deductions or withholdings from the compensation payable to Consultant under the provisions of this Agreement, and Consultant shall be issued a Form 1099 for its services hereunder. As an independent contractor, Consultant hereby agrees to indemnify and hold City harmless from any and all claims that may be made against City based upon any contention by any of Consultant's employees or by any third party, including but not limited to any state or federal agency, that an employer-employee relationship or a substitute therefor exists for any purpose whatsoever by reason of this Agreement or by reason of the nature and/or performance of any services under this Agreement.

b.   It is further understood and agreed by the parties hereto that Consultant, in the performance of Consultant's obligations hereunder, is subject to the control and direction of City as to the designation of tasks to be performed and the results to be accomplished under this Agreement, but not as to the means, methods, or sequence used by Consultant for accomplishing such results. To the extent that Consultant obtains permission to, and does, use City facilities, space, equipment or support services in the performance of this Agreement, this use shall be at the Consultant's sole discretion based on the Consultant's determination that such use will promote Consultant's efficiency and effectiveness. Except as may be specifically provided elsewhere in this Agreement, the City does not require that Consultant use City facilities, equipment or support services or work in City locations in the performance of this Agreement.

c.   If, in the performance of this Agreement, any third persons are employed by Consultant, such persons shall be entirely and exclusively under the direction, supervision, and control of Consultant. Except as may be specifically provided elsewhere in this Agreement, all terms of employment, including hours, wages, working conditions, discipline, hiring, and discharging, or any other terms of employment or requirements of law, shall be determined by Consultant. It is further understood

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and agreed that Consultant shall issue W-2 or 1099 Forms for income and employment tax purposes, for all of Consultant's assigned personnel and subcontractors.

d.   The provisions of this Section 8 shall survive any expiration or termination of this Agreement. Nothing in this Agreement shall be construed to create an exclusive relationship between City and Consultant. Consultant may represent, perform services for, or be employed by such additional persons or companies as Consultant sees fit.

9.   ADDITIONAL SERVICES

Changes to the Scope of Services shall be by written amendment to this Agreement and shall be paid on an hourly basis at the rates set forth in Exhibit B, or paid as otherwise agreed upon by the parties in writing prior to the provision of any such additional services.

10.   SUCCESSORS AND ASSIGNS

City and Consultant each binds itself, its partners, successors, legal representatives and assigns to the other party to this Agreement and to the partners, successors, legal representatives and assigns of such other party in respect of all promises and agreements contained herein.

11.   TERM, SUSPENSION, TERMINATION

a.   This Agreement shall become effective on the date that it is made, set forth on the first page of the Agreement, and shall continue in effect until both parties have fully performed their respective obligations under this Agreement, unless sooner terminated as provided herein.

b.   City shall have the right at any time to temporarily suspend Consultant's performance hereunder, in whole or in part, by giving a written notice of suspension to Consultant. If City gives such notice of suspension, Consultant shall immediately suspend its activities under this Agreement, as specified in such notice.

c.   City shall have the right to terminate this Agreement for convenience at any time by giving a written notice of termination to Consultant. Upon such termination, Consultant shall submit to City an itemized statement of services performed as of the date of termination in accordance with Section 2 of this Agreement. These services may include both completed work and work in progress at the time of termination. City shall pay Consultant for any services for which compensation is owed; provided, however, City shall not in any manner be liable for lost profits that might have been made by Consultant had the Agreement not been terminated or had Consultant completed the services required by this Agreement. Consultant shall promptly deliver to City all documents related to the performance of this Agreement in its possession or control. All such documents shall be the property of City without additional compensation to Consultant.

12.   TIME OF PERFORMANCE

The services described herein shall be provided during the period, or in accordance with the schedule, set forth in Exhibit B. Consultant shall complete all the required services and tasks and complete and tender all deliverables to the reasonable satisfaction of City, as described in Exhibit B. Upon mutual agreement by both parties, City may extend the Agreement an additional five years.

13.   STANDARD OF PERFORMANCE

Consultant shall perform all services performed under this Agreement in the manner and according to the standards currently observed by a competent practitioner of Consultant's profession in California. All products of whatsoever nature that Consultant delivers to City shall be prepared in a professional manner and conform to the standards of quality normally observed by a person currently practicing in Consultant's profession, and shall be provided in accordance with any schedule of performance. Consultant shall assign only competent personnel to perform services under this Agreement. Consultant shall notify City in writing of any changes in Consultant's staff assigned to perform the services under this Agreement prior to any such performance. In the event that City, at any time, desires the removal of any person assigned by Consultant to perform services under this Agreement, because City, in its sole discretion, determines that such person is not performing in accordance with the standards required herein, Consultant shall remove such person immediately upon receiving notice from City of the desire of City for the removal of such person.

14. CONFLICTS OF INTEREST

Consultant covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, that would conflict in any manner with the interests of City or that would in any way hinder Consultant's performance of services under this Agreement. Consultant further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent or subcontractor, without the written consent of City. Consultant agrees to avoid conflicts of interest or the appearance of any conflicts of interest with the interests of City at all times during the performance of this Agreement.

15.   CONFLICT OF INTEREST REQUIREMENTS

a.   **Generally.** The City's Conflict of Interest Code requires that individuals who qualify as "consultants" under the Political Reform Act, California Government Code sections 87200 *et seq.*, comply with the conflict of interest provisions of the Political Reform Act and the City's Conflict of Interest Code, which generally prohibit individuals from making or participating in the making of decisions that will have a material financial effect on their economic interests. The term "consultant" generally includes individuals who make governmental decisions or who serve in a staff capacity.

b.   **Conflict of Interest Statements.** The individual(s) who will provide services or perform work pursuant to this Agreement are "consultants" within the meaning of the Political Reform Act

and the City's Conflict of Interest Code:
_____ yes __X__ no *(check one)*

If "yes" is checked by the City, Consultant shall cause the following to occur within 30 days after execution of this Agreement:

(1)   Identify the individuals who will provide services or perform work under this Agreement as "consultants"; and

(2)   Cause these individuals to file with the City Clerk the assuming office statements of economic interests required by the City's Conflict of Interest Code.

Thereafter, throughout the term of the Agreement, Consultant shall cause these individuals to file with the City Clerk annual statements of economic interests, and "leaving office" statements of economic interests, as required by the City's Conflict of Interest Code.

The above statements of economic interests are public records subject to public disclosure under the California Public Records Act. The City may withhold all or a portion of any payment due under this Agreement until all required statements are filed.

16.   CONFIDENTIALITY OF CITY INFORMATION

During performance of this Agreement, Consultant may gain access to and use City information regarding inventions, machinery, products, prices, apparatus, costs, discounts, future plans, business affairs, governmental affairs, processes, trade secrets, technical matters, systems, facilities, customer lists, product design, copyright, data, and other vital information (hereafter collectively referred to as "City Information") that are valuable, special and unique assets of the City. Consultant agrees to protect all City Information and treat it as strictly confidential, and further agrees that Consultant shall not at any time, either directly or indirectly, divulge, disclose or communicate in any manner any City Information to any third party without the prior written consent of City. In addition, Consultant shall comply with all City policies governing the use of the City network and technology systems. A violation by Consultant of this Section 16 shall be a material violation of this Agreement and shall justify legal and/or equitable relief.

17.   CONSULTANT INFORMATION

a.   City shall have full ownership and control, including ownership of any copyrights, of all information prepared, produced, or provided by Consultant pursuant to this Agreement. In this Agreement, the term "information" shall be construed to mean and include: any and all work product, submittals, reports, plans, specifications, and other deliverables consisting of documents, writings, handwritings, typewriting, printing, photostatting, photographing, computer models, and any other computerized data and every other means of recording any form of information, communications, or representation, including letters, works, pictures, drawings, sounds, or symbols, or any combination

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thereof. Consultant shall not be responsible for any unauthorized modification or use of such information for other than its intended purpose by City.

b.   Consultant shall fully defend, indemnify and hold harmless City, its officers and employees, and each and every one of them, from and against any and all claims, actions, lawsuits or other proceedings alleging that all or any part of the information prepared, produced, or provided by Consultant pursuant to this Agreement infringes upon any third party's trademark, trade name, copyright, patent or other intellectual property rights. City shall make reasonable efforts to notify Consultant not later than ten (10) days after City is served with any such claim, action, lawsuit or other proceeding, provided that City's failure to provide such notice within such time period shall not relieve Consultant of its obligations hereunder, which shall survive any termination or expiration of this Agreement.

c.   All proprietary and other information received from Consultant by City, whether received in connection with Consultant's proposal, will be disclosed upon receipt of a request for disclosure, pursuant to the California Public Records Act; provided, however, that, if any information is set apart and clearly marked "trade secret" when it is provided to City, City shall give notice to Consultant of any request for the disclosure of such information. Consultant shall then have five (5) days from the date it receives such notice to enter into an agreement with the City, satisfactory to the City Attorney, providing for the defense of, and complete indemnification and reimbursement for all costs (including plaintiff's attorneys' fees) incurred by City in any legal action to compel the disclosure of such information under the California Public Records Act. Consultant shall have sole responsibility for defense of the actual "trade secret" designation of such information.

d.   The parties understand and agree that any failure by Consultant to respond to the notice provided by City and/or to enter into an agreement with City, in accordance with the provisions of subsection c, above, shall constitute a complete waiver by Consultant of any rights regarding the information designated "trade secret" by Consultant, and such information shall be disclosed by City pursuant to applicable procedures required by the Public Records Act.

18.   MISCELLANEOUS

a. Entire Agreement. This Agreement contains the entire agreement between the parties. Any and all verbal or written agreements made prior to the date of this Agreement are superseded by this Agreement and shall have no further effect.

b.   Modification. No modification or change to the terms of this Agreement will be binding on a party unless in writing and signed by an authorized representative of that party.

c.   Compliance with Laws. Consultant shall perform all services described herein in compliance with all applicable federal, state and local laws, rules, regulations, and ordinances, including but not limited to, (i) the Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq.) ("ADA"), and any regulations and guidelines issued pursuant to the ADA; and (ii) Labor Code sections 1720, et seq., which require prevailing wages (in accordance with DIR determinations at www.dir.ca.gov) be paid to any

employee performing work covered by Labor Code sections 1720 *et seq.* Consultant shall pay to the City when due all business taxes payable by Consultant under the provisions of Chapter 6-04 of the Santa Rosa City Code. The City may deduct any delinquent business taxes, and any penalties and interest added to the delinquent taxes, from its payments to Consultant.

d. Discrimination Prohibited. With respect to the provision of services under this Agreement, Consultant agrees not to discriminate against any person because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status of that person.

e. Governing Law; Venue. This Agreement shall be governed, construed and enforced in accordance with the laws of the State of California. Venue of any litigation arising out of or connected with this Agreement shall lie exclusively in the state trial court in Sonoma County in the State of California, and the parties consent to jurisdiction over their persons and over the subject matter of any such litigation in such court, and consent to service of process issued by such court.

f. Waiver of Rights. Neither City acceptance of, or payment for, any service or performed by Consultant, nor any waiver by either party of any default, breach or condition precedent, shall be construed as a waiver of any provision of this Agreement, nor as a waiver of any other default, breach or condition precedent or any other right hereunder.

g. Incorporation of Attachments and Exhibits. The attachments and exhibits to this Agreement are incorporated and made part of this Agreement, subject to terms and provisions herein contained.

19. AUTHORITY; SIGNATURES REQUIRED FOR CORPORATIONS

Consultant hereby represents and warrants to City that it is (a) a duly organized and validly existing corporation, formed and in good standing under the laws of the State of New York, (b) has the power and authority and the legal right to conduct the business in which it is currently engaged, and (c) has all requisite power and authority and the legal right to consummate the transactions contemplated in this Agreement. Consultant hereby further represents and warrants that this Agreement has been duly authorized, and when executed by the signatory or signatories listed below, shall constitute a valid agreement binding on Consultant in accordance with the terms hereof.

If this Agreement is entered into by a corporation, it shall be signed by two corporate officers, one from each of the following two groups: a) the chairman of the board, president or any vice-president; b) the secretary, any assistant secretary, chief financial officer, or any assistant treasurer. The title of the corporate officer shall be listed under the signature.

Executed as of the day and year first above stated.

CONSULTANT:

Name of Firm: Buffalo Computer Graphics, Inc.

TYPE OF BUSINESS ENTITY *(check one)*:

_____ Individual/Sole Proprietor
_____ Partnership
___X__ Corporation
_____ Limited Liability Company
_____ Other (please specify: _____)

Signatures of Authorized Persons:

By: _~Roy C. Waas~_____

Print Name: Roy C. Waas_____

Title: _____President_____

By: _____~Gary J. Masterson~_____

Print Name: Gary F. Masterson_____

Title: Vice President / Secretary_____

CITY OF SANTA ROSA
a Municipal Corporation

By:_____

Print
Name:_____

Title:_____

APPROVED AS TO FORM:

_~Angela Casagrande~_____

Office of the City Attorney

ATTEST:

_____

City Clerk

Attachments:
Attachment One - Insurance Requirements
Exhibit A - Scope of Services
Exhibit B - Compensation

ATTACHMENT ONE
INSURANCE REQUIREMENTS FOR
TECHNOLOGY AGREEMENTS

A. **Insurance Policies:** Vendor shall, at all times during the terms of this Agreement, maintain and keep in full force and effect, the following policies of insurance with minimum coverage as indicated below and issued by insurers with AM Best ratings of no less than A-:VI or otherwise acceptable to the City.

	Insurance	Minimum Coverage Limits	Additional Coverage Requirements
1.	Commercial general liability	$ 1 million per occurrence $ 2 million aggregate	Coverage must be at least as broad as ISO CG 00 01 and must include completed operations coverage. If insurance applies separately to a project/location, aggregate may be equal to per occurrence amount. **Coverage may be met by a combination of primary and umbrella or excess insurance but umbrella and excess shall provide coverage at least as broad as specified for underlying coverage. Coverage shall not exclude subsidence.**
2.	Business auto coverage	$ 1 million	ISO Form Number CA 00 01 covering any auto (Code 1), or if Vendor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than $ 1 million per accident for bodily injury and property damage.
3.	Professional liability (E&O)	$ 2 million per claim $ 2 million aggregate	Vendor shall provide on a policy form appropriate to profession. If on a claims made basis, Insurance must show coverage date prior to start of work and it must be maintained for five (5) years after completion of work.
4.	Workers' compensation and employer's liability	$ 1 million	As required by the State of California, with Statutory Limits and Employer's Liability Insurance with limit of no less than $ 1 million per accident for bodily injury or disease. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Vendor, its employees, agents and subcontractors.
5.	Cyber Liability	$ 2 million per occurrence $ 2 million aggregate	Covering claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alternation of electronic information, extortion and

network security. Such coverage is required if any products and/or services related to information technology (including hardware and/or software) are provided to City and for claims involving any professional services for which Vendor is engaged with City for such length of time as necessary to cover any and all claims.

B.   Endorsements:

1.   All policies shall provide or be endorsed to provide that coverage shall not be canceled, except after prior written notice has been provided to the City in accordance with the policy provisions.

2.   Liability, umbrella and excess policies shall provide or be endorsed to provide the following:

      a.   For any claims related to this project, Vendor's insurance coverage shall be primary and any insurance or self-insurance maintained by City shall be excess of the Vendor's insurance and shall not contribute with it; and,

      b.   **The City of Santa Rosa, its officers, agents, employees and volunteers are to be covered as additional insureds on the CGL policy.** General liability coverage can be provided in the form of an endorsement to Vendor's insurance at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10 and CG 20 37 if a later edition is used.

C.   Verification of Coverage and Certificates of Insurance: Vendor shall furnish City with original certificates and endorsements effecting coverage required above.   Certificates and endorsements shall make reference to policy numbers. All certificates and endorsements are to be received and approved by the City before work commences and must be in effect for the duration of the Agreement. The City reserves the right to require complete copies of all required policies and endorsements.

D.   Other Insurance Provisions:

1.   No policy required by this Agreement shall prohibit Vendor from waiving any right of recovery prior to loss. Vendor hereby waives such right with regard to the indemnitees.

2.   All insurance coverage amounts provided by Vendor and available or applicable to this Agreement are intended to apply to the full extent of the policies. Nothing contained in this Agreement limits the application of such insurance coverage. Defense costs must be paid in addition to coverage amounts.

3.   Policies containing any self-insured retention (SIR) provision shall provide or be endorsed to provide that the SIR may be satisfied by either Vendor or City. Self-insured retentions above $10,000 must be approved by City. At City's option, Vendor may be required to provide financial guarantees.

4.   Sole Proprietors must provide a representation of their Workers' Compensation Insurance exempt status.

5.   City reserves the right to modify these insurance requirements while this Agreement is in effect, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

The minimum scope of work required includes, but may not be limited to:

General System

1. The Vendor must provide the client with web based, Commercial off-the-shelf Incident Management system for the management of information and documents related to incidents, exercises, and preplanned events. The system must be generally available for sale and be actively supported by the vendor.
2. Users must be able to access the system using the following browsers:
    a. Firefox
    b. Chrome (on PC and Android)
    c. Edge
    d. Current Internet Explorer
    e. Safari (on Mac and iOS)
3. The system must be able to be localized so that labels, fields, and other text on the site can automatically switch languages based upon the user's browser language settings.
4. The system must completely support all of the following:
    a. Multiple Simultaneous Incidents
    b. Multiple EOCs, jurisdictions, and organizations under a unified command / management platform
    c. NIMS Standards (ICS, CAP, IMS)
    d. Role-based user identification, operation, and management
5. The system must support the following at no additional charge:
    a. Allow for an unlimited number of user accounts
    b. Allow for an unlimited number of roles
    c. Authentication integration to City Active Directory / LDAP / single-sign-on (SSO)
6. The system must support the ability to automatically notify selected users, email accounts, and distribution groups whenever a new incident, exercise, or event is added to the system.

Communications

1. The Incident Management System must provide a module or feature set that supports unified communications between users on the system, users outside the system, and other third-party systems.
2. Provided communication tools must include the ability to send a message to multiple recipients and platforms from one screen including internal messaging, email, SMS (text messaging), and interoperable messaging to other incident management systems.
3. Provided communication tools must be able to send text message and email message based alerts about important tasks and messages.
4. Provided communication tools must allow for messages to be easily converted into resource requests and tasks or tickets on the system without requiring the user to cut and paste that information to another part of the system.
5. Administrators must be able to setup templates for messages and broadcasts in order to speed up the transmission of commonly sent messages.
6. The system must accept interoperable messages from surrounding local and regional incident management systems using common communication standards/protocols.
7. The system must support the ability to send and receive data in the following standardized emergency management data standards:
    a. CAP 1.2
    b. EDXL-DE
    c. EDXL-HAVE
    d. EDXL-RM
    e. IPAWS-OPEN CAP Interface
    f. IPAWS-OPEN WEA Interface

g. IPAWS-OPEN EAS Interface

h. IPAWS-OPEN NWEM Interface

8. The system must support integration with the following standardized communication protocols for sending and receiving data from other systems:

a. SMTP (outbound Email)

b. SMS (text messaging)

c. RSS

d. IMAP4 (inbound email)

e. POP3 (inbound email)

f. IPAWS-OPEN

Resource Management

1. The Incident Management System must provide a robust resource management module or feature set that allows emergency manager to track stockpiled resources, maintain lists of Vendor provided resources, track resource requests, track deployed resources during an incident, and track costs associated with deployed resources.

2. Resource requests must support the ability to attach additional forms and fields that can track additional administrator managed questions and data needed for a particular resource request.

3. Resource requests must be able to be filled out in a wizard like interface that takes users step-by- step through the entry of any required elements for that request. Administrators must be able to organize, enable, and disable steps within a resource request.

4. Users and administrators must be able to create template of resource requests to allow users to quickly enter similar requests in a future incident or exercise.

5. Users must be able to quickly determine the status and known quantities of resources maintained in the resource stockpile.

6. Stockpiled resources must be integrated into the resource request tools within the system to allow users to easily match resource requests with known stockpiles.

7. Provided resource management tools must include full history tracking that tracks all changes that happens to a resource request. Every change must track the date/time of the change, the user account that made the change, the name of the user, and the role of the user at the time of the change.

8. Users must be able to enter new resource requests into the system from the field using a mobile application.

Task Management

1. The Incident Management System must provide a robust task management module or feature set that allows emergency manager to task missions, objective, required actions, and other incident needs to multiple roles and users on the system.

2. The task management system must support the following features:

a. Ability to track and report task priority

b. Ability to track and report task status

c. Ability to attach images, videos, and documents to the task

d. Ability to attach an unlimited number deployed assets associated with the task

e. Ability to search to tasks using text and field based searches

  f. Ability to associate tasks as subtasks to other tasks in the system

  g. Ability to quickly clone/copy a task to create another similar task

3. Task management system must support the ability to attach additional forms and fields that can track additional administrator managed questions and data needed for a particular task.

4. System must include full history tracking that tracks all changes that happens to a task. Every change must track the date/time of the change, the user account that made the change, the name of the user, and the role of the user at the time of the change.

5. The task management system must have the following reporting capabilities:

  a. Users and administrators must be able to create permanent reports that filter tasks by any type of data within that task (priority, status, incident, etc.).

  b. Reports should be able to report on any piece of data within that task including administrator managed fields.

  c. All reports must allow users to preview the information within a task without having to open the task.

  d. Previews must include a map of the location of any geographic information within that task.

  e. Previewing a task must count the task as viewed in the notification system.

  f. All reports must be viewable in a tabular, statistical, and graphical view of that data.

  g. All reports must be able to be included as part of a dashboard or status board.

  h. Ability to run a report on all tasks that are overdue or have not been worked on in a set time frame.

6. Tasks must be able to be filled out in a wizard like interface that takes users step-by-step through the entry of any required elements for that task. Administrators must be able to organize, enable, and disable steps within a task.

7. Users and administrators must be able to create templates of tasks to allow users to quickly enter similar tasks in a future incident or event.

8. Tools on the software must allow users to easily mass edit tasks. For instance, the software should allow users to change the status, priority, and due dates for a set of tasks in one step.

9. Users must be able to enter new tasks into the system from the field using a mobile application.

Status Boards

1. The system must be able to display multiple types of situational awareness information in a dashboard format.

2. The system must allow the designing and creating of status boards using simple drag and drop tools and picklist.

3. Administrators must be able to develop status boards for a particular role or group of users such as a EOC section, function or department.

4. Status Board content must be able to be updated manually for fine control, or automatically can pull in real-time updates from GIS-ESRI, ticket /task manager modules and resource management module.

5. Status Boards must be able to display any module or page in an interactive panel, allowing users to interact with the system from a simplified dashboard interface that contains all the tools needed to perform their role or position.

IAP Builder and ICS Forms

1. The system must support the ability to build/create/update a NIMS/ICS compliant Incident Action Plan using standard ICS forms, that can be modified.

2. Data in the ICS forms must be able to be entered in one area of the system without requiring the users to cut and paste that information to another part of the system.

3. The system must support export of blank or completed ICS forms and Incident Action Plans into fillable PDF format and MS WORD for further editing.

GIS Integration

1. The system must support ESRI GIS mapping file types without special programming, that displays critical data across multiple status boards and maps within the incident management system and can be exported to – ESRI ArcGIS Online and ESRI on-premise GIS systems (ArcGIS, ESRI Portal, etc).
2. The system must allow users to automatically sync any ticket/task manager or resource manager item and instantly convert it to a mapping layer or vice-a-versa.
3. This means that updates to shelter tracking, damages, donations, resources, road closures, and other
4. The system must have the ability to read in and export the following types of files and services:

   Aeris Weather Aloha Plume AVL Trackers
   CAD data via Email or custom API CSV
   ESRI ArcGIS services ESRI online services Excel
   KML MASAS
   Mesonet Services Shape files

5. Data generated in the GIS feature must be exportable and instantly displayable with all third-party COP viewers and other types of systems.
6. The mapping/GIS system should have a road closures feature/layer that can also be exported into the other status boards in the system as well as exported into a report that lists streets by name with boundaries and addresses.

System Administration & Security

1. All administration pages in the system needs to utilize an easy-to-use interface that can be utilized by authorized user groups.
2. Administrators must have access to tools that allow them to view:
   a. Errors encountered by users on the system
   b. The state and health of all services on the system
   c. The state of all communications that are queued to be sent out of the system.
   d. A report of all activities that took place during an incident.
   e. The delivery status of any messages that have been sent by communication tools in the system.
3. The system must allow administrators to easily create users, roles, group, and security permissions on the system.

4. System must include the ability to import users and roles into the system.
5. System must support Active Directory / LDAP / single-sign-on (SSO)
6. The system must support the use of Active Directory groups to secure modules, features, functionality, user uploaded content, and data.
7. All pages, features, and data fields within the system must be able to be locked down to groups of users on the system.
8. The system must support the following security features:
    a. Ability for users to recover their own password via a challenge question
    b. Ability to set password strength rules
    c. Ability to batch reset password for multiple user accounts
9. Administrators must have the ability to track a full history for all changes that happen on a user account including:
    a. User that made the change
    b. Role that made the change
    c. Time of the change
    d. What was changed on the account (including account creation date, deactivation date, deletion date change in role settings, change in group settings, and change in any other settings)
10. The vendor must keep a certified CISSP security specialist on staff that reviews development, system architecture, data structures, and interfaces within the system for security vulnerabilities.
11. System must utilize encrypted communications between the user and the server.
12. System must be housed locally on premises on a City server such that if no internet access is available system will still function locally. System must also be mirrored (backed-up) on vendor sever.

Price quoted should be for an on premises ("hybrid") solution; the total initial purchase, including licensing, installation, configuration, web training, and support for one year. Cost of annual support and updates thereafter.

5.1 COVER LETTER

Thank you for the opportunity to respond to the City of Santa Rosa's request for a Web Based Incident Management Software. Buffalo Computer Graphics Inc. (BCG) will be able to meet all of the requirements laid out in this RFP using our COTS DisasterLAN (DLAN) software with no customizations and minimal configuration required.

With 35 years of successful product design, including 15 years of experience in Incident Management, BCG is a long standing engineering firm with a history of excellent customer service satisfaction and cutting edge products. Since its release in 2002, DLAN has been deployed for multiple state, county, tribal, city, territory, and local municipalities, as well as in private-sector corporations and educational institutions. DLAN has been utilized in California by Ventura County, the City of Claremont, the City of West Hollywood, and the City of Whittier. BCG also provides solutions to the US Coast Guard in San Francisco, Petaluma, and Alameda and the US Army Transportation School on Mare Island.

DLAN is a user-friendly web-based Incident Management Solution (IMS), which simplifies task, mission, and resource management. It allows critical information to be quickly shared through secure interoperable communication features. DLAN also includes a full suite of reporting features to allow for easy after-action reporting. BCG's in-house engineering team continually updates and enhances DLAN to meet the evolving needs of our customers.

Perhaps DLAN's most unique and greatest strength is that it is a fully integrated solution. The product is designed to function as one unified platform rather than a collection of separate tools or disconnected dashboards. DLAN modules are interconnected to work together with plug-in like functionality. This internal cohesive integration means the DLAN system is more as a whole than the sum of its parts, with modules, tools, and interfaces designed to work together for a seamless user experience and improved situational awareness.

We pride ourselves on being not just a product vendor, but also being an emergency management partner with our customers. From the time of award, BCG will work closely with both the IT and Emergency Management departments to ensure that we architect and field a solution that will perform both technically and operationally.

BCG acknowledges receipt of Addenda 1 & 2. BCG confirms that we are willing to accept the terms expressed in this RFP, specifically the contract terms described in Attachment A. All proposal pricing will be valid until December 31, 2018. BCG is located at 4185 Bayview Road, Blasdell, NY 14219 and our phone number is 716-822-8668. This is the office where the project will be managed.

BCG appreciates the opportunity to provide our qualifications and present information about our solution for consideration by Santa Rosa. We would be happy to participate in any additional review processes; for additional information or to setup a demo please contact Kristen Lovejoy at 716-822-8668 or klovejoy@bcgeng.com.

Sincerely,

Gary J. Masterson

Gary Masterson
BCG Vice President

5.2 BACKGROUND AND PROJECT SUMMARY SECTION

For this project, BCG is proposing our commercially available DLAN Solution. DLAN will meet all of the requirements of this RFP without any custom development or integrations. DLAN has been commercially available since 2002 and is actively supported by BCG, who is the original developer of the product.

BCG will not just install its software in a vacuum, but will ensure that it is fully integrated into the City's systems and workflow to facilitate improved EOC operations. During the initial configuration stage, BCG will work with Santa Rosa to setup their system to meet their needs and current workflow. After initial configuration, Santa Rosa will be able to access the System Administration module to make any necessary changes to the system, at no additional charge.

Unlike many other solutions on the market, DLAN is interoperable by design, without requiring expensive Fusion Servers or third party interoperability connectors. The system follows NIEM and NIST guidelines with common protocols and standards for meaningful information exchange available out-of-the-box and is designed around the premise of sharing data (maps, files, reports, etc.) easily between different systems. Interoperability is built throughout DLAN including GIS mapping format support, communication protocols support, import/export capabilities, data format support, browser support, and mobile device support. These features will allow Santa Rosa to not only communicate with their own stakeholders, but also with other County and State systems that follow these protocols.

DLAN will allow the City to manage information and documents related to incidents, trainings, exercises, events, and daily activities. DLAN also provides task management and assignment using straightforward color coded statuses and priorities. DLAN's Status Board is designed to display multiple types of situational awareness information in a dashboard format, including summary data. All content is live and updates continuously for real time situational awareness. Information can also be visualized on a map using DLAN's ESRI compatible GIS Premium.

DLAN includes both automatic and manual staff notification options. Notifications can be sent to users within DLAN via DLAN Mail (Dmail) or it can be sent out to external contacts using email, SMS via SMTP (text message), distribution group, scenario contacts list, system to system integration, IPAWS, or other communication channel.

DLAN allows for multiple incidents and exercises to be run simultaneously. When using DLAN to respond to multiple incidents at once, the confidentiality of data between incidents can be enforced using the incident locking system. This allows users to be granted access to information within specific ongoing incidents in the system, while restricting access to others. Information can also be shared between incidents, which allows selective sharing of information.

DLAN will also allow the City to share, request, and submit information between stakeholders. DLAN is sold as a single site license and does not require an individual license for each user. The system license includes a multi-agency EULA, which provides unlimited account creation and will allow the City's emergency management partners to access the system and participate in exercises or activations.

DLAN includes a robust and flexible security utility that is part of the system administration module. It provides for multiple layers of security and access control throughout every level of the system. The permissions structure in DLAN is tiered and allows for multiple access levels with configurable role-based security mechanisms.

The solution will be provided as an on premises ("hybrid") solution with mirrored (backed-up) provided on a BCG server. The following modules/functions will be provided:

- Ticket Manager
- Ticket Manager Premium
- Mobile Responder
- Communication Center
- Chat
- Social Media Basic
- Status Board
- Status Board Builder
- GIS Basic
- GIS Premium

- Resource Database
- Asset Tracking
- ICS Forms
- Incident Action Plan
- User List
- Phonebook
- System Administration
- Online Help
- System Documentation

These modules are described in greater detail in the responses to the City's specific requirements in section 5.3.2 Statement of Work below.

5.3 DELIVERABLES AND IMPLEMENTATION PLAN

5.3.1 Implementation Plan
BCG has a 35-year history of providing solutions that are delivered on time and within budget with 100% success of attaining these goals. Once the contract award is made, our proposed Project Manager, Tim Masterson, will work with the City to develop an appropriate implementation timeline including actions, deliverables, milestones, and deadlines (a detailed tentative project timeline is given in section 5.3.3 Detail Project Schedule on page 32). Tim Masterson will then work with our subject matter experts, engineers, installation, training, and customer support teams to ensure that all milestones are met on time. BCG has numerous resources available on each of our teams who can assist in deploying new DLAN installations quickly and efficiently. In order to reduce costs, BCG plans to perform all implementation tasks remotely. If additional on-site time is desired, BCG will provide revised pricing.

BCG proposes to use standard Project Management practices to ensure a successful implementation for this project. Specifically, BCG will build a project management plan that includes a four phase approach consisting of planning, configuration, deployment, and training. Each stage will contain milestones to measure progress. This is an implementation methodology that BCG has used successfully for many years and matches well with BCG's Agile software development methodology for the DLAN system.

5.3.2 Statement of Work
General System
1. **The Vendor must provide the client with web based, Commercial off-the-shelf Incident Management system for the management of information and documents related to incidents, exercises, and preplanned events. The system must be generally available for sale and be actively supported by the vendor.**
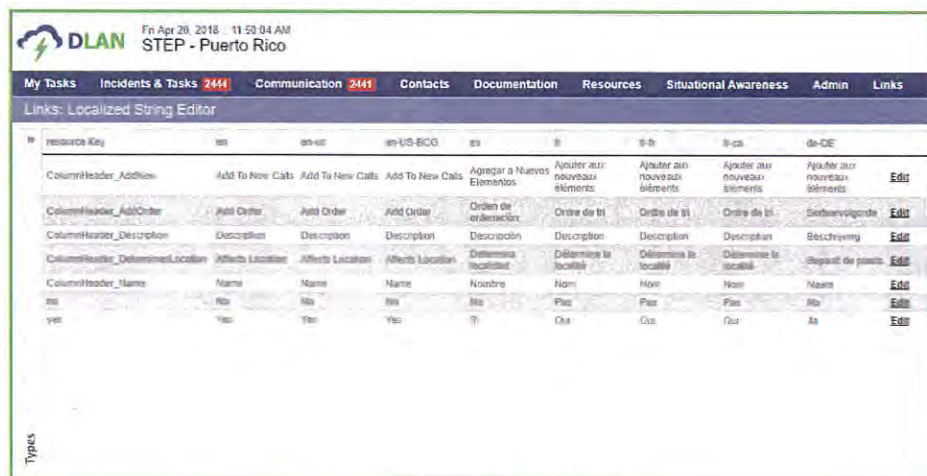
DLAN is a web based, COTS Incident Management System that can be utilized for incidents, trainings, exercises, events, and daily activities of any size or scope. DLAN has been commercially available since 2002 and is actively supported by BCG, who is the original developer of the product.

2. **Users must be able to access the system using the following browsers:**
   - a. **Firefox**
   - b. **Chrome (on PC and Android)**
   - c. **Edge**
   - d. **Current Internet Explorer**
   - e. **Safari (on Mac and iOS)**

DLAN is able to work across multiple OS platforms, browsers, and mobile devices. This includes Internet Explorer 11, Edge, Firefox, Safari, Safari on iOS, Chrome, Chrome on Android, and Android browsers. Since modern browsers are regularly updated, BCG developers are constantly reviewing and retesting on all major browser platforms so that they can identify changes or issues and adapt the system to work on the widest range of browser platforms as possible.

3. **The system must be able to be localized so that labels, fields, and other text on the site can automatically switch languages based upon the user's browser language settings.**

DLAN includes administration pages that control localization of the all visible text within the system including labels, fields, menus, and other text. Using these pages, localization values can be set so that if a user's browser identifies as a particular language, then DLAN pages can be set to display text appropriate to those labels. Localization text is controlled by the DLAN Administrator, allowing for region specific dialects and terminology to be utilized. This allows for the system to be more easily utilized in multi-language jurisdictions.

Figure 1: Language Localization

4. **The system must completely support all of the following:**
   - a. **Multiple Simultaneous Incidents**

b. **Multiple EOCs, jurisdictions, and organizations under a unified command / management platform**
c. **NIMS Standards (ICS, CAP, IMS)**
d. **Role-based user identification, operation, and management**

DLAN is designed to support multiple simultaneous incidents and work across multiple EOCS, jurisdictions, and organizations with features such as multiple location and multiple user web based access, multi-tiered security settings, multi-agency EULA, incident locking, DLAN system-to-system integration, and adherence to inoperability standards.

The Incident Command System (ICS) approach to emergency management is the framework for all areas of DLAN. All BCG DLAN staff have been trained in the Incident Command System and National Response Framework through the ICS 400 level.

DLAN is the only incident management system to have completed full NIMS-STEP testing to ensure that FEMA considers it compliant with both the technical and methodological standards for an Incident Command System. An excerpt from the report is included below; the full report is available upon request.

NIMS Concepts and Principles

Table 1: NIMS Criteria Rating Summary provides a summary of findings for NIMS criteria. Key elements identified within each NIMS criterion are cited as Minimum Product Requirements. These requirements were derived from the NIMS document and impact the overall rating of the product's adherence to NIMS concepts and principles. The numbers provided below summarize ratings (Agree, Disagree, Not Applicable) for Minimum Product Requirements within each NIMS criterion.

Table 1: NIMS Criteria Rating Summary

NIMS Criteria (Number of Minimum Product Requirements)	# Agree	# Disagree	# Not Applicable
Emergency Support (1)	1	0	0
Hazards (1)	1	0	0
Preparedness (1)	1	0	0
Communications and Information Management (9)	9	0	0
Resource Management (10)	10	0	0
Command and Management (2)	2	0	0

Note: A description of the NIMS criteria and Minimum Product Requirements is provided in Appendix A.

DisasterLAN is consistent with all six of the NIMS criteria (Emergency Support, Hazards, Preparedness, Communications and Information Management, Resource Management, Command and Management). Overall, DisasterLAN applies to all of the 24 Minimum Product Requirements; of which 24 are consistent with NIMS concepts and principles. An overview for each NIMS criterion is provided below; explanations of all findings are provided in section 3.0 Results.

Emergency Support:

DisasterLAN meets the Minimum Product Requirement for Emergency Support as the system is consistent with applicable Emergency Support Functions (ESFs) and core functions of the Incident Command System (ICS). DisasterLAN applies to all of the 15 ESFs and it is applicable to all of the nine Incident Command functions (see Emergency Support in **Table 8: NIMS STEP Worksheet**).

Figure 2: Excerpt from NIMS STEP Report

DLAN encourages an ICS based workflow process for handling information in the system as each end-user has a clearly defined job duty and passes information along to the next person in the chain. This includes role-based user identification, operation, and management, helping to maintain span of control and responsibility.

Additionally, DLAN comes preloaded with several default data sets, forms, and communications protocols that are NIMS ICS compliant, including: NIMS Resource Types, NIMS ICS Forms, NIMS ICS Incident/Event Categories, and ICS based Action Plans.

5. **The system must support the following at no additional charge:**
   a. **Allow for an unlimited number of user accounts**
   b. **Allow for an unlimited number of roles**
   c. **Authentication integration to City Active Directory / LDAP / single-sign-on (SSO)**

DLAN allows for unlimited number of user accounts and roles. Authentication integration to City Active Directory / LDAP / single-sign-on (SSO) is included at no additional charge.

6. **The system must support the ability to automatically notify selected users, email accounts, and distribution groups whenever a new incident, exercise, or event is added to the system.**

DLAN includes both automatic and manual notifications. When a new incident, exercise, or event is created in the system, the initiator can choose to trigger a notification as part of the incident/event creation process. The notification can be sent to users within DLAN via DLAN Mail (Dmail) or it can be sent out to external contacts using email, SMS via SMTP (text message), distribution group, scenario contacts list, system to system integration, IPAWS, or other communication channel. Incident and event alerts can also be configured to trigger automatically to any of the methods listed above based on system settings.
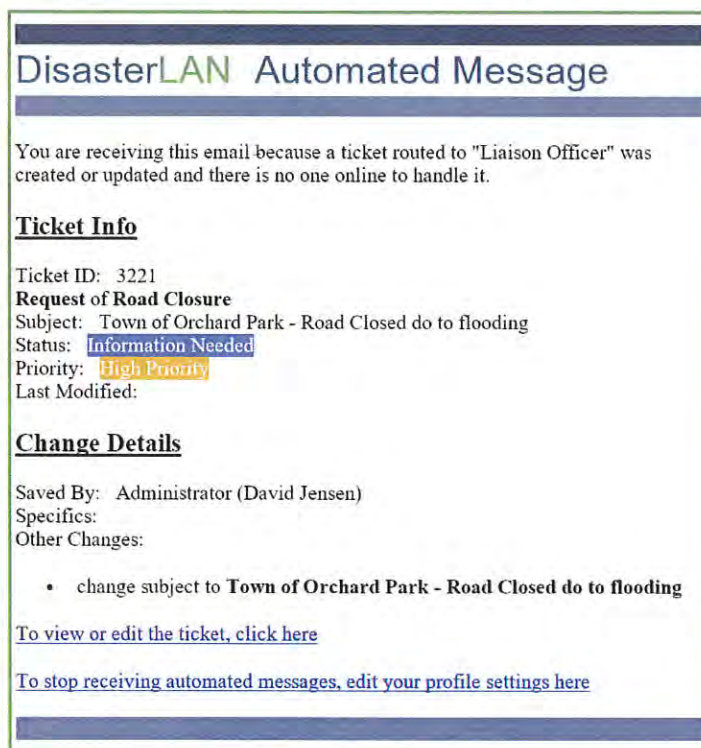
Figure 3 - Sample email notification to Offline Role

Communications

1. **The Incident Management System must provide a module or feature set that supports unified communications between users on the system, users outside the system, and other third-party systems.**

DLAN's Communications Center is specifically designed to fulfill all user to user and system to system communication needs, both during daily operations and an emergency. Unlike many solutions out there, DLAN is interoperable by design; it follows NIEM and NIST guidelines with common protocols and standards for meaningful information exchange available out-of-the-box without requiring external servers or third party plug-ins.
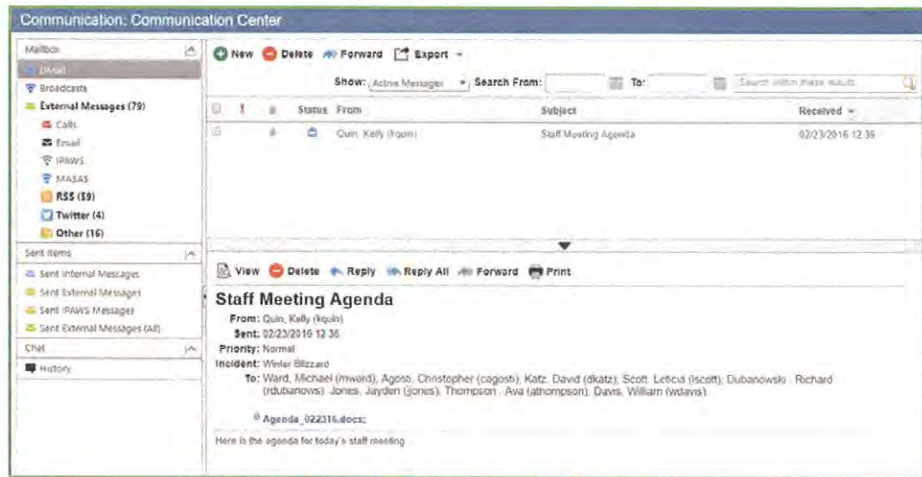
Figure 4: Communication Center

2. **Provided communication tools must include the ability to send a message to multiple recipients and platforms from one screen including internal messaging, email, SMS (text messaging), and interoperable messaging to other incident management systems.**

The Communication Center provides all the tools necessary to send messages to multiple recipients and platforms from one unified location, including internal messaging, email, SMS (text messaging), and interoperable messaging to other incident management systems.
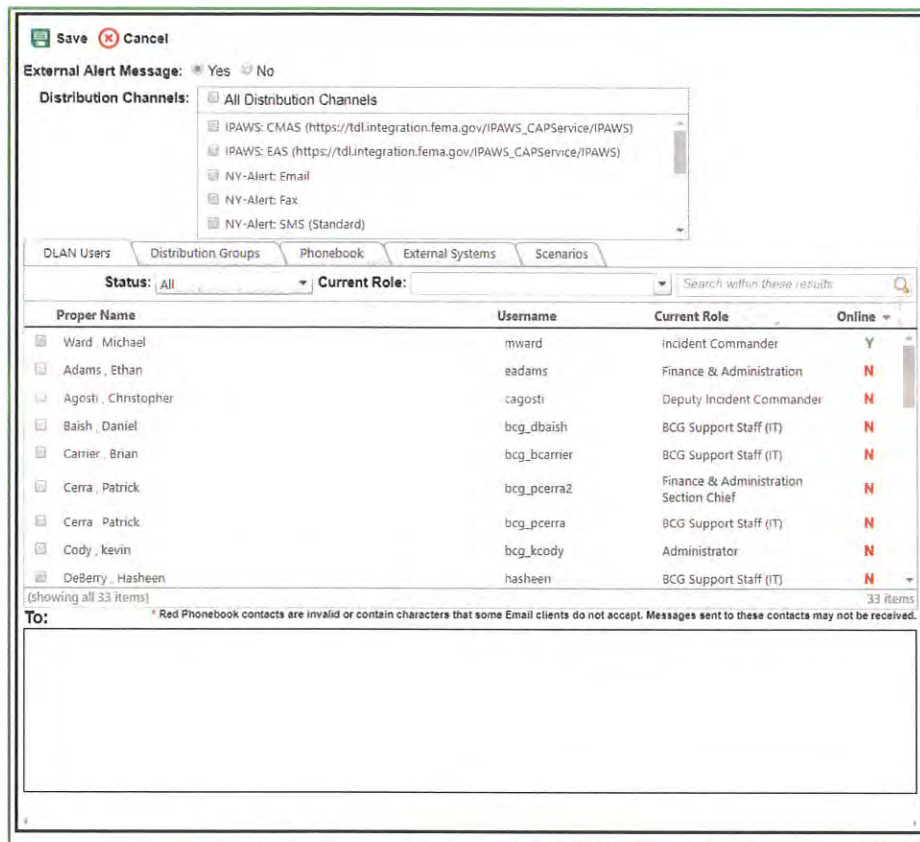
Figure 5: New Message - Recipient Options

3. **Provided communication tools must be able to send text message and email message based alerts about important tasks and messages.**

The Communication Center can send text messages and email alerts about important tasks and messages.

4. **Provided communication tools must allow for messages to be easily converted into resource requests and tasks or tickets on the system without requiring the user to cut and paste that information to another part of the system.**

Any message in the Communication Center can be easily posted to a ticket, which are used to manage resource requests and tasks, without any duplicate data entry.
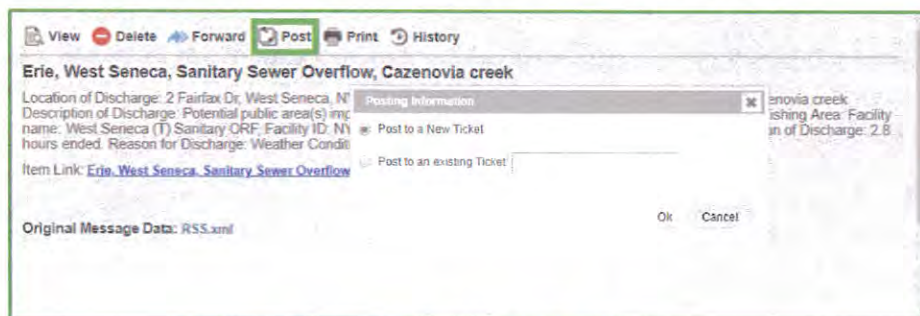
Figure 6: Post RSS Feed to Ticket

Figure 7: New Ticket Created from Post

5. **Administrators must be able to setup templates for messages and broadcasts in order to speed up the transmission of commonly sent messages.**

In the Communication Center, administrators can create templates that users can access to pre-populate all aspects of a message (subject, message, attachments, recipients, notification platforms, etc.). These templates can be set for both internal DLAN messaging (Dmail), internal DLAN alerts (broadcasts), emails, IPAWS-OPEN messages, WEA/CMAS messages, and interoperable messages to other third party systems.

Figure 8: Communication Center Template

6. **The system must accept interoperable messages from surrounding local and regional incident management systems using common communication standards/protocols.**

All DLAN systems are interoperable with each other, allowing ticket and data fields to be directly sent from system to system. DLAN can exchange information with any other system that utilizes common protocols for communication and information exchange such as CAP, EDXL, and IPAWS.

7. **The system must support the ability to send and receive data in the following standardized emergency management data standards:**
   a. **CAP 1.2**
   b. **EDXL-DE**

c. **EDXL-HAVE**
d. **EDXL-RM**
e. **IPAWS-OPEN CAP Interface**
f. **IPAWS-OPEN WEA Interface**
g. **IPAWS-OPEN EAS Interface**
h. **IPAWS-OPEN NWEM Interface**

DLAN supports all of the above data standards. BCG is a part of a short list of vendors across the nation who have proven through demonstration their ability to generate alert messages and deliver them to FEMA's Integrated Public Alert and Warning System (IPAWS) for dissemination to the public. BCG successfully demonstrated our IPAWS Alert Origination Service Provider (AOSP) capabilities in a technology webinar hosted by the FEMA IPAWS Lab in April 2017.

8. **The system must support integration with the following standardized communication protocols for sending and receiving data from other systems:**
    a. **SMTP (outbound Email)**
    b. **SMS (text messaging)**
    c. **RSS**
    d. **IMAP4 (inbound email)**
    e. **POP3 (inbound email)**
    f. **IPAWS-OPEN**

DLAN supports all of the above standard communication protocols.

Resource Management

1. **The Incident Management System must provide a robust resource management module or feature set that allows emergency manager to track stockpiled resources, maintain lists of Vendor provided resources, track resource requests, track deployed resources during an incident, and track costs associated with deployed resources.**

The Resource Database is DLAN's main resource inventory portal. It provides a way to enter, manage, and track supplies and resources. Resources can be added to organization records to establish suppliers and inventory stockpiles. They can also be automatically matched to tickets in the Ticket Manager making fulfilling resource requests quick and easy. As resources are added to the resources stockpile or deployed for use during an incident, the list of available resources can be updated accordingly, giving an accurate, real time listing of available resources.

Figure 9: Resource Database

Asset Tracking provides a way for users to track deployed assets and resources for a particular incident and quickly view the status, quantity, and location of all deployed assets in the asset ledger.

Figure 10: Asset Ledger

2. **Resource requests must support the ability to attach additional forms and fields that can track additional administrator managed questions and data needed for a particular resource request.**

Resource Request Forms can be created, configured, or modified by Santa Rosa as needed using the DLAN Ticket Form builder feature. The Ticket Manager includes ticket forms to standardize how information is entered. These fully customizable templates allow administrators to decide exactly what information they want collected for particular types of requests, offers, and reports in the system. Ticket Forms can contain any combination of fields, labels, grids, drop-down lists, radio buttons, text areas, check-boxes, validation, and other HTML layout that are needed in order to create a working electronic form that fits the needs of the organization. These forms can be setup for reporting so that data from forms can be queried and displayed in Ticket Manager Reports and Status Boards. Forms can also be created to have mobile device specific versions.

Figure 11: Ticket Form Manager

Several of our customers make use of this feature to create standardized resource request forms for use by field and EOC staff for all resource requests. Others make different request forms based upon the type of resource. Once the necessary resource request forms are created by Santa Rosa, they can be can be tied to specific resource request workflows using the Ticket Manager's Automated Decision Making feature. For example, when a user enters a ticket to request a generator, DLAN can automatically append a generator request resource form to the ticket for completion.

3. **Resource requests must be able to be filled out in a wizard like interface that takes users step-by-step through the entry of any required elements for that request. Administrators must be able to organize, enable, and disable steps within a resource request.**

The Ticket Wizard guides users through the process of properly submitting a resource request/ticket by using a simple step-by-step interface. The Wizard presents users with a series of questions that allows them to provide the necessary information more intuitively. Steps can be organized, enabled, and disabled. The feature can be turned on or off on an account, role, or system wide basis by an administrator giving them more control over the end user experience.

Figure 12: Ticket Wizard

4. **Users and administrators must be able to create template of resource requests to allow users to quickly enter similar requests in a future incident or exercise.**

Users can create ticket templates associated with various types of resources. Templates allow users to draft pre-planned actions, prepare initial log entries, setup predetermined priorities and statuses, set initial routings, prefill forms, and prepare other data that would be needed on a ticket of that type. Once created, templates can be posted to an incident anytime, allowing users to rapidly enter a new ticket into DLAN.
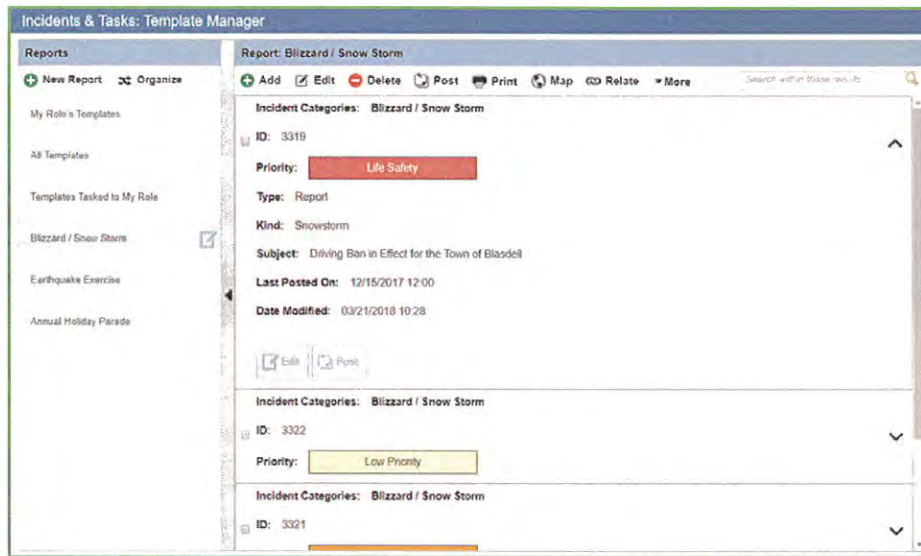
Figure 13: Ticket Template

5. Users must be able to quickly determine the status and known quantities of resources maintained in the resource stockpile.

Users can quickly view the status and known quantities of resources maintained in the resource stockpile.
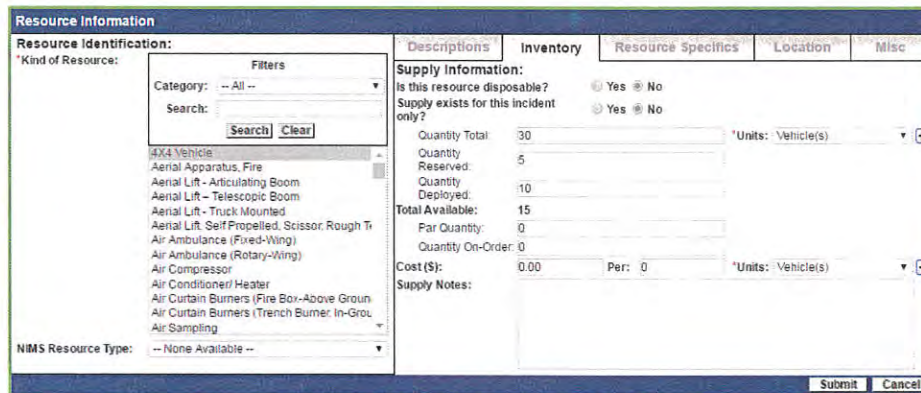

Figure 14: Resource Information

They can also view the status of deployed assets in the asset ledger, which can be displayed in dashboards and on GIS Premium.
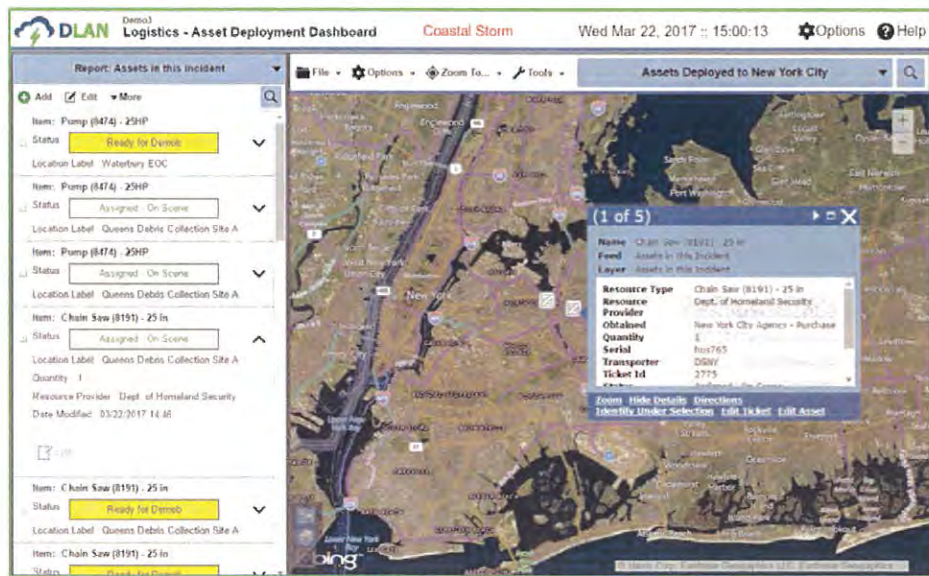
Figure 15: Asset Deployment Dashboard

6. **Stockpiled resources must be integrated into the resource request tools within the system to allow users to easily match resource requests with known stockpiles.**

The Ticket Manager is fully integrated with the Resource Database, allowing users to easily match resource requests with known stockpiles.
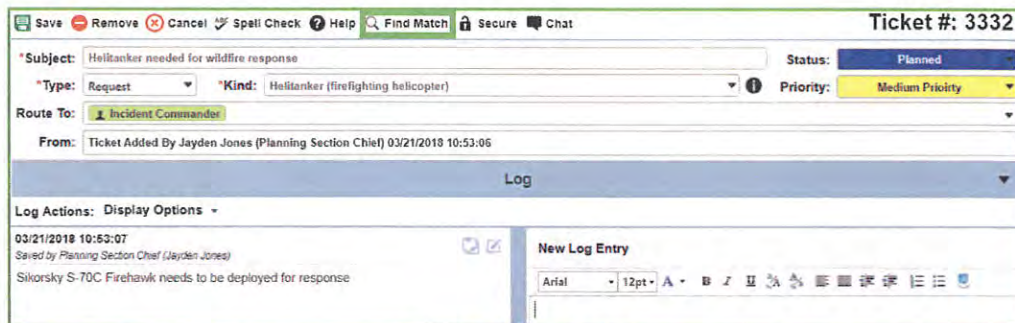
Figure 16: Find Match

7. **Provided resource management tools must include full history tracking that tracks all changes that happens to a resource request. Every change must track the date/time of the change, the user account that made the change, the name of the user, and the role of the user at the time of the change.**

All information added or modified in DLAN is automatically date and time stamped and displayed in the user interface. All changes are tracked by date/time, user account that made the change, the name of the user, and the role of the user at the time of the change.

Log Actions: Display Options ⌄		
03/21/2018 11:06:36 *Saved by Incident Commander (Michael Ward)* Helitanker deployed from stockpile.		
03/21/2018 10:53:07 *Saved by Planning Section Chief (Jayden Jones)* Sikorsky S-70C Firehawk needs to be deployed for response		
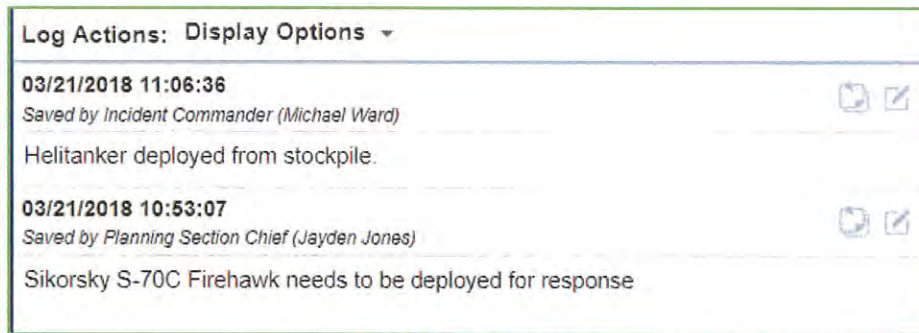
Figure 17: Action Log

8. Users must be able to enter new resource requests into the system from the field using a mobile application.

Users can enter new resource requests from the field using DLAN's Mobile Responder App. The Mobile Responder App allows field staff to work offline with any mobile form on their system as well as submit data and images back to DLAN. The App stores all report data locally on the device and automatically sends it to DLAN whenever connectivity is reestablished. This "store and forward" capability ensures data integrity and usability under the most adverse conditions.
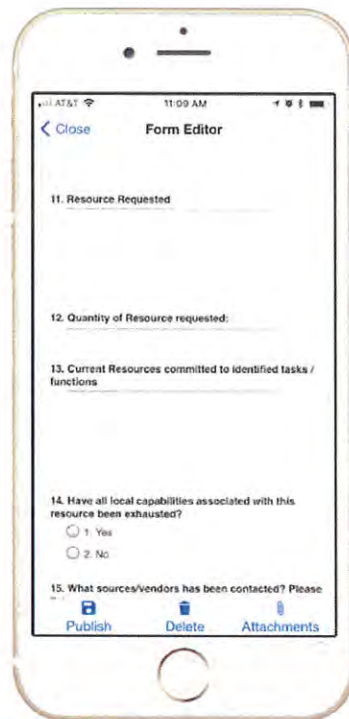
Figure 18: Mobile Responder - Resource Request

Task Management

1. The Incident Management System must provide a robust task management module or feature set that allows emergency manager to task missions, objective, required actions, and other incident needs to multiple roles and users on the system.

The Ticket Manager is DLAN's main resource, issue, and task management module. It creates a common area for collaborative issue tracking and real-time information sharing using

straightforward color coded statuses and priorities. It allows emergency managers to task any incident management task/mission/objective/need to multiple roles and users on the system.
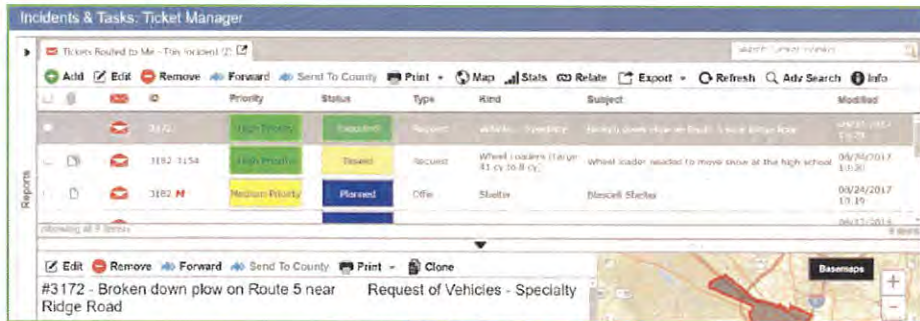

Figure 19: Ticket Manager

2. **The task management system must support the following features:**
   a. **Ability to track and report task priority**
   b. **Ability to track and report task status**
   c. **Ability to attach images, videos, and documents to the task**
   d. **Ability to attach an unlimited number deployed assets associated with the task**
   e. **Ability to search to tasks using text and field based searches**
   f. **Ability to associate tasks as subtasks to other tasks in the system**
   g. **Ability to quickly clone/copy a task to create another similar task**

The Ticket Manager allows users to track and report task priority and status using an easy to view color coded system, as shown Figure 19: Ticket Manager above. It also allows users to attach images, videos, and documents and an unlimited number of deployed assets, as shown Figure 21: Mission Ticket with Task Ticket below. It also includes both simple text search and advance field search.
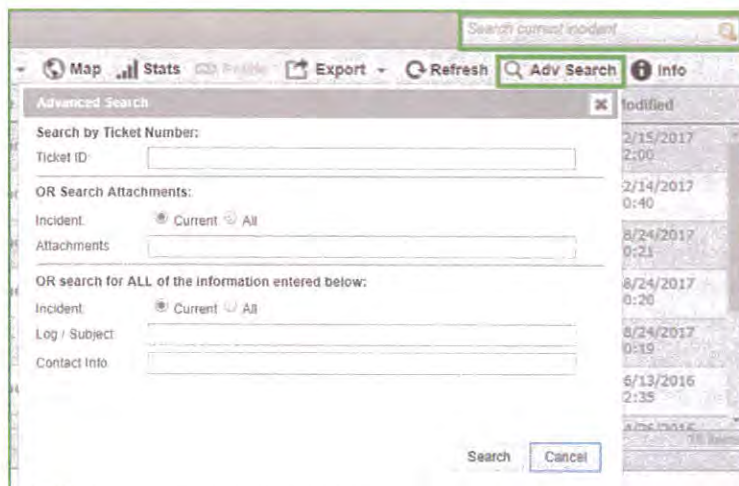

Figure 20: Basic and Advanced Search

With DLAN Ticket Manager, users can easily associate tasks and subtasks in the system. These are shown in the Related Ticket tab.
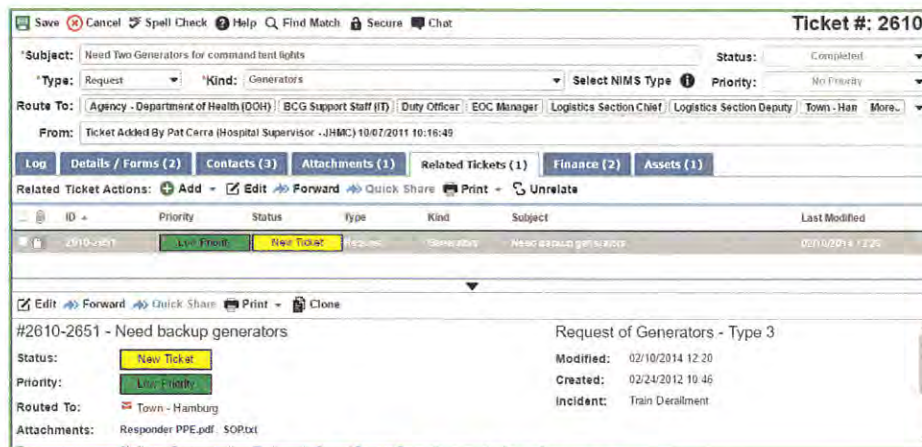
Figure 21: Mission Ticket with Task Ticket

The Ticket Manager also allows users to quickly clone/copy a task to create another similar task using the clone button, as shown in Figure 19: Ticket Manager above.

3. **Task management system must support the ability to attach additional forms and fields that can track additional administrator managed questions and data needed for a particular task.**

Additional task management forms can be created, configured, or modified by Santa Rosa as needed using the DLAN Ticket Form builder feature. This feature is described in detail in the Resource Management Section #2 on page 13.

4. **System must include full history tracking that tracks all changes that happens to a task. Every change must track the date/time of the change, the user account that made the change, the name of the user, and the role of the user at the time of the change.**

All information added or modified in DLAN is automatically date and time stamped and displayed in the user interface. All changes are tracked by date/time, user account that made the change, the name of the user, and the role of the user at the time of the change, as shown in Figure 17: Action Log on page 17.

5. **The task management system must have the following reporting capabilities:**
   a. **Users and administrators must be able to create permanent reports that filter tasks by any type of data within that task (priority, status, incident, etc.).**
   b. **Reports should be able to report on any piece of data within that task including administrator managed fields.**
   c. **All reports must allow users to preview the information within a task without having to open the task.**
   d. **Previews must include a map of the location of any geographic information within that task.**
   e. **Previewing a task must count the task as viewed in the notification system.**
   f. **All reports must be viewable in a tabular, statistical, and graphical view of that data.**
   g. **All reports must be able to be included as part of a dashboard or status board.**
   h. **Ability to run a report on all tasks that are overdue or have not been worked on in a set time frame.**

Users and administrators are able to create permanent reports that are able to include any piece of data within the task including administrator managed fields. These reports can be filtered by any type of data.
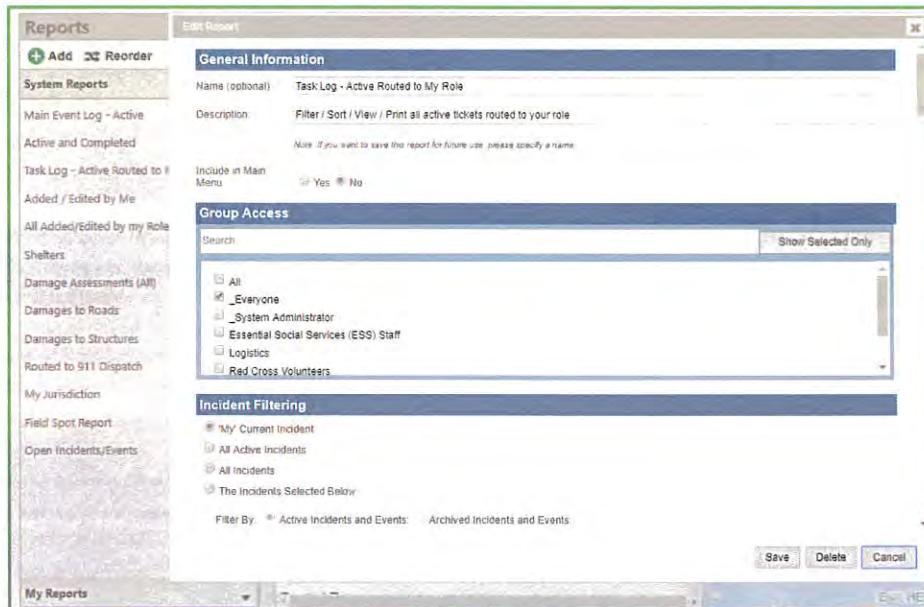

Figure 22: Ticket Report

Information within each ticket can be viewed in the preview pane, which also includes a map of any geocoded information, as shown in Figure 19: Ticket Manager on page 18. When a ticket is previewed it is counted as viewed in the system.

DLAN reports can easily be viewed in multiple presentations including tabular, geographic (map), statistical, and graphical. Advanced presentations can easily be done by clicking on "Map" or "Stats" buttons embedded within each report.
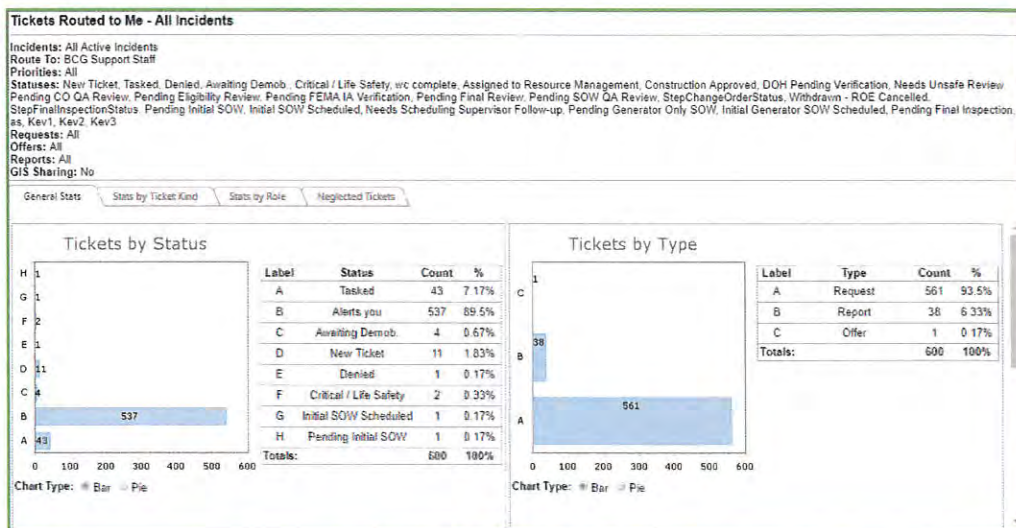
Figure 23: Report Statistics

All reports can be viewed as part of a dashboard, as shown in Figure 27: Shelter Assistance Dashboard on page 22 and Figure 29: Role Based Status Board on page 23. The Ticket

Manager also includes the ability to run a report on all tasks that are overdue or have not been worked on in a set time frame (overdue tickets also display as red on a user's ticket report).

Figure 24: Neglected Ticket Report

6. **Tasks must be able to be filled out in a wizard like interface that takes users step-by-step through the entry of any required elements for that task. Administrators must be able to organize, enable, and disable steps within a task.**

The Ticket Wizard performs all of these functions, please see the Resource Management Section Question #3 on page 14 for additional details.

7. **Users and administrators must be able to create templates of tasks to allow users to quickly enter similar tasks in a future incident or event.**

Users can create ticket templates associated with various types of tasks. This feature is described in detail in the Resource Management Section Question #4 on page 14.

8. **Tools on the software must allow users to easily mass edit tasks. For instance, the software should allow users to change the status, priority, and due dates for a set of tasks in one step.**

Users can easily mass edit tasks using the Ticket Manager. Users can change the status, priority, and due dates for a set of tasks in one step using this feature.

Figure 25: Mass Edit Tickets

9. **Users must be able to enter new tasks into the system from the field using a mobile application.**

New tasks can be entered into the system using the Mobile Responder App, similarly to resource requests described in Resource Management Question #8 on page 17
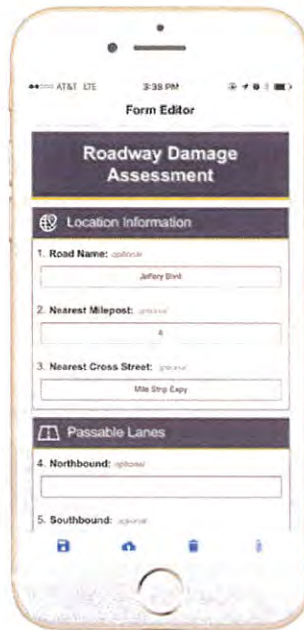
Figure 26: Mobile Responder – Roadway Damage Assessment

Status Boards

1. **The system must be able to display multiple types of situational awareness information in a dashboard format.**

DLAN's Status Board is designed to display multiple types of situational awareness information in a dashboard format. All content is live and updates continuously for real time situational awareness.
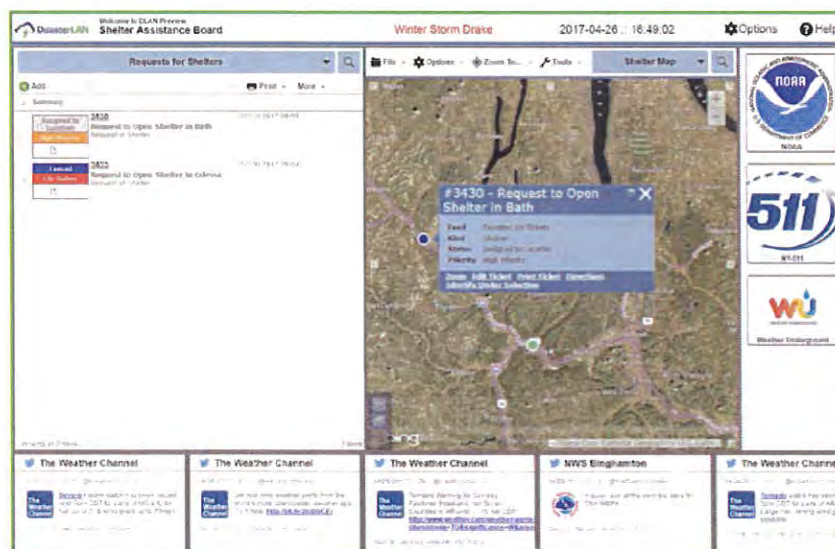

Figure 27: Shelter Assistance Dashboard

2. The system must allow the designing and creating of status boards using simple drag and drop tools and picklist.

The Status Board Builder allows administrators to build as many custom boards as desired using simple drag and drop tools and picklists.
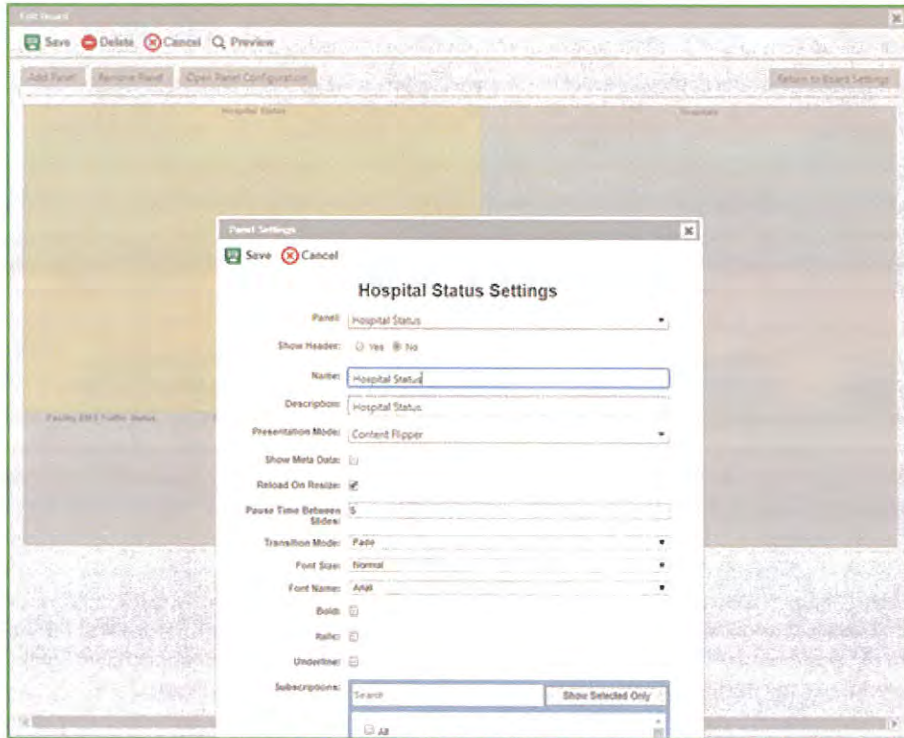
Figure 28: Status Board Admin

3. Administrators must be able to develop status boards for a particular role or group of users such as a EOC section, function or department.

Status Boards can be created for a particular role or group of users. For example, many current DLAN clients create role-specific dashboards and set them as the landing page/DLAN homepage for users in that role. This means that when these users login they can easily view and access information specific to their job functions.

Figure 29: Role Based Status Board

4. **Status Board content must be able to be updated manually for fine control, or automatically can pull in real-time updates from GIS-ESRI, ticket /task manager modules and resource management module.**

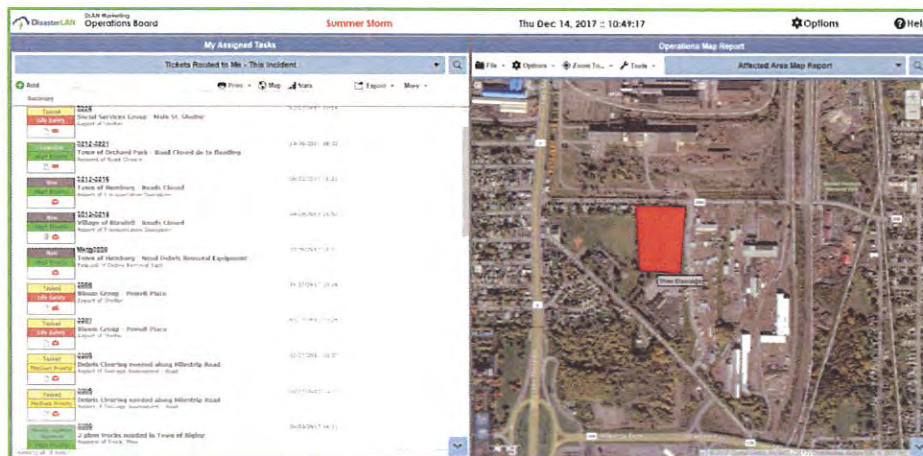The Status Board leverages both user updated content (e.g. incident messages) and automated external data sources (e.g. Twitter). It can automatically pull in information from other DLAN modules, including from GIS Premium, Ticket Manager, Resource Database, and Asset Tracking modules.

5. **Status Boards must be able to display any module or page in an interactive panel, allowing users to interact with the system from a simplified dashboard interface that contains all the tools needed to perform their role or position.**

The Status Board is commonly used to display module reports, such as ticket reports, allowing users to interact with the system from a simplified dashboard interface that contains all the tools needed to perform their role. All board elements are interactive and the content viewed can be customized by the user for his or her current session without affecting other users.

IAP Builder and ICS Forms

1. **The system must support the ability to build/create/update a NIMS/ICS compliant Incident Action Plan using standard ICS forms, that can be modified.**

The Incident Command System (ICS) approach to emergency management is the framework for all areas of DLAN. Both standard and custom ICS forms can be used to create IAPs. The IAP module allows users to compile ICS forms into IAPs following FEMA's guidelines. The module guides users through the steps of creating an IAP, using simple drop-down lists, value pickers, and data validation, and allows for information that will be used in multiple areas in the IAP to be entered once, eliminating duplicate data entry and reducing the chance of errors. IAPs can be saved as drafts, reviewed, published, and Emailed to appropriate agencies.

Figure 30: Incident Action Plan

2. **Data in the ICS forms must be able to be entered in one area of the system without requiring the users to cut and paste that information to another part of the system.**

All ICS information is entered into one area of the system, eliminating duplicate data entry.

3. **The system must support export of blank or completed ICS forms and Incident Action Plans into fillable PDF format and MS WORD for further editing.**

ICS forms and IAPS can be exported into fillable PDF/Word formats for further editing.

GIS Integration

1. **The system must support ESRI GIS mapping file types without special programming, that displays critical data across multiple status boards and maps within the incident management system and can be exported to – ESRI ArcGIS Online and ESRI on-premise GIS systems (ArcGIS, ESRI Portal, etc).**

BCG has been providing ESRI based GIS Platforms since 2004. Our proven solutions are fully integrated into DLAN and allow users to view and work with essential incident information on a map. With DLAN's GIS Premium, anyone can reap the benefits that GIS mapping technology can offer, without any special programming knowledge. Information can be displayed across the DLAN system, including in status boards and maps, and can be exported to ESRI ArcGIS Online and ESRI on premise GIS systems.

Figure 31: GIS Premium - Radar Layer

2. **The system must allow users to automatically sync any ticket/task manager or resource manager item and instantly convert it to a mapping layer or vice-a-versa.**

DLAN automatically syncs any ticket/task/resource item and instantly converts it to a mapping layer.
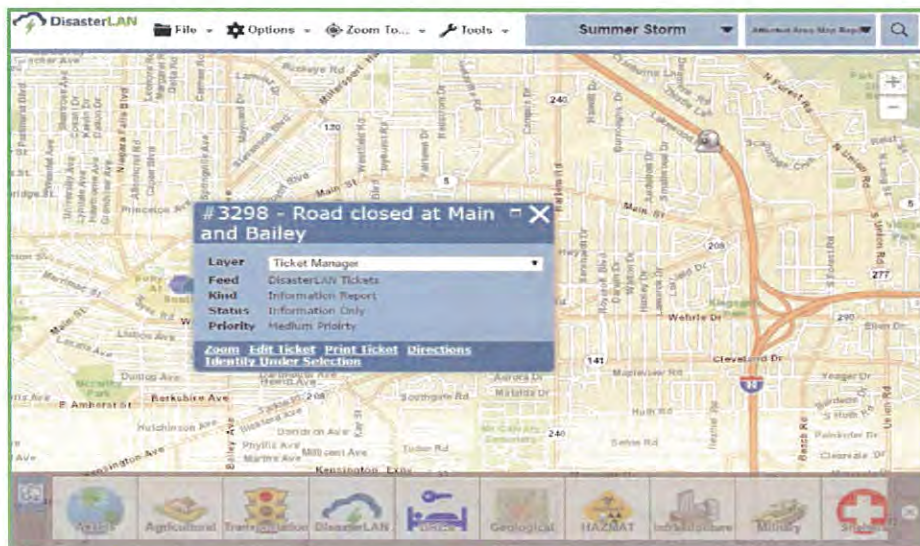
Figure 32: Ticket Display on Map

3. **This means that updates to shelter tracking, damages, donations, resources, road closures, and other.**

Automatic syncing includes shelter tracking, damages, donations, resources, road closures, and other DLAN modules/items.

4. **The system must have the ability to read in and export the following types of files and services:**
   - **Aeris Weather Aloha Plume AVL Trackers**
   - **CAD data via Email or custom API CSV**
   - **ESRI ArcGIS services ESRI online services Excel**
   - **KML MASAS**
   - **Mesonet Services Shape files**

DLAN can read in and export to the following:

- Aeris Weather
- Aloha Plume
- AVL Trackers
- CAD data via Email or custom API
- CSV
- ESRI ArcGIS services
- ESRI Online services
- Excel
- GeoJSON
- KML
- MASAS
- Mesonet Services
- Shapefiles

5. **Data generated in the GIS feature must be exportable and instantly displayable with all third party COP viewers and other types of systems.**

In addition to the above mentioned services, DLAN's ArcGIS Sync tool allows users to take any Ticket Manager report and instantly convert it to a feature layer service on ArcGIS online. This means that tickets tracking shelters, damages, donations, resources, road closures, and other items can be sent to ArcGIS online in real-time as they change in DLAN. Any information included on that report (including any geographic data from addresses, coordinates, points, lines, and polygons) can then be instantly shared on ArcGIS online as layers in Public Dashboards, third party COP viewers, and other types of systems.

Figure 33: ArcGIS Sync NYS DMNA Gotham Shield Exercise

6. **The mapping/GIS system should have a road closures feature/layer that can also be exported into the other status boards in the system as well as exported into a report that lists streets by name with boundaries and addresses.**

DLAN's GIS includes ESRI Traffic & Streets data by default, giving all of our GIS users the ability to see live traffic map information including traffic incidents and traffic speed/conditions. Based on HERE MAPS and ESRI traffic tracking technology, this real-time traffic information can be included on any mapped status board within the system. Finally, all of this traffic information can easily be selected and exported using our map identification tools. This makes it easy to share critical traffic information outside the system.
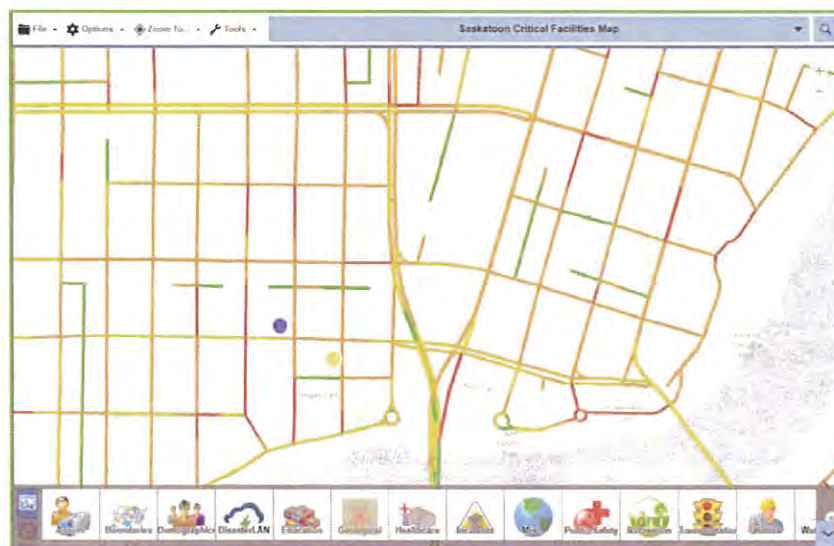

Figure 34: Road Closure Feature

System Administration & Security

1. **All administration pages in the system needs to utilize an easy-to-use interface that can be utilized by authorized user groups.**

With DLAN there is no need to use separate administrative menus for different areas of the system; universal system changes can be made by authorized users from one easy to use menu.
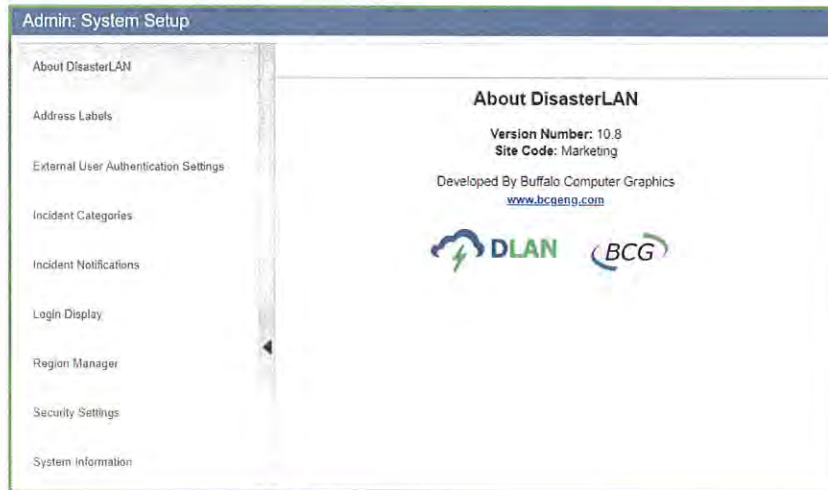

Figure 35: System Admin - System Setup

2. **Administrators must have access to tools that allow them to view:**
   a. **Errors encountered by users on the system**
   b. **The state and health of all services on the system**
   c. **The state of all communications that are queued to be sent out of the system.**
   d. **A report of all activities that took place during an incident.**
   e. **The delivery status of any messages that have been sent by communication tools in the system.**

DLAN includes all of the reports listed above and then some. The table below includes a subset of many of the reports included by default as a part of the system.

ICS Reports	Resource Reports	Miscellaneous Reports
• All Standardized ICS Forms • Standardized IAP Form Set • ICS Checklists	• Master Inventory List • Organization Inventory List • Summary & Detail Reports	• Incident Contacts Report • Online/Offline User List • System Event Log • Message Queue Report • Service Monitor Status Report
Incident Reports	**Ticket Reports**	**Security Reports**
• User Timeline, Activity, & History • Incident After Action Report • Open & Closed Incidents • Incidents by Type • Ticket Incident Statistics	• Active, Completed, and All Calls Reports • Ticket Submitted by Role Report • Tickets Added/Edited by Role • Neglected Tickets Report • Shelter Status Report • Damages Report • Incident Donations • Incident Resource Requests • Incident Information Reports • Statistical & Graphical Reports	• Users to Groups, Roles, & Modules • Security Violations & Password Age • Deleted User Report • User Login Report • User Folder / File Access Report • LDAP Integration Status Report

Figure 36: DLAN Built-in Reports

3. **The system must allow administrators to easily create users, roles, group, and security permissions on the system.**

Administrators may configure an unlimited number of users, roles, group, and security permissions. Groups and roles may be assigned to a user account through the use of a simple checkbox system. Users may have one or more groups and roles. Groups are designed to be customized quickly and easily to define user permissions. Roles are designed to establish job duties and to tailor information routing privileges.
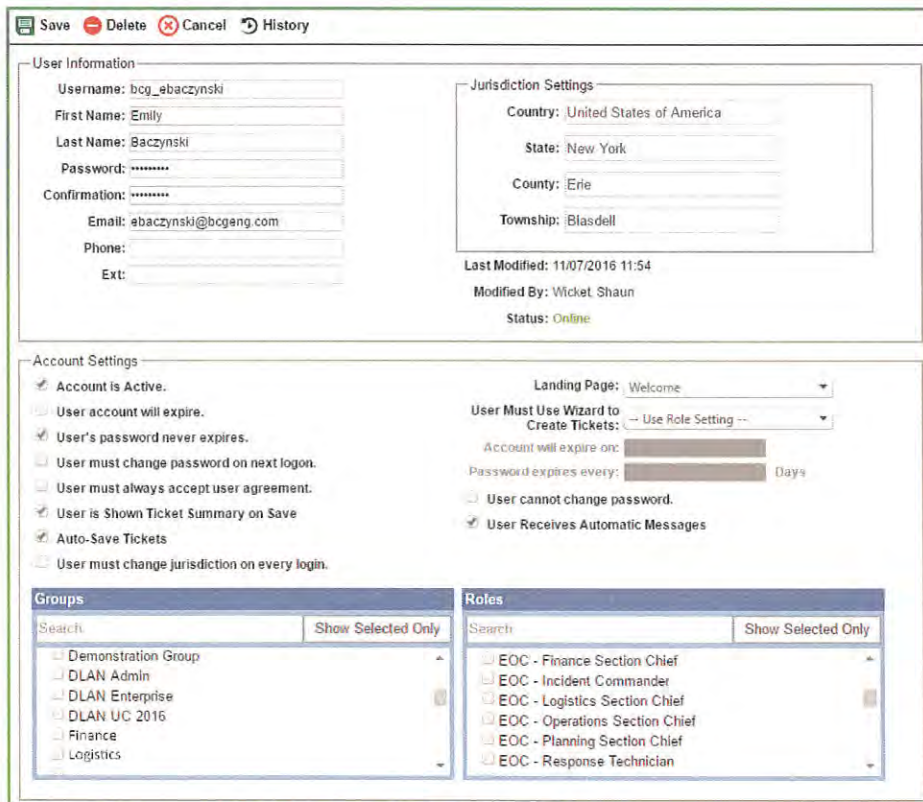
Figure 37: Edit User Security

DLAN comes with several default security groups and during the configuration period BCG will work to create other security groups and user accounts based on Santa Rosa's needs. After initial configuration, this flexible and intuitive security system will allow Santa Rosa administrators to add privilege levels quickly and easily during an incident.

4. **System must include the ability to import users and roles into the system.**

Configuration for DLAN includes a user, group, and role import template that allows for these security items to easily be imported into the system from other systems.

5. **System must support Active Directory / LDAP / single-sign-on (SSO)**

DLAN supports federated authentication through DLAN user accounts, Active Directory Federated Services accounts, SAML based accounts, and Active Directory (LDAP) based accounts. Any mix of these types of accounts can be utilized on the system at the same time.

6. **The system must support the use of Active Directory groups to secure modules, features, functionality, user uploaded content, and data.**

DLAN's Single Sign On tools allow for Active Directory (LDAP) and SAML based accounts to easily be utilized to setup default permissions, roles, access to content, access to data, and other settings within a user's account.

7. **All pages, features, and data fields within the system must be able to be locked down to groups of users on the system.**

Using DLAN's System Administration, all pages, features, and data fields within the system may be locked down to groups of users on the system.

8. **The system must support the following security features:**
   a. **Ability for users to recover their own password via a challenge question**
   b. **Ability to set password strength rules**
   c. **Ability to batch reset password for multiple user accounts**

Password security can be configured by system administrators and require that certain password best practices are implemented. For example, password strength is configurable and includes options for password requirements such as character length, lowercase, uppercase, numerals, special characters, and password reuse. Administrators can also define a lockout period for users that fail to login with the proper username and password. The number of failed attempts in a specific timeframe is also configurable.
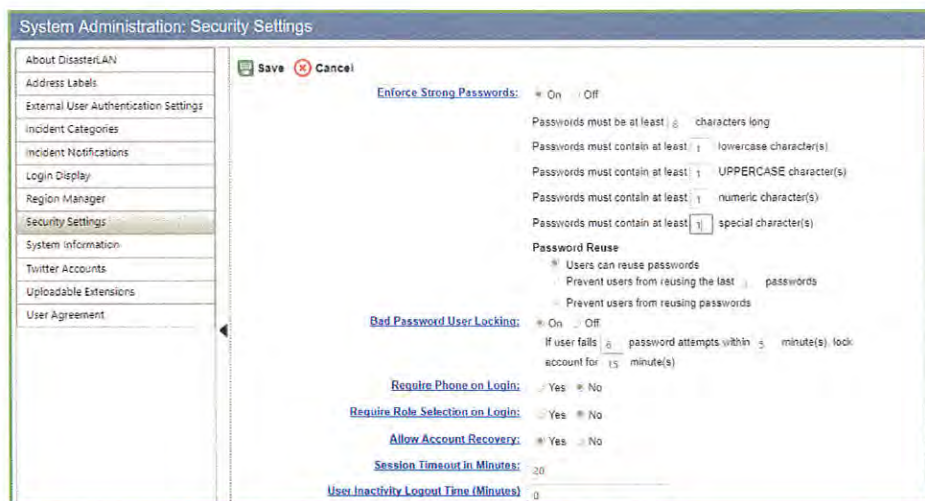
Figure 38: Password Strength Settings

Users can be given the ability to reset their own password using a question and response security challenge setup upon initial login. DLAN admins can also perform both single and batch account password resetting.

Figure 39: Password Retrieval Process

9. **Administrators must have the ability to track a full history for all changes that happen on a user account including:**
   a. **User that made the change**
   b. **Role that made the change**
   c. **Time of the change**
   d. **What was changed on the account (including account creation date, deactivation date, deletion date change in role settings, change in group settings, and change in any other settings)**

The DLAN system includes a full history of all changes that happen on a user account including the user/role that made the change, time of the change, and the specifics of what was changed on the account.

Figure 40: Account History

10. **The vendor must keep a certified CISSP security specialist on staff that reviews development, system architecture, data structures, and interfaces within the system for security vulnerabilities.**

BCG employs a full-time CISSP Security Architect and DBA on staff who are responsible for reviewing and applying security best practices at the application, server, database, and data level of the product in order to ensure the highest level of security for our customers.

11. **System must utilize encrypted communications between the user and the server.**

Since DLAN is primarily a web based solution the primary means of protecting data in transit is TLS between the client and server. TLS is also used when communication leaves the data center, for

instance when checking an external email system. Passwords are never sent clear text, even within the encrypted data stream.

Data not in transit is protected in a number of ways. The underlying authorization mechanisms of DLAN prevent requests to transmit data without authorization. Database accounts are granted minimal access to necessary stored procedures to perform information access for the given module. The DLAN database includes an encrypted data store for storing sensitive information such as passwords. Access to the necessary keys to access the data store is controlled by the operating system, not the application. Additional measures can be taken when using recent versions of Microsoft SQL Server at the server level, including full database encryption. This would be the responsibility of Santa Rosa if hosting on their own servers.

12. **System must be housed locally on premises on a City server such that if no internet access is available system will still function locally. System must also be mirrored (backed-up) on vendor sever.**

DLAN supports the ability to install the system on a server that is on premises at a customer's site as well as in a cloud based implementation of the system. Additionally, DLAN supports that ability to backup / mirror either a local DLAN system to a failover cloud environment, or a cloud environment to a failover local system. These backup systems can be fully replicated, mirrored, or backed up, giving customers a high level of flexibility and cost options on how redundant they want to make their solution.

5.3.3 Detail Project Schedule
Typical time duration from contract-signing to go-live is eight to ten weeks. Below please find a detailed timetable and implementation plan.

Suggested Implementation Timetable

Date of Award	Contract Start Date - Award Date
Week 1	Project Kick-off Meeting
Week 1	Needs & Workflow Analysis
Week 3	System Installation
Week 4 – Week 5	Software Configuration
Week 4 – Week 5	Email, GIS, and Other Integrations
Week 6	Documentation & Training Materials
Week 6	Admin Training
Week 7	User Training
Week 8	Production System Sign Off
Week 8	"Go Live" Date
Post Live	Continued Support as Needed

Kick Off Meeting
During the web-based kickoff meeting, BCG will meet with the Santa Rosa's project lead and key project stakeholders to establish central project parameters and review expected responsibilities for each party.

Needs & Workflow Analysis
BCG will work together with Santa Rosa in order to establish a knowledge base for how Santa Rosa currently operate. BCG will present suggestions for how DLAN can fit into Santa Rosa's technical and business environment in either a supplementary manner or as a replacement tool for specific processes and workflows. Once this is established, BCG and Santa Rosa will work together to tweak and customize the DLAN system's features and toolset to match Santa Rosa's needs and fit their operations in the best possible fashion.

Installation
BCG will install DLAN on your server environment via remote VPN connection at a mutually agreed upon time. BCG recommends that a member of your IT staff participate in or observe the installation if hosting on premise. Santa Rosa is responsible for procuring and installing hardware and 3rd party software required for DLAN. BCG's engineering staff will work with your IT staff and provide technical assistance related to procuring and configuring the required hosting infrastructure. Depending upon the backup/failover environment desired, the installation of tools to support these failover needs will then take place within a DLAN cloud environment and Santa Rosa's on premises solution.

Configuration
During the initial configuration stage, BCG will work with Santa Rosa to setup their system to meet their needs and current workflow. After initial configuration, Santa Rosa will be able to access the System Administration module to make any necessary changes to the system, at no additional charge.

The DLAN system requires limited configuration actions in able to be fully functional including:
- Configure income/outgoing Email Addresses
- Add custom Incident/Event types beyond the standard NIMS list
- Add initial User Accounts
- Add initial Security Groups
- Configure list of Statuses
- Configure list of Priorities
- Create Default Cover Pages

Additional setup values can be added that match the way Santa Rosa operates. These setup changes are not required to enable full functionality but will enhance user's initial experience. Administrators will be able to change these setup values at their discretion.

Administration Training
Administrative training is designed to teach power users and DLAN administrators how to take advantage of some of the more advanced and powerful features in the DLAN system. Some topics include Ticket Manager custom report generator, IAP administration and publishing, administration and publishing, Status Board building and content management, Communications Center Interoperable message exchange (Email, CAP, EDXL, and IPAWS), user management, and password resets.

User Training
End User Training is designed to familiarize staff members with the basic features and tools available to them in DLAN. Additionally, it will show users how to use the system to perform their emergency management role more effectively in a digital operations center environment. BCG recommends breaking the users up into multiple classes of 20 or fewer individuals and assigning each a 2-6 hour

class time. However, End User training duration is flexible and BCG often modifies lessons to fit a variety of schedules. BCG also recommends that Santa Rosa has an administrator or key individual attend that can answer policy and organization specific questions.

Go Live
The production system sign off will happen once installation, configuration, and training is completed. At this point the system will be considered live.

Continued Maintenance & Support
For this project BCG will provide Silver Level support which includes:

- Business Day (9am – 5pm PST) Email Support
- Business Day (9am – 5pm PST) Phone Support
- 24/7 Activation Support by Phone and Email
- New Releases of Product
- New Release Review Webinars
- Point Patches for New Releases
- Hot Fixes for New Releases
- BCG Assisted Imports using BCG Templates - 1 per year

BCG also provides how-to guides, white papers, case studies, and other useful information through our DLAN Newsletter.

5.3.4 City's Responsibilities
The City's appointed representative will be responsible for coordinating the kick-off meeting, configuration, training, and the close-out meeting. The City's representative will also be responsible for ensuring that BCG has appropriate access to technical and EOC decision makers for the purposes of conducting needs analysis and software configuration with Santa Rosa. This may include coordinating answers to questions about the City's functions such as processes, procedures, plans, and methodologies during an emergency incident and during daily operations. All other tasks will be the responsibility of BCG.

5.4 FIRM STABILITY AND PERSONNEL EXPERIENCE

BCG is a veteran owned privately held US Small Business incorporated in the State of New York in 1982. BCG has been in good financial standing for the entirety of its existence. BCG has never been involved in any bankruptcy proceedings. It has never defaulted on any contract or had any negative sanctions levied against it. BCG has a 35-year history of providing solutions that are delivered on time and within budget with 100% success of attaining these goals.

BCG has extensive experience developing and deploying Incident Management Software Systems designed for the operation of Emergency Operations Centers. DLAN has been continuously developed in house by BCG since 2002, with no interruptions due to change of ownership. No work for this project will be subcontracted out to third party vendors, and the City will have a dedicated project manager who will coordinate and manage all aspects of the project.

5.6 FEE PROPOSAL AND PRICING

Pricing Summary (Original with Onsite Training Added)

Item	List Price	Discounted Price
DLAN System License	$99,000.00	$63,450.00
Implementation Services	$14,750.00	$14,012.50
Onsite Training Fee	$5,059.53	$2,529.77
Yearly Maintenance & Support	$21,281.20	$17,960.89
Year 1 Total	$140,090.73	$97,953.16
Year 2 Total	$21,281.20	$17,960.89
Year 3 Total	$21,281.20	$17,960.89
Year 4 Total	$21,281.20	$17,960.89
Year 5 Total	$21,281.20	$17,960.89
Full Contract Total	**$225,215.53**	**$169,796.72**

Discounted pricing reflects a $55K savings over the full contract term.

Pricing Summary (Modified)

In order to accommodate Santa Rosa's need for onsite training and budget, BCG will not charge the onsite training fee in Year 1, but will split it across years 2-5.

Year 1	Discounted Price
Year 1 DLAN License Fee	$63,450.00
Implementation Services	$14,012.50
Onsite Training Fee	$0.00
Year 1 Maintenance & Support	$17,960.89
Year 1 Total	**$95,423.39**

Year 2-5	Discounted Price (Annual)
Year 2-5 Onsite Training Fee Divided Across 4 Years	$632.44
Yearly Maintenance & Support	$17,960.89
Year 2-5 Total	**$18,593.33**

Year	Discounted Price
Year 1	$95,423.39
Year 2	$18,593.33
Year 3	$18,593.33
Year 4	$18,593.33
Year 5	$18,593.33
Grand Total	**$169,796.72**

Detailed Descriptions
All pricing are given as fixed rates; hourly rates do not apply.

DLAN System License
The DLAN System License includes the following modules:

- Ticket Manager
- Ticket Manager Premium
- Mobile Responder
- Communication Center
- Chat
- Social Media Basic
- Status Board
- Status Board Builder
- GIS Basic
- GIS Premium
- Resource Database
- Asset Tracking
- ICS Forms
- Incident Action Plan
- User List
- Phonebook
- System Administration
- Online Help
- System Documentation

Implementation Services
Implementation Services includes the following:

- Kick Off Meeting
- Needs & Workflow Analysis
- 1 Day Installation
- 3 Days Configuration
- 2 Days Onsite Training with 1 Trainer
  - Training can be divided between administration and user training based on Santa Rosa's preferences.

Note: All services except training will be performed remotely. Any service can be provided onsite for an additional cost, not included in this proposal.

Yearly Maintenance & Support
Yearly Maintenance and Support includes Silver Level Support for all modules. It also includes a mirrored backup on one of BCG's CentriLogic Servers.

Silver Level Support includes the following:

- Business Day (9am – 5pm PST) Email Support
- Business Day (9am – 5pm PST) Phone Support
- 24/7 Activation Support by Phone and Email
- New Releases of Product
- New Release Review Webinars
- Point Patches for New Releases
- Hot Fixes for New Releases
- BCG Assisted Imports using BCG Templates - 1 per year

ADDITIONAL MODULES & SERVICES

These items can be purchased at any time to provide additional support during an activation/emergency. All prices are valid through the 5 year contract term.

Item	Part Number	Description	Cost	City of Santa Rosa Discount	Discounted Price
Asset Tracking	51-410801-04	Tracks the status and location of deployed resources/assets	$9,500.00	10%	$8,550.00
Asset Tracking Maintenance & Support	76-412801-04	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$1,425.00	5%	$1,353.75
Bed Tracking	51-410801-01	Monitors bed availability for strategic decisions and situational awareness utilizing industry standards (EDXL-HAVE)	$3,000.00	10%	$2,700.00
Bed Tracking Maintenance & Support	76-412801-01	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$450.00	5%	$427.50
Credentialing	51-410801-03	Incorporates basic credentialing into the personnel component of the Phonebook. Includes 1 template.	$225.00	10%	$202.50
Credentialing Maintenance & Support	76-412801-03	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$22.50	5%	$21.38
Damage Assessment	51-410801-16	Includes forms and reports for tracking structural and roadway damages	$1,500.00	10%	$1,350.00
Damage Assessment Maintenance & Support	76-412801-16	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$150.00	5%	$142.50
Finance	51-410801-17	Tracks costs and improve reimbursement associated with Resources, Tasks, Missions, and Incidents	$15,000.00	10%	$13,500.00

Item	Code	Description	Price	%	Discounted Price
Finance Maintenance & Support	76-412801-17	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$2,250.00	5%	$2,137.50
HICS/JAS Forms	51-410804-01	Includes Hospital Incident Command System (HICS/HEIC5) forms and Job Action Sheets that can be electronically filled out, stored, and shared	$5,800.00	10%	$5,220.00
HICS/JAS Forms Maintenance & Support	76-410804-01	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$870.00	5%	$826.50
Incident Folders	51-410802-5	Stores incident-specific documentation for use during an activation and after action reporting	$5,000.00	10%	$4,500.00
Incident Folders Maintenance & Support	76-412802-5	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$750.00	5%	$712.50
Phonebook Premium	51-410810-03	Adds on demand reporting, printed phonebooks, ID badges, mailing labels, and incident contact tracking.	$5,750.00	10%	$5,175.00
Phonebook Maintenance & Support	76-412801-18	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$375.00	5%	$356.25
Reference Library	51-410801-19	Provides tools to upload, view, secure, and share reference documents anytime, anywhere	$2,500.00	10%	$2,250.00
Reference Library Maintenance & Support	76-412801-19	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$375.00	5%	$356.25
Risk & Resiliency	51-410810-04	Allows organizations to collect and analyze information on possible vulnerabilities, hazards, and risks at critical facilities	$17,250.00	10%	$15,525.00

Risk & Resiliency Maintenance & Support	76-410810-04	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$2,587.50	5%	$2,458.13
Role Activity Log	51-410802-1	Logs role based messages for shift change and continuity of operations	$3,000.00	10%	$2,700.00
Role Activity Log Maintenance & Support	76-412802-1	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$450.00	5%	$427.50
Role Checklist	51-410805-02	Provides customizable checklists, forms, and job aids based on job position	$3,000.00	10%	$2,700.00
Role Checklist Maintenance & Support	76-410805-02	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$450.00	5%	$427.50
Situation Report	51-410801-12	Creates Situation Report documents based on standard templates filled out by each role	$9,750.00	10%	$8,775.00
Situation Report Maintenance & Support	76-412801-12	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$1,462.50	5%	$1,389.38
Social Media Premium	51-412801-25	Adds the ability to monitor and post from multiple Twitter and RSS feeds, search hashtags; monitor streaming video, and monitor Role-Based Email Accounts	$1,500.00	10%	$1,350.00
Social Media Premium Maintenance & Support	76-412801-25	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$225.00	5%	$213.75
Special Needs	51-412801-20	Tracks contact information for special needs clients to match them with properly equipped facilities during an evacuation	$3,000.00	10%	$2,700.00

Item	Code	Description			
Special Needs Maintenance & Support	76-412801-20	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$450.00	5%	$427.50
Streaming Video	51-410802-6	Allows users to catalog and access an unlimited number of IP-based video feeds, including streaming and snapshot cameras, for improved situational awareness	$2,500.00	10%	$2,250.00
Streaming Video Maintenance & Support	76-412802-6	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$375.00	5%	$356.25
Training Site	51-410801-15	Adds a secondary DLAN site solely for training purposes	$12,500.00	10%	$11,250.00
Training Site Maintenance & Support	76-412801-15	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$1,875.00	5%	$1,781.25
Watch Command	51-410801-14	Includes 24/7/365 monitoring and communication tools to support Duty Officers & steady state operations	$10,500.00	10%	$9,450.00
Watch Command Maintenance & Support	76-412801-14	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$1,575.00	5%	$1,496.25
Weather	51-410802-7	Monitors weather alerts, warnings, forecasts, current conditions, tropical weather, and radar	$5,500.00	10%	$4,950.00
Weather Maintenance & Support	76-412802-7	Provides 1 year of maintenance and support for this module. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$825.00	5%	$783.75
Emergency Management Pack	51-410810-08	Includes Mobile Responder App; Role Checklist Module; ICS/IMS Forms Module; Incident Action Plans Module; Situation Report Module; Damage Assessment Module; Shelter Management Form, Report, & Board; Road Closure Form, Report, Board; and Role/Task Status Report & Board	$20,000.00	10%	$18,000.00

Item	Code	Description	Price	%	Price
Emergency Management Pack Maintenance & Support	76-410810-08	Provides 1 year maintenance and support for modules included in this pack. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$4,000.00	5%	$3,800.00
Healthcare Pack	51-410810-09	Includes Mobile Responder App; Role Checklist Module; Bed Tracking Module; Special Needs Module; HICS Forms and Job Action Sheets Module; and Patient Tracking Form, Report, & Board	$20,000.00	10%	$18,000.00
Healthcare Pack Maintenance & Support	76-410810-09	Provides 1 year maintenance and support for modules included in this pack. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$4,000.00	5%	$3,800.00
Transportation Pack	51-410810-10	Includes Mobile Responder App; GIS Premium; Weather Module; Damage Assessment Module; Road Closure Form, Report, & Board; and Maintenance Form, Report, & Board	$20,000.00	10%	$18,000.00
Transportation Pack Maintenance & Support	76-410810-10	Provides 1 year maintenance and support for modules included in this pack. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$4,000.00	5%	$3,800.00
Custom Development	51-411810-04	Includes 1 day of custom development.	$1,650.00	5%	$1,567.50
Custom Documentation	51-411810-05	Includes 1 day of custom documentation development.	$1,100.00	5%	$1,045.00
Custom Dynamic Ticket Form	51-412801-22	Includes 1 customized form created by BCG based on an organization's needs.	$1,100.00	5%	$1,045.00
Custom Incident Action Plan	51-411801-10	Includes 1 customized IAP created by BCG based on an organization's needs.	$1,100.00	5%	$1,045.00
Custom Mobile Form	51-412801-24	Includes 1 customized form created by BCG based on an organization's needs.	$1,100.00	5%	$1,045.00
Custom Situation Report Template	51-411801-12	Includes 1 customized template created by BCG based on an organization's needs.	$1,500.00	5%	$1,425.00
Custom Status Board	51-412801-23	Includes 1 customized board created by BCG based on an organization's needs.	$600.00	5%	$570.00

	Item #	Description	Price	%	Total
Custom Development Maintenance & Support	76-411810-04	Provides 1 year maintenance and support for customizations. Maintenance and support level is based on edition maintenance & support level or upgraded maintenance and support package.	$330.00	5%	$313.50
Data Importation Package	77-050001-04	Includes importation of existing data from a third party software product into DLAN. Larger importation projects may require additional Data Importation Packages.	$1,800.00	5%	$1,710.00
Training Package 1	77-050001-17	Includes 2 hours of training with 1 instructor. Price does not include travel and lodging for onsite training.	$500.00	5%	$475.00
Training Package 2	77-050001-07	Includes 4 hours of training with 1 instructor. Price does not include travel and lodging for onsite training.	$1,000.00	5%	$950.00
Training Package 3	77-050001-08	Includes 8 hours of training with 1 instructor. Price does not include travel and lodging for onsite training.	$2,000.00	5%	$1,900.00
Training Package 3+	77-050001-06	Includes 8 hours of training with 2 instructors. Price does not include travel and lodging for onsite training.	$3,000.00	5%	$2,850.00
Support Package 1	77-050001-14	Includes 4 hours of support services. Price does not include travel and lodging for onsite support.	$700.00	5%	$665.00
Support Package 2	77-050001-15	Includes 8 hours of support services. Price does not include travel and lodging for onsite support.	$1,400.00	5%	$1,330.00
Support Package 3	77-050001-16	Includes 40 hours of support services. Price does not include travel and lodging for onsite support.	$7,000.00	5%	$6,650.00
Gold Maintenance & Support	76-510802	Provides 1 year of Gold level maintenance and support including business day (9am – 5pm EST) Email and phone support; 24/7 activation support by phone and Email; new releases of product; new release review webinars; point patches for new releases; hot fixes for new releases; Server Node Support for up to 2 nodes; 2 BCG assisted import using BCG Templates per year; 2 individualized web trainings (1 hour per training session); custom imports by BCG Staff (8 hours per year); BCG assisted configuration of dynamic forms (8 hours per year); BCG assisted data feed integration (8 hours per year); and support for high availability and load balanced environments.	$9,550.00	5%	$9,072.50

Platinum Maintenance	76-510803	Provides 1 year of Platinum level maintenance and support including business day (9am – 5pm EST) Email and phone support; 24/7 activation support by phone and Email; new releases of product; new release review webinars; point patches for new releases; hot fixes for new releases; Server Node Support for up to 4 nodes; 4 BCG assisted import using BCG Templates per year; 4 individualized web trainings (1 hour per training session); custom imports by BCG Staff (40 hours per year); BCG assisted configuration of dynamic forms (40 hours per year); BCG assisted data feed integration (40 hours per year); support for high availability and load balanced environments; client configuration debug via Gotoassist (40 hours per year); server configuration debug via Gotoassist (40 hours per year); 8 hours onsite support per year; and rush delivery of hot fixes specific to organization's site or installation.	$24,617.00	5%	$23,386.15
Plus Maintenance & Support	76-510806	Provides 1 year of unlimited emergency use 24x7 support line. It can be added to any maintenance & support package.	$15,000.00	5%	$14,250.00
Server Node Support	76-510808	Extends DLAN Maintenance & Support to an additional DLAN server that will be used in conjunction with a primary server as part of a production environment.	$3,500.00	5%	$3,325.00
Incident Management Team Member	76-510805	Includes 12 hours of Onsite Activation Assistance with 1 Support Member. Travel and lodging is not included and will be billed separately.	$3,000.00	5%	$2,850.00
1 Day Onsite Time	N/A	Includes travel for 1 BCG employee for 1 day of onsite support. Travel must be booked at least 4 weeks in advance.	$6,663.05	N/A	$6,663.05
2 Days Onsite Time	N/A	Includes travel for 1 BCG employee for 2 consecutive days of onsite support. Travel must be booked at least 4 weeks in advance.	$8,150.12	N/A	$8,150.12