

Multi-jurisdictional Virtual EOC/Information Sharing System Platform Questions & Answers Issued September 21, 2022

QUESTION(S): (regarding logins and users)

- What is the monthly average of unique logins in the current system and how many monthly unique logons do you anticipate in the future?
 - We currently have around 480 unique users. The system is utilized for incidents and exercises (although we do have some daily users from individual agency usage), so it is difficult to state a monthly login rate. During an activation for a major incident, we could have around 200 persons logged into the system.
- What is the total number of users that need to have access to the system? How many regular users and how many occasional users?
 - We currently have around 480 unique users. The system is utilized for incidents and exercises (although we do have some daily users from individual agency usage), so it is difficult to state a monthly login rate. During an activation for a major incident, we could have around 200 persons logged into the system.
 - There are around 20 or so persons who log in nearly daily. Up to 300 logins for large incidents.
- Do you know how many “users” full-time/part-time you will want to have quoted for the use of the system?
 - See prior answer for an estimate. 300 is a nice round number.
- Please clarify, what is the peak number of concurrent users they expect to be logged into the software at the same time? If this number is different for day-to-day activities than it is for acute emergency situations, please provide both numbers.
 - We currently have around 480 unique users. The system is utilized for incidents and exercises (although we do have some daily users from individual agency usage), so it is difficult to state a monthly login rate. During an activation for a major incident, we could have around 200 persons logged into the system.
 - There are around 20 or so persons who log in nearly daily. Up to 300 logins for large incidents.
- How frequent will occasional users be accessing the system and how frequent will regular users be accessing the system?
 - Regular users log in almost daily. Occasional users log in for exercises and larger incidents, around 4 times a year depending on the weather, special events such as presidential visits, and exercises.

QUESTION(S): (type of solution/platform)

- What is the preferred option for implementation, virtual or onsite?
 - The answer to that question would depend on your system. If you host the system and there are no firewall issues, then the implementation could be virtual. However, onsite train-the-trainer training would be preferred.
- What is the preferred environment of the system?

- Windows OS would be preferred. Whether the system and data are hosted on our servers or cloud-based is not a critical element of our decision, but the ease of access to our data (for reports and records) is.
- Please clarify, do you prefer a cloud-hosted solution or a traditional on-premises installation? Which one should vendors base their price proposal on?
 - Whether the system and data are hosted on our servers or cloud-based is not a critical element of our decision, but the ease of access to our data (for reports and records) is. If you have both options, please provide information on both.
- Does MARC have a current technology platform in place for a virtual EOC / information sharing system? If so, will MARC disclose the current vendor product? What features or capabilities does MARC need that the current platform does not provide or that could be improved?
 - The MARC region currently uses Juvare's WebEOC.
- If MARC does not have a current technology platform in place for a virtual EOC / information sharing system, does it have paper processes and forms that it would like replicated in the new platform? If so, could MARC please describe those?
 - Not applicable
- Does MARC have specific Service Level Guarantees it needs vendors to meet for cloud-hosted systems (uptime, etc.?)
 - 24 hours a day, 7 days a week, 365/366 days a year service (we may literally use it and need tech support at any time during the night and on holidays)
 - Easy transition to an upgrade

QUESTION(S): (system integration)

- Are you looking for a system to do damage assessments or integrate with a separate damage assessment system? If a separate system, what is the name of that system?
 - If the system does perform a damage assessment function, we will take that into consideration during our evaluation process.
- Will the system have to integrate/interface with other products such as eICS and EMResource? Any other systems?
 - As we use those products, an interface with them is a bonus, but we currently operate without an interface.
- Will the system need to have the ability to connect to other virtual EOC's other than the two state's WebEOC applications?
 - Interfacing with our respective state's WebEOCs (Kansas and Missouri) is a necessary consideration in choosing the final vendor/product.

QUESTION:

- Is MARC interested in a custom-built solution or a system already built such as WebEOC? If custom-built, can you share the not-to-exceed amount for the project and the funding source?
 - MARC Region requires a user-friendly (and easy-to-train on-the-spot) interface that meets certain criteria listed in the RFP. Whether it is built into the system, or the system needs customization (and how much) will factor into the decision.
 - A not-to-exceed amount has not been set for this project. Funding could be secured through federal, state, and local grant funding.

QUESTION(S): (User Training)

- Please clarify how many users the vendor will need to train in the following categories: End-User, Super User, Customer Administrators, Train-the-Trainer?
 - A rough estimate for the number of users for Train-the-Trainer would be around 10-20. “Super Users (with limited administration privileges) would be around 4.
- Please clarify whether you prefer onsite instructor-led training at MARC locations or virtual training. If Onsite, are there multiple training locations for different jurisdictions/municipalities?
 - On-site, hands-on (vs. just watching the instructor do everything) training would be preferred but not necessarily mandatory. Facilities exist to permit this form of training.

QUESTION:

- What will be the duration of the contract? 3 years, 3 years with 2 optional years, 5 years, etc.
 - This will be dependent on the requirements of the system. Please include the requirement of your system – does it require a contract or an annual subscription fee?

QUESTION:

- When will the system be required to be fully implemented/operational?
 - As soon as feasibly possible, our current contract is up by September of next year, so the potential new system would need to be fully operational before then.

QUESTION:

- IT and Security Compliance Requirements for MARC or Jurisdictions (other than NIST)?
 - Security Compliance Requirements:
 - Information must be secure with multi-level protection
 - Vendor must be able to work with IT departments from multiple jurisdictions with different procedures
 - The secure information must be retrievable by jurisdictions at any time it is needed (log, FEMA reports, FOIA requests, etc.)

QUESTION:

- Is having an affirmative action program a requirement for this RFP?
 - Federal regulations require that any firm with 50 or more employees soliciting an assisted federally funded contract must have an affirmative action program. This project will be funded with federally assisted funds.

QUESTION:

- Does “Sample C” need to be filled out? Or is this just an example if someone doesn’t have E-Verify?
 - Appendix C – Certification Regarding Debarment and Suspension needs to be completed.

QUESTION:

- Do vendors need to include the Sample MOU form with their response for this bid?
 - No, this does not need to be included with your proposal.

QUESTION:

- Insurance Requirements?
 - The Consultant shall maintain commercial general liability, automobile liability, worker's compensation and employer's liability insurance in full force and effect to protect the

- Consultant from claims under Worker's Compensation Acts, claims for damages for personal injury or death, and for damages to property arising from the negligent acts, errors, or omissions of the Consultant and its employees, agents, and sub-consultants in the performance of the Services covered by this Agreement, including, without limitation, risks insured against in commercial general liability policies.
- The Consultant shall also maintain professional liability insurance to protect the Consultant against the negligent acts, errors, or omissions of the Consultant and those for whom it is legally responsible, arising out of the performance of the Services under this Agreement.
 - The Consultant's insurance coverages shall be for not less than the following limits of liability:
 - (i) Commercial General Liability: \$500,000.00 per claim up to \$2,000,000.00 per occurrence;
 - (ii) Automobile Liability: \$100,000.00 per claim up to \$2,000,000.00 per occurrence;
 - (iii) Worker's Compensation in accordance with the statutory limits; and Employer's Liability: \$1,000,000.00; and
 - (iv) Professional Liability (Errors and Omissions): \$1,000,000.00, each claim and in the annual aggregate.
 - The Consultant shall, upon request at any time, provide MARC with certificates of insurance evidencing such policies and confirming that they are all in full force and effect as required by this Agreement. The Commercial General Liability and Automobile Liability policies shall name MARC as an additional insured.
 - Any insurance policy required hereunder shall be written by a company which is incorporated in the United States of America or is based in the United States of America. Each insurance policy must be issued by a company authorized to issue such insurance in the State of Missouri.
 - As between Consultant and MARC, the parties waive any and all rights against each other, including their rights of subrogation, for damages covered by property insurance during and after the completion of Services under this Agreement.