REQUEST FOR INFORMATION
RFI #19-103

DATE ISSUED: OCTOBER 22, 2018

The state of Ohio, through the Ohio Department of Public Safety, Administration Division, Office of Procurement Services, is requesting information for:

THE OHIO EMERGENCY MANAGEMENT AGENCY
WebEOC Reconfiguration

YOU ARE INVITED TO SUBMIT INFORMATION FOR THE SERVICES DESCRIBED IN THIS DOCUMENT. THE INFORMATION MUST ARRIVE BY 3:00 P.M. NOVEMBER 2, 2018 TO:

JEFFREY S. SHADBURN
CHIEF, PROCUREMENT SERVICES
OHIO DEPARTMENT OF PUBLIC SAFETY
1970 W. BROAD ST., 5TH FLOOR
P.O. BOX 182081
COLUMBUS, OH 43218-2081

OR

SEND ELECTRONICALLY AS AN ATTACHMENT TO:
CHRISTINA.LOCHBAUM@DPS.OHIO.GOV

1 General Overview

1.1 Background:

The Ohio Emergency Management Agency (EMA) is responsible for coordinating the State’s response to disasters and emergencies. This role requires that Ohio EMA rapidly share information, manage resources and maintain a common operating picture between the State Emergency Operations Center (EOC) and federal, state and local partners. WebEOC is the software program used by Ohio EMA to accomplish that task. WebEOC is used to manage mission assignments, share information and reports, and track available resources. Additionally, WebEOC is used by county EMAs to perform a similar coordination and information-sharing function at the local level.

The current WebEOC configuration was developed in 2011/2012 when WebEOC was first purchased. Since that time, many of the policies and procedures related to the State EOC have changed. WebEOC in its current form suffers from duplicative input locations, an over-abundance of boards and a confusing interface. This complicates user training and negatively impacts adoption at the local level.

1.2 Purpose

The ODPS/OEMA is soliciting a Request for Information (RFI) for a reconfiguration of WebEOC to better meet user needs. The goal of this project is to:

- Improve system architecture;
• Improve and reconfigure WebEOC to minimize points of entry for incident data;
• Organize and automate sharing of the incident common operating picture;
• Provide robust mapping capability;
• Intuitive interface, with training capacity in the system;
• Improve the efficiency in which data is entered, reviewed and displayed to be more user-friendly and intuitive.
• Increase user adoption of WebEOC.

It is Ohio EMA’s intent that the improved utility of a reconfigured WebEOC result in an increase in users at both the state and local levels. This increased adoption rate will in turn result in a more complete common operating picture.

The result of this RFI will assist in evaluating the feasibility of this project ahead of possible procurement. The RFI does not represent a procurement of services. The ODPS/OEMA does not intend to pay compensation for any work that may result from this survey of the market.

The purpose of this RFI is to provide service providers sufficient information regarding the ODPS/OEMA requirements. The information provided by service providers may be used to develop specifications for an Invitation to Bid (ITB) in order to meet the minimum requirements of the ODPS/OEMA. The ODPS/OEMA may enter into a contract with one (1) Contractor for the period of award of the contract through June 30, 2019.

It is agreed and understood that responses to this RFI are considered to be working documents while they are under review and are not subject to Ohio’s Public Records laws.

Only communication initiated and requested by the ODPS/OEMA is permissible. Any form of communication between any Respondent (or any of its representatives or agents) with the ODPS/OEMA staff during this evaluation process must be through ODPS/Procurement Services, Christina Lochbaum at 614-466-3073 or via email at christina.lochbaum@dps.ohio.gov

1.3 Scope of Work:

1.3.1 Desired results of WebEOC re-configuration. Describe how you would configure WebEOC to meet the following desired traits:

1.3.1.1 Information sharing

1.3.1.1.1 Provide a system architecture that provides intuitive user navigation and simplifies data input and visibility of relevant information.

1.3.1.1.2 Consistent user input location and information incorporating best practices such as board templates.

1.3.1.1.3 Intuitive, easy-to-navigate system to locate information and make updates that are reflected in the system.

1.3.1.1.4 Minimize locations where data needs to be updated.

1.3.1.1.5 Ability to add built-in notifications via email and text when information thresholds are met.

1.3.1.1.6 Mobile-friendly so that employees can view and update using their phone.

1.3.1.2 Resource management

1.3.1.2.1 Track mission requests and update status between different users.

1.3.1.2.2 Product should be able to store information on available resources.

1.3.1.2.3 Mission updates should be reflected in the common operating picture.
1.3.1.3  Mapping

1.3.1.3.1 The system should support a robust mapping capability, both internal to the system and external (e.g. ESRI Solutions for EM).

1.3.1.3.2 Mapping program would be able to layer both external shapefiles and information input elsewhere in WebEOC.

1.3.1.3.3 Mapping program would be capable of accepting direct reports from the field (damage assessments, etc.).

1.3.1.4  Training

1.3.1.4.1 Describe opportunities for built-in just-in-time training.

1.3.1.5  Development transfer

1.3.1.5.1 Describe how transfer of WebEOC system knowledge to DPS internal development staff will be conducted.

1.3.1.5.2 Implementation plan based on best-practices.

1.3.1.6 Best practices for increasing local user adoption rates.

2  Submission of RFI and Additional Respondent Responsibilities

2.1 Inquiries:

Respondents may make inquiries regarding this RFI any time prior to the submission deadline. To make an inquiry, Respondents must use the following process:

2.1.1 Access the State Procurement Web site at Procurement Opportunity Search;

2.1.2 In the “Document/Bid Number” field, enter the RFI number found on the first page of this RFI

2.1.3 To make an inquiry, offerors must use the following process:

2.1.4 Select “Request for Proposals” from the Opportunity Type dropdown;

2.1.5 Click the “Search” button;

2.1.6 On the Opportunity Search Results page, click on the hyperlinked Bid Number;

2.1.7 On the Opportunity Details page, click the “Submit Inquiry” button;

2.1.8 On the document inquiry page, complete the required “Personal Information” section by providing:

2.1.9 First and last name of the prospective offeror’s representative who is responsible for the inquiry,

2.1.10 Name of the prospective offeror,

2.1.11 Representative’s business phone number, and Representative’s email address;

2.1.12 Type the inquiry in the space provided including: A reference to the relevant part of this RFP,

2.1.12.1 The heading for the provision under question, and The page number of the RFP where the provision can be found; and Enter the Confirmation Number at the bottom of the page

2.1.13 Click the “Submit” button.

2.1.14 Offerors may view inquiries and responses on the State’s Procurement Website by using the “Bid Opportunities

2.1.15 Search” feature described above and by clicking the “View Q & A” button on the document information page.
2.1.16 The State usually responds to all inquiries within three business days of receipt, excluding weekends and State holidays.

2.1.17 Offerors submitting inquiries will receive an immediate acknowledgement that their inquiry has been received as well as an e-mail acknowledging receipt. Offerors will not receive a personalized e-mail response to their question, nor will they receive notification when the question has been answered.

2.1.18 Offerors may view inquiries and responses at:

Locate the “Quick Links” menu on the right, select “Bid Opportunities Search”

2.1.18.1 Step 1, enter the “Bid Number”

2.1.18.2 Step 2, click “Search”;

2.1.18.3 Step 3, click the “Document/Bid Number.” The “Submit Inquiry” button is at the bottom right of the Opportunity Detail page.

Bidders will not receive a personalized e-mail response to their question, nor will they receive notification when the question is answered. Responses may be viewed by clicking the “View Q & A” button located beneath the “Submit Inquiry.” The State will try to respond to all inquiries within forty-eight (48) hours of receipt, excluding weekends and State holidays. The State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

2.2 Clarifications:

2.2.1 The ODPS/OEMA may request clarifications to ensure the RFI responses are understood by the ODPS/OEMA.

2.2.2 Clarifications shall be requested using e-mail to an address specified in the RFI response, and clarifications shall be sent to the ODPS/OEMA as a “reply” to the request for clarification within 24 hours (not including weekends or holidays).

2.3 Intentions:

RFI responses must be received no later than 3:00 P.M., November 2, 2018. RFI responses should be:

<table>
<thead>
<tr>
<th>Mailed to:</th>
<th>Delivered to:</th>
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<tbody>
<tr>
<td>Jeffrey S. Shadburn</td>
<td>Jeffrey S. Shadburn</td>
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<tr>
<td>Chief, Procurement Services</td>
<td>Chief, Procurement Services</td>
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<tr>
<td>Ohio Department of Public Safety</td>
<td>Ohio Department of Public Safety</td>
</tr>
<tr>
<td>1970 W. Broad St., 5th floor</td>
<td>1970 W. Broad St., 5th floor</td>
</tr>
<tr>
<td>P.O. Box 182081</td>
<td>Columbus, Ohio 43223</td>
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<tr>
<td>Columbus, Ohio 43218-2081</td>
<td>(614) 752-7876</td>
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<th>Emailed to:</th>
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<tr>
<td>Christina D. Lochbaum</td>
<td><a href="mailto:Christina.Lochbaum@dps.ohio.gov">Christina.Lochbaum@dps.ohio.gov</a></td>
</tr>
</tbody>
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DELIIVERY INSTRUCTIONS

RFI’s, whether delivered through U.S.P.S., UPS, FedEx, electronically, or by hand to the ODPS must be complete.

If delivering RFI in person to the ODPS, come to the loading docks on the South side of the building. There is a door to the immediate right of the right most loading bay. Next to the door is a bell to ring for service. Deliver the RFI to the ODPS mail room. Make sure the time and date of delivery is noted on the RFI and logged by the person receiving the envelope. If any problems are encountered, in the delivery, and to verify receipt of the RFI call Christina Lochbaum at (614) 466-3073. Attempts to deliver to the OSHP Office at the front desk of the Ohio Bureau of Motor Vehicles Customer Service Center will be refused. The RFI’s will be received between the hours of 8:00 A.M. and 4:00 P.M. (3:00 P.M. on November 2, 2018) Monday through Friday.
2.4 Content of RFI Response:

2.4.1 Information/Cost Summary (Attachment 1):
Respondents will complete the Information/Cost Summary form/table found in Attachment 1 and include all resources and costs associated with performing the work as outlined by the type of vehicle specified. Pricing is to be reflected in a cost per vehicle. In addition, Respondents are to provide time estimates for the completion of services. Each Respondent must complete the Information/Cost Summary forms in the exact format provided.

2.4.2 Exceptions to Scope of Work, Section 1.3 (Attachment 2):
Respondents may list and describe any exceptions to the Scope of Work, Section 1.3 of this RFI in the event that the ODPS/OEMA would issue an ITB for the services identified in Section 1.3 of this RFI. Submission of Attachment 2 is optional.

2.4.3 Special Considerations (Attachment 3):
Respondents may list and describe any special considerations and/or any expectations the Contractor would have for the ODPS/OEMA in performing the services listed in Section 1.4 of this RFI. These special considerations may include, but are not limited to, advance scheduling and facility access requirements. Submission of Attachment 3 is optional.

2.4.4 Quality Control (Attachment 4):
Respondents may use Attachment 4 to provide the State with information regarding critical quality control requirements for consideration during the performance of services identified in Section 1.3. Submission of Attachment 4 is optional.

2.4.5 Descriptive Literature:
The Respondent may submit, with their RFI response, descriptive literature and/or references to websites highlighting the Contractor’s services as outlined in Section 1.3. Submission of descriptive literature is desired by the ODPS/OEMA, but is optional.

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ATTACHMENT 1
INFORMATION / COST SUMMARY TABLE

Respondents will complete the Information/Cost Summary Table, below, and identify all costs and estimated time of completion associated with services identified in Section 1.3. Costs are to be provided as an hourly rate per position and software cost (if applicable). The Respondent shall submit one (1) Attachment 1 per response, but may copy as many forms as needed to submit multiple responses. The following table is provided to assist in providing this information.

Estimates provided on the information / cost summary table(s) will be used to assess the range of possible cost before proceeding with any potential solicitations.

Respondents Name: ___________________________

**HOURS LIST**

<table>
<thead>
<tr>
<th>Individual(s)</th>
<th>Staffing Position Title</th>
<th>Offered Hourly Rate</th>
<th>Est. Hrs.</th>
<th>Extended Cost</th>
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Total: [Blank Row]

**SOFTWARE**

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<th>Software</th>
<th>Quantity</th>
<th>Price</th>
<th>Extended Cost</th>
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ATTACHMENT 2
EXCEPTIONS TO SCOPE OF WORK (SECTION 1.3)
Note: Submission of this Form is Optional.

| COMPANY NAME: ____________________________ | RESPONDENT’S NAME: ____________________________ |
| Please list any exceptions your Company would have to the Assumptions Scope of Work (Section 1.3) of this RFI in the event the ODPS/OEMA would issue an ITB for contracting for these services in the future. In addition, describe the reason(s) for the exception(s) and alternatives your company would offer in lieu of each exception. |
ATTACHMENT 3
SPECIAL CONSIDERATIONS
Note: Submission of this Form is Optional.

| COMPANY NAME: _____________________________ | RESPONDENT’S NAME: __________________________ |
| Please list and describe any special considerations and/or any expectations, such as advance scheduling requirements, your company would have in performing the services identified in Section 1.3 of this RFI. |
ATTACHMENT 4
QUALITY CONTROL
Note: Submission of this Form is Optional.

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<th>COMPANY NAME: ___________________________</th>
<th>RESPONDENT'S NAME: ___________________________</th>
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If applicable, please use this form to help the State identify critical quality control requirements in the performance of services identified in Section 1.3.