

REQUEST FOR PROPOSAL #20-03  
Emergency Management Situational Awareness  
and  
Management Software System

**Questions**

**Due 09/25/2020 at 11:00 a.m.**

**Posted 09/28/2020 5:00 p.m.**

1. **Can companies from Outside USA apply for this RFP (e.g., from India or Canada)?**  
Yes, as long as you are allowed to do business in the State of California and registered with the California Secretary of State as a legitimate business then you can bid on the RFP.
2. **Are companies required to come to El Segundo for meetings?**  
Due to COVID, the City will adjust its RFP requirements to allow for virtual Software demonstrations, until it is prudent to do so in person.
3. **Can a company perform the tasks (related to RFP) outside USA (e.g., from India or Canada)?**  
Yes, so long as you submit the proposal in accordance with the RFP and response requirements as outlined in Section XX and in alignment with the Instructions to Bidders, subsection: Due Date. The proposer must submit TEN (10) complete copies of the proposal in a sealed envelope, plainly marked in the upper, left-hand corner with the name and address of the bidder and the words "Request for Proposal # 20-03," AND CLOSING DATE MARKED ON OUTSIDE OF ENVELOPE. All proposals must be received in the City Clerk's office no later than 12:00 p.m. PST on Wednesday **October 14, 2020**, otherwise, it will be rejected.

City of El Segundo  
City Clerk's Office  
350 Main Street, Room 5  
El Segundo, CA 90245-3813

4. **Can we submit the proposals via email?**  
Per section, **XX. RESPONSE REQUIREMENTS**  
Please keep your response to 10 pages or less and submit in two formats: 1) hard copy and 2) one portable document format (pdf) via a thumb drive.
5. **In regards to intended daily user load, how many users will need to concurrently use the system during normal operations?**  
I cannot answer "what would be the intended user load" or "how many users would concurrently use the system" on a normal day. The Project is a multi-year or multi-phased program to provide emergency management software to Operational Area (OA) members

that want it. The Project is open to OA Members, including all of the 88 cities in Los Angeles County and the County Office of Emergency Management (OEM) and the County Departments that support the County EOC (CEOC). The goal of the project is to provide this resource to the cities that will commit to using the program to manage their response activities before, during, and after an emergency. We clearly understood when we started the project, we would not be able to provide this program to all of these potential users immediately.

**6. In regards to intended peak user load, how many users will need to concurrently use the system during an activation?**

I cannot answer “How many user would use the system during an activation.” Today there are 80 of 88 OA City EOCs activated to support the COVID-19 response. The CEOC and 40 County departments are activated to support the COVID-19 response (as well as wildfires, protests, etc.). There are over 240 people on the weekly CEOC Situation Briefing calls alone. There are untold thousands involved daily.

**7. How many people will need to be trained on the system?**

As there are potentially thousands of users from a variety of agencies, the bidder should propose solutions to reach the various users. The training approach could include an introductory or orientation program, an advanced program for more skilled or system administrators, and a troubleshooting program for system or process problem resolution. Virtual or video training may be required due to the COVID-19 pandemic. It would behoove the vendor to record the training and make it available on demand to enhance user learning and satisfaction.

**8. What Homeland Security Grant is being used to fund this project?**

State Homeland Security Grant Program

**9. How much grant money has been allocated to this project?**

\$918,000 over three years with \$193,000 allocated in the first year.

**10. In section XX, it states that companies should submit “1) hard copy and 2) one portable document format (pdf)”, however in the Instructions to Bidders item 6 Due Date, 10 copies are requested, could you please confirm how many copies of the bid you would like submitted?**

10 Hard Copies for the Evaluation Team

**11. In section XX B. Comments, it states, “Provide your evaluative comments...Detail what additional information or clarifications would be needed in order to prepare a comprehensive proposal in the future?” are bidders meant to evaluate this proposal for a future bid opportunity or submit responses to the bid questions?**

Bidders should make a proposal that reflects their best product(s) to meet the needs of this RFP.

**12. In order to fully respond to all requirements, may we request a response page limit extension from 10 pages to 30 pages?**

No.

13. **Is El Segundo currently utilizing an emergency management situation awareness and management software system?**  
El Segundo has a contract with VEOCI and utilizes a donated Demo version of WebIAP.
14. **How many total named users would require access to the system?**  
I cannot answer “what would be the intended user load” or “how many users would concurrently use the system” on a normal day. The Project is a multi-year or multi-phased program to provide emergency management software to Operational Area (OA) members that want it. The Project is open to OA Members, including all of the 88 cities in Los Angeles County and the County Office of Emergency Management (OEM) and the County Departments that support the County EOC (CEOC). The goal of the project is to provide this resource to the cities that will commit to using the program to manage their response activities before, during, and after an emergency. We clearly understood when we started the project, and we would not be able to provide this program to all of these potential users immediately.
15. **How many total personnel for administrator training?**  
As there are potentially thousands of users from a variety of agencies, the bidder should propose solutions to reach the various users. The training approach could include an introductory or orientation program, an advanced program for more skilled or system administrators, and a troubleshooting program for system or process problem resolution. Virtual or video training may be required due to the COVID-19 pandemic. It would behoove the vendor to record the training and make it available on demand to enhance user learning and satisfaction.
16. **Are there any integrations and with what? Do integrated products have an open API?**  
See Section VIII, System Administrator Interface on page seven (7) for further information and clarification.
17. **How many total licensed users would you like to have priced?**  
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18. **Would you like end-user training conducted and if so, how many students and how many offerings? Is there a preferred method or format?**  
As there are potentially thousands of users from a variety of agencies, the bidder should propose solutions to reach the various users. The training approach could include an introductory or orientation program, an advanced program for more skilled or system administrators, and a troubleshooting program for system or process problem resolution. Virtual or video training may be required due to the COVID-19 pandemic. It would behoove the vendor to record the training and make it available on demand to enhance user learning and satisfaction.

19. **Who will be the functional owner of this solution once purchased and implemented?**  
Each individual City or organization participating in the program.
20. **Please describe the input and display view and the print view of the ICS forms and IAP that you are requesting?**  
The input view should be a user-friendly graphic user interface. The display view should look identical to the print view. The print view should be identical to the NIMS 2010 ICS Forms as published by FEMA.
21. **How many separate agencies/ organizations will be using the system? Will each agency have specific requirements and be treated separately and also share with the entire county?**  
The total number of separate agencies/organizations is not yet known. Each participating agency will have specific requirements and be treated separately, however, there should be a common interface that allows for each participating organization to share information files and communications.
22. **Is there an expectation or possibility of a multiple-year contract with payment made upfront for multiple years and if so, how many years paid upfront?**  
There is an expectation that this will be a multi-year project/multi-year contract. Payment will not, however, be made upfront.
23. **Is there a singular system in use by State EM or is that a combination of systems?**  
There is no statewide system that involves City.
24. **Is it fair to assume in year one, there may be a subset of agencies (not all 88 agencies) will be involved?**  
The vision is that all emergency management stakeholders will be on one interoperable crisis management software platform. This includes the 88 cities in Los Angeles County, but also includes various organizations. It is acknowledged that the vision may never be achieved. Eighty eight cities will not be onboard within the first year. We will have an executive committee governing and defining the infrastructure, and standard use model to develop the system with the first year group. The Committee will decide which Cities will start with the process based on a defined criteria (e.g., must have a full time Emergency Manager, and updated EOP).
25. **Can you provide an estimate of 1st year users and projected user count in the future - or a range of expected users over the 3 years.**  
No, the number of users will depend on the cost. The more expensive licenses are, the less licenses we will have. Without a price per user, we cannot estimate how many users may have.
26. **The RFP Instructions to Bidders describes the Response Requirements in Section XX, which contains a 10 page limitation and requires the inclusion of items described in Subparagraphs A through H. Subparagraph F of Section XX contains proposal format guidelines. The proposal format guidelines require that the proposal be presented in 1” binders with tabs for each of the sections A-E.**

**The following clarifications are requested:**

(a) Do the references A-E refer to the Subparagraphs A-E of Section XX?

Yes A-E refers to the Subparagraphs of A-E in section XX.

(b) Subparagraph F permits single sided or double sided pages. Does that permit 20 pages of text (one page of text on each side of a sheet) or 10 pages of text?

Ten (10) pages of text.

(c) The Contact Information is to be provided on a separate sheet (Subparagraph A of Section XX). Is that page included within the 10 page limitation?

Yes, contact information is included.

(d) Cost information is to be provided in Subparagraph D of Section XX, but Subparagraph F calls for the cost information to be separately packaged and submitted. Are the pages involved in costing and bidding included within the 10 page limitation, and how much costing information is to be provided in Tab D of the binder? If Tab D is not required for costing, what should be included in Tab D?

Cost information submitted in a separate envelope is separate from subsection D, which states, "Based on the project information provided to date, **briefly describe** the cost to complete this project, include, and travel, mileage, lodging, and any other expenses."

(e) RFP Bidder Information forms must be submitted. There is no provision for them in the binder, and presumably they do not count in the proposal pages. Are they to be submitted as part of the binder? If not, how should they be submitted?

Please insert RFP Bidder Information and Exhibit B on the inside of the binder.

(f) There is no provision in the binder for the actual proposal. Is the proposal to be provided in lieu of the Comments in Tab B?

The proposal is the information you provide in Sections A-E.

(g) Is the Approach response in Tab C included as part of the proposal page limitation?

Yes.

- 27. Please confirm that the cost information as described in the Proposal Format Guidelines Section is to be submitted only in a separate envelope (and it is not to be included in Tab D with the other information).**

Yes, the cost information as described in the Proposal Format Guidelines Section is to be submitted only in a separate envelope.

- 28. Please confirm that Virtual Demonstrations must be presented prior to the October 14th RFP due date.**

Virtual software demonstrations may be scheduled now prior to the close of the RFP. The demonstrations will take place after the bid closing Oct. 14, 2020.

- 29. If a virtual demonstration is scheduled, is there an outline we should follow as part the that presentation?**

There is no outline for demonstrations. Demonstrations should be conducted by the bidder in a manner that best demonstrates their product and how it meets the needs of the LA County Operational Area.

- 30. Can the vendor deliver the Response to the RFP directly to the City of El Segundo? If yes, where do we drop it off and can we get a time stamp receipt.**

Yes, you can deliver your response to the RFP as noted in the "Instructions to Bidders" subsection, 6. The City Clerk's office is responsible for receiving the responses. Due to COVID you will have to check in at the front desk and should request the City Clerk's personnel to come to the front desk which is located by Planning/Building & Safety

entrance. Should you need to speak to someone directly in the City Clerk's office, please contact them at the following numbers 310-524-2307 or 310-524-2308.

**31. Could you provide a minimum number and a maximum number of users that you would like to have included in the proposal?**

I cannot answer "what would be the intended user load" or "how many users would concurrently use the system" on a normal day. The Project is a multi-year or multi-phased program to provide emergency management software to Operational Area (OA) members that want it. The Project is open to OA Members, including all of the 88 cities in Los Angeles County and the County Office of Emergency Management (OEM) and the County Departments that support the County EOC (CEOC). The goal of the project is to provide this resource to the cities that will commit to using the program to manage their response activities before, during, and after an emergency. We clearly understood when we started the project, we would not be able to provide this program to all of these potential users immediately.

**32. Will all organizations using the system have specific and unique needs or will all organizations/ jurisdictions be using the same processes, forms and features?**

The total number of separate agencies/organizations is not yet known. Each participating agency will have specific requirements and be treated separately, however, there should be a common interface that allows for each participating organization to share information files and communications.

**33. Will there be any contact notifications that are not included as a licensed user? Will you be contacting or notifying individuals that are not a licensed user and if so, what is an approximate number of these contact notifications?**

The desired system is preferred to have flexibility in messaging to both users and non-users.

**34. Is OnSolve/ Code Red the only Reverse 911 system that will require integration or are there other notification products that will require integration for the other organizations/ jurisdictions as part of this project?**

No, OnSolve/Code Red are not the only mass notification systems. The preferred system should be able to integrate with any mass notification system.

**35. How do you envision the "Maintenance of awareness of events in neighboring jurisdictions"? What is the preferred method of sharing information?? (i.e. notifications, etc)**

The preferred system will provide a common operating picture with both narrative information and geographical picture information of, but not limited to, incidents, critical infrastructure, resources, and damage.

**36. Are you looking for one standing room for all organizations/ jurisdictions to use or will each organization/ jurisdiction have their own individual room and a large room that includes all? What number of individual rooms?**

The preferred system will have specific operating areas for individual jurisdictions/agencies. The preferred system will also allow for flexibility to create operating areas for disaster management areas and for the Los Angeles operating area. Additionally, it is preferred that the system be flexible to create areas needed as an incident dictates.

37. **Please clarify the question in RFP: Have you or your company previously worked for the City of El Segundo? Yes/ No**  
Are you referring to the company being an employee of El Segundo or being an existing or past vendor to El Segundo? If El Segundo is currently a client of a company is that a yes or no to your question? If your company has or had a contract with the City of El Segundo please select "Yes," and provide information on additional sheets and explained in Exhibit B.
38. **Is there any possibility of pre-paying more than one year of recurring fees with this initial purchase, if so, how many years upfront would be purchased?**  
No.
39. **Will the DMAC's that are currently using their own instances with another product be included in the project?**  
Currently this project is being developed for individual Cities and organizations. Cities and organizations with their own crisis management software, at their discretion, may decide to participate in this project while retaining their current software or deciding to eliminate their current software.
40. **Will an integration with CAL OES WebEOC system be required and what information would be shared/ integrated?**  
No, at this time, integration with CAL OES WebEOC is not being considered.
41. **In section XX. Response Requirements, we are asked to keep the response to 10 pages or less. Which response sections are subject to the 10 page rule? For example, does that cover all of the Specification sections where direct requirements are stated (e.g. Sections V through XiX)?**  
Your response, as outlined in section XX, should be 10 pages or less.