REQUEST FOR PROPOSAL

CLOUD-BASED SOFTWARE FOR EVACUATION MANAGEMENT WITH A COMMUNITY EVACUATION INTERFACE

For

Sutter County Office of Emergency Management

SUTTER COUNTY

August 2021

SUTTER COUNTY OEM
1130 CIVIC CENTER BLVD.
YUBA CITY, CA 95993
(530) 822-4575

Approved for Solicitation

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Steven Smith
County Administrative Officer

REQUEST FOR PROPOSALS (RFP)

INTRODUCTION

The Sutter County Office of Emergency Management is requesting proposals from Software as a Service (SaaS) vendors with a proven evacuation management system in time for the 2021 flood season.

Interested firms should submit their proposal package to https://sutter.bonfirehub.com no later than **5:00 p.m. on September 13, 2021.**

Sutter County uses a Bonfire portal at https://sutter.bonfirehub.com/ for promoting projects, receiving proposals and answering questions about projects digitally. Please contact Bonfire at Support@GoBonfire.com for technical questions related to the submission process. You can also visit their help forum at https://bonfirehub.zendesk.com/hc.

The selection process will follow the guidelines of the Sutter County Purchasing Procedures Guide. The process will consist of a review and ranking of the submittals by an evaluation panel. If Sutter County fails to conclude a satisfactory agreement with the top-ranked consultant, a new negotiation will be initiated with the next highest ranked firm. This process may be repeated until a contract is successfully negotiated.

The proposals from the Consultant shall contain the information identified in this RFP. Late submittals, submittals to the wrong location, or submittals with inadequate copies are considered non-responsive and will be rejected. Submittal of additional information after the due date will not be allowed until the short list is developed.

Each respondent will be responsible for all their expenses incurred during the RFP process.

Per the County of Sutter Ordinance Code Chapter 16-060 (a) (1-3), the following shall apply:

(1) The County reserves the right to negotiate directly with any party responding thereto and may enter into a contract with any responding party regardless of price if it is advantageous for the County to do so.

(2) No Public opening of proposals shall be required.

(3) If the request seeks architectural design services requiring an expenditure in excess of ten thousand dollars ($10,000.00), the request shall also include, in bold type, a disclosure that the contracting architect may be required to indemnify and hold harmless the County of Sutter against any and all liability, whether or not caused by the activity of the contracting architect.

This RFP does not commit the County to enter into an agreement, to pay any costs incurred in the preparation of a proposal in response to this request, or to procure or contract for services. The County reserves the right to accept or reject any or all submissions received as a result of the request, to negotiate with any qualified firm, or to modify or cancel in part or in its entirety this RFP if it is in the best interest of the County to do so.

The County reserves the right to amend this RFP by addendum prior to the final submittal date. Consultants submitted proposals will acknowledge receipt of all addenda.

DISCREPANCIES, AMBIGUITIES OR CONFLICTS

1.1. Should the vendor discover discrepancies, ambiguities or conflicts in the proposal documents, or should the vendor be in doubt as to the true meaning of part of the proposal document, vendors may submit to General Services a written request for an interpretation. Requests should be submitted at least five (5) business days prior to the bid opening. If a modification to the specification appears in order, any such modification will be posted as an Addendum on the Sutter County website at http://suttercounty.org/apps/rfps/rfplist.aspx prior to the time set for the opening of bid. All clarifications, corrections, or changes to the solicitation documents will be made by Addendum only. Applicants shall not rely upon interpretations, corrections, or changes made in any other manner, whether by telephone or in person. Interpretations, corrections, and changes shall not be binding unless made by Addendum. All Addenda issued shall become part of the Agreement documents.

1.2. It is the independent contractor's sole responsibility to ascertain that they have reviewed all Addenda issued for this solicitation.

PROJECT DESCRIPTION

The goal for the platform is to make it easy for fire, law, and OES to serve the community with a clear, concise, and easy-to-use tool that will get Sutter County populations to safety quickly and effectively. This tool should be able to:

- Build and maintain zone-based evacuation plans based on population, structures, traffic, and other data such as past events, local knowledge and known potential local hazards.
- Train fire, police and other agencies for cross-jurisdictional evacuations using simulations based on real-time conditions and/or historical data.
- During a live incident, allow fire, police, and OES to collaborate in real-time to run evacuation scenarios to determine zones to be put under an evacuation order, warning, or advisory status, and immediately transmit those changes in status to the community without manual intervention or other delays to an evacuation.
- Provide zone-based notifications to other agencies and the public through integrations with existing notification platforms, social media, routing, and mapping systems.
- Provide a Web-based community site that allows the public to locate their address and identify their zone(s) to pre-determine evacuation routes and, during a live event, access the latest zone status, road closure, and shelter information.

The County wishes to deploy this evacuation management system very quickly to mitigate risk by the 2021 flood season. As a result, the county will only consider systems that meet the following criteria:

1. A currently available "off-the-shelf" SaaS system with at least three other agencies using the system and available to speak to our staff as a reference.
2. A proven system that has been used in at least three "live" disaster events such as a flood, wildfire, active shooter or other incident requiring evacuations.
3. Provides a community-facing website with real-time access to evacuation status, suggested evacuation routes and shelters.
4. A system that has an existing software interface that allows integrations with important technology partners such as Waze, Google, AirBnB, etc.

Additionally, the county prefers a system that has been deployed regionally and can seamlessly integrate with other evacuation systems already deployed in neighboring counties. This will help adjacent jurisdictions to function together for simulations, training and live event determinations.

SCOPE OF WORK

Using flood scenarios, a variety of local studies and data sources, and evacuation planning efforts, the vendor will deliver preliminary evacuations zones and provide a cloud-based application software that will:

1. Generate Preliminary Zones

Create preliminary County-wide evacuation zones based on a variety of available source data and modeling. The vendor will deliver countywide evacuations zones built using regionally-accepted methodologies to ensure consistency with neighboring jurisdictions. The vendor is expected to work with the County to assess and acquire any additional necessary data. Required data types include, but are not limited to, buildings, addresses, hazard models, agency boundaries, waterways and road networks.

2. Multi-Agency Planning / Cross - Agency Collaboration

Provide an intuitive platform and onboarding process for county agencies to enter additional data and refine evacuation zones to ensure they meet the needs of the local community. The goal is to use the onboarding process to gain consensus across law, fire, and OES on final zone configurations and zone-level evacuation pre-plans. The vendor will work with local agencies to finalize the zones and pre-plans and publish them as agency-approved. This effort can include altering the size and shape of zones, entering very detailed local knowledge such as gate codes, easements, etc. Once approved, the application should make it easy for agencies to keep the zone configurations and pre-plan information up-to-date. All pre-plans should be available in PDF format for printing and sharing and be available both online and offline.

3. Community Engagement

Zones that are approved by the local agencies should be published to a public-facing, web-based mapping system and should remain current, up-to-date and in sync with the agency application. Community members should be able to easily access their zones by address or location on a map. Registered users should be able to easily identify zone-specific information

such as shelters, traffic control points, resources needed to evacuate an area and periodically re-evaluate the zone information in an objective manner. During a live evacuation event, this interface will provide location of incident, current evacuation status, active shelter locations, and road closures.

In order to help drive community engagement, the vendor will provide marketing programs and assets that the county can implement to build awareness and understanding of zone-based public safety. Required marketing assets include, but are not limited to advertising graphics, videos, social media posts, and community presentations.

4. Live Incident Support

The application should be able to support both small (single-zone) or large (multi-zone, multi-county) live incidents for both training and live incidents. During a real-time evacuation event provide tools that allow first responders and incident command personnel to analyze and model the effects of various solutions on traffic and circulation along primary, secondary, and tertiary evacuation routes, and first responder apparatus ingress/egress routes. Allow them to generate and share evacuation scenarios and ultimately schedule when an evacuation order goes into effect. When the order is initiated, the application should send notifications to agencies and the public through integrations with county warning systems and social media. Certain key aspects of the application must remain functional to the end user in case of a loss of connectivity.

5. Rapid System Deployment and Training

The County desires to have the Evacuation Management Platform implemented in time for the 2021 flood season effectively starting December 1, 2021. This includes getting agency-approval for the evacuation zones, deployment of the evacuation system, and deployment and marketing for the community site. Formal training for fire, law and OES and proper documentation of the software application's features and capabilities are expected. This includes both application-level training and support for cross-jurisdictional evacuation training drills. At least one drill should be delivered before acceptance of the platform.

Additionally, the vendor will provide electronic copies of all of the GIS data used to build the cloud based evacuation zones and the data within the zones provided to them in GIS file format that is easily transferrable and usable by County GIS staff. The County is the owner of all evacuation zones and data established in this project.

DETAILED SYSTEM REQUIREMENTS

Table 1: List of the functionality required:

	Requirements	**Compliance (1-5, 5 is highest)**	**Vendor Comments/Notes**
1	**Generate Preliminary Zones:** ● Preliminary countywide zones		

	● Proven methodologies adopted by other agencies ● Ensure zones can support multiple hazards ● Zones must align with adjacent jurisdictions zones to facilitate collaboration		

2	**Multi-Agency Planning:**
	● Show successful engagement process for fire, law and OES
	  ○ Update/approve zones
	  ○ Create pre-evacuation plans
	● Tools to capture and manage local information like shelters, critical facilities, traffic control points
	● Always up-to-date, dynamic evacuation preplans
	● Ability to access or print one or more of the latest pre-plans when offline
	● View or run fire spread models to understand local behavior:
	  ○ 1-hour, 3-hour, 5-hour spread simulations
	  ○ Use current weather or historical weather patterns
	  ○ Threat direction
	● Show traffic choke points based on populations scenarios (i.e. concert, game, protest)
	● View evacuation zones and plans from nearby counties using an EMP system		

3	**Community Engagement:**
	● Map-based user Interface showing:
	  ○ Latest agency-approved zones
	  ○ Current zone status
	  ○ Active hazards
	  ○ Current weather
	  ○ 48-hour weather Forecast
	  ○ Real-time traffic
	● Ability to “Find My Zone” based on:
	  ○ Address
	  ○ Zone ID
	● Downloadable Residence Guide (County Provided)
	● If possible, include zones from other jurisdictions to help public find support when they are away from their home county
	● Community awareness campaign
	  ○ Marketing plan
	  ○ Marketing assets
	  ○ Marketing support
	● Community evacuation drill training templates		

4	**Live Incident Support:**		

	● Initiate a new incident (live or training) from anywhere in a region
	● Provide tools for cross-agency collaboration tools to optimize evacuation recommendations
	● Evaluate results and impacts based on time, volume (people and cars), and weather
	● Run real-time fire spread models using current or historical weather conditions
	● Generate sequenced evacuation recommendations based on the simulations
	● Adjust recommendation by adding/removing Evacuation Zones from the list
	● Provide tools for first-responders to schedule notifications for:
	  ○ Zone status
	  ○ Road closure
	  ○ Shelter availability
	● Schedule and notify status changes to agencies and the public via multiple channels including but not limited to:
	  ○ County Warning System (Code Red)
	  ○ Community site
	  ○ Email lists
	  ○ Social Media
	  ○ WAZE
	  ○ News releases
	  ○ WFS		

5	**Rapid System Deployment and Training:**
	● Proven, "off-the-shelf" SaaS system for rapid deployment
	● Scalable, cloud-based SaaS system with 99.99% uptime hosted at AWS, Azure or other standard hosting providers.
	● Formal training for fire, law and OES
	● Application-level training and support
	  ○ Documentation
	  ○ How-to videos
	  ○ Cheat-sheets
	  ○ Webinars to learn from other customers
	  ○ GIS Data provided electronically to County
	● Cross-jurisdictional evacuation training drills
	  ○ Drill templates with scripts
	  ○ Online drill training
	  ○ On-the-ground drill support
	  ○ At least one drill should be delivered before acceptance of the platform.		

MILESTONE DUE DATE/TIME

Release of solicitation: August 30, 2021
Clarification questions: September 3, 2021
Addendum with answered questions: September 8, 2021
Final Submission: 5:00 p.m. on September 13, 2021
Notice of intent to award: September 17, 2021
Proposed Contract: September 24, 2021

CLARIFICATION QUESTIONS
All questions must be submitted, in writing, to Bonfire. No questions will be answer via email or verbally.

SUBMISSION OF PROPOSAL
Proposals should provide straightforward and detailed descriptions of the proposer's ability to satisfy the requirements of this RFP. All proposals must be submitted electronically. If the proposal is made under a fictitious name or business title, the actual legal name of proposer must be provided.

PROPOSAL SUBMISSION CHECKLIST
A complete proposal or proposal package will consist of the items identified below. Complete this checklist to confirm the items in your proposal.

- ❑ Statement of Experience (Cover Letter)
- ❑ Description of the company, its competencies and experience.
- ❑ References from at least three other agencies that have used the Vendor's EMP platform including email and phone numbers.
- ❑ Provide three relevant examples of fire or other disaster events where the Vendor's EMP software was used to facilitate an evacuation.
- ❑ Include an Executive Summary indicating the Vendor's understanding of the County's needs related to this project, as outlined in the Scope of Work, including complete response to the functionality tables included in the RFP.
- ❑ Completed response to the Detailed System Requirements listed in Table 1.
- ❑ Provide a timeline for the Implementation of the EMP platform.
- ❑ A pricing quote for the EMP software platform and all services included in this proposal.
- ❑ A commitment to negotiate in good faith a Software as a Service (SaaS Agreement for the System and the completion of the tasks outlined in the scope of work, including a not-to-exceed compensation total for expenses and reimbursables.

COST PROPOSAL
Contractor shall submit cost proposal itemized as it shall be stated on the invoice. Cost proposal to indicate whether the submission for payment (invoice) shall be sent after completion of services or no later than the tenth day of the month following provision of services.

EVALUATION CRITERIA

Evaluation team will consist of at least three (3) panelists. Panelist selection will derive from the nature of the solicitation, knowledge in the field within the scope of work, understanding of County policies and procedures, and third party overview.

Primary consideration will be given to vendors and proposals that demonstrate the highest qualifications in terms of past experience, understanding of the project scope, and software capabilities as they address the needs outlined above. Vendors submitting proposals should meet the following criteria and provide information acknowledging such compliance:

- Have dedicated staffing, equipment, technical and financial resources to provide the Evacuation Management Platform (EMP), training and implementation services as required for full deployment of the software platform within the timeframe required by the County;
- Have experience providing the EMP SaaS platform to public agencies;
- Have the ability to cooperatively interact with and provide timely responses to County staff, committees' and subcommittees' members, and project manager;
- Be otherwise qualified and eligible to receive a contract award under applicable laws and regulations.

All proposals are competitive-sealed and are evaluated based on weighted criteria. A preliminary review shall be made of the proposals by the evaluation team. Aggregate, not individual, scores shall be available for review.

Award will be made to the responsible, responsive proposer whose proposal is determined in writing to be the most advantageous, considering evaluation factors set forth in this RFP. Award is not solely based on price, but also upon technical superiority of the proposal.