

City Council – Action Request Form

Date: April 12, 2021

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving the Renewal of a Contract with Juvare, LLC for WebEOC Software Subscriptions and Support Services for City/County Emergency Management

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

The Winston-Salem/Forsyth County Office of Emergency Management has benefited from the WebEOC-hosted solution for managing emergency events since May 2016. Intermedix, the software’s previous owner, sold its Emergency Preparedness and Response Division to Juvare, LLC in 2018.

WebEOC is a web-based crisis and incident management system that allows for establishing a secure virtual emergency operations center. This virtual center provides a platform for coordinating activities, sharing information, and seamlessly connecting with other local, state, and federal agencies during significant incidents or events that affect the citizens of Forsyth County. The WebEOC mobile solution is used by the State of North Carolina and North Carolina municipalities and counties to manage their emergency operations center events.

Committee Action:

Committee	<u>Finance 4/12/2021</u>	Action	<u>Approval</u>
For	<u>Unanimous</u>	Against	<u></u>

Remarks:

The WebEOC platform includes a toolset to manage:

1. Event Reporting - a common repository of information for daily use. Emergency Management staff can track files, contact information, plans, procedures, and compliance reports.
2. Situational Awareness - position-specific activity logging and significant events tracking for a real-time consistent view of the lifecycle of an incident.
3. Resource Management - allows resource request submissions from the field with the mobile interface and routed to the appropriate department or agency, allowing staff to manage all related activity. WebEOC also supports the management of non-emergency events such as inspections.
4. After Action Reporting - allows users to document comments and recommendations after an event and track the resolution of action items.
5. Activity Dashboards - include a mapping feature that creates dynamic maps showing the exact locations where emergency activities are occurring.
6. Social Media - interfaces to mainstream social media products, such as Twitter, and FEMA-designated authorities for disseminating information to the public quickly during an emergency event.

Approval is requested for the City to renew the annual subscriptions and support with Juvare, LLC for the WebEOC solution for the period of May 1, 2021 through April 30, 2022 at a cost of \$39,236.49. Funding is available in the Information Systems FY 20-21 operating budget. Fifty percent of this renewal will be covered by Forsyth County. Per the City’s purchasing policy, any sole-sourced request over \$30,000 requires approval by the Mayor and City Council. It is further requested that authorization be provided to renew for three consecutive one-year terms not to exceed 3% annual increases.

The costs for the subscriptions and support services for the last five years and the next four years are shown in the following table:

Contract Year	Time Period	Cost	Percentage Change
1	5/1/2016 - 4/30/2017	\$35,175.00	
2	5/1/2017 - 4/30/3018	\$36,230.25	3%
3	5/1/2018 - 4/30/2019	\$37,317.16	3%
4	5/1/2019 - 4/30/2020	\$38,706.68	3.7%
5	5/1/2020 - 4/30/2021	\$39,867.88	3%
Total	5/1/2016 – 4/30/2021	\$187,296.97	---
1	5/1/2021 - 4/30/2022	\$39,236.49	-1.58%
2	5/1/2022 – 4/30/2023	\$40,413.58	3%
3	5/1/2023 – 4/30/2024	\$41,625.99	3%

4	5/1/2024 – 4/30/2025	\$42,874.77	3%
Total	5/1/2021 – 4/30/2025	\$164,150.83	---

Exhibit A includes workforce demographics for Juvare, LLC.