

Resolution #21-0165
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**RESOLUTION APPROVING THE RENEWAL OF A CONTRACT WITH JUVARE,
LLC FOR WEBEOC SOFTWARE SUBSCRIPTIONS AND SUPPORT SERVICES FOR
CITY/COUNTY EMERGENCY MANAGEMENT**

WHEREAS, the Winston-Salem/Forsyth County Office of Emergency Management uses the WebEOC hosted solution for managing emergency events; and

WHEREAS, the WebEOC crisis and incident management system allows for a secure virtual emergency operations center; and

WHEREAS, WebEOC provides a platform for coordinating activities, sharing information, and seamlessly connecting with other local, state, and federal agencies during significant incidents or events; and

WHEREAS, the WebEOC mobile solution is used by the State of North Carolina and North Carolina municipalities and counties to manage emergency operations center events; and

WHEREAS, WebEOC includes a toolset to manage Event Reporting, Situational Awareness, Resource Management, and After Action Reporting; and

WHEREAS, WebEOC includes activity dashboards, a mapping feature that creates dynamic maps, and interfaces to mainstream social media products and FEMA designated authorities for disseminating information to the public quickly; and

WHEREAS, WebEOC is sold as a subscription service and hosted by Juvare, LLC; and

WHEREAS, Juvare, LLC has provided a proposal for the annual renewal of the City's software subscriptions and support services for the period of May 1, 2021 through April 30, 2022 at a total cost of \$39,236.49, requiring approval by the Mayor and City Council; and

WHEREAS, approval is requested to renew the annual subscription and support contract with Juvare, LLC with funding allocated in the FY 20-21 Information Systems budget; and

WHEREAS, it is further requested that the authorization be provided to renew for three consecutive one-year terms at an amount not to exceed 3% annual increases.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with Juvare, LLC for software subscriptions and support services in the amount of \$39,236.49, as well as renewal of this contract for three years, subject to approved funding through the annual budget process.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.