

Escambia County

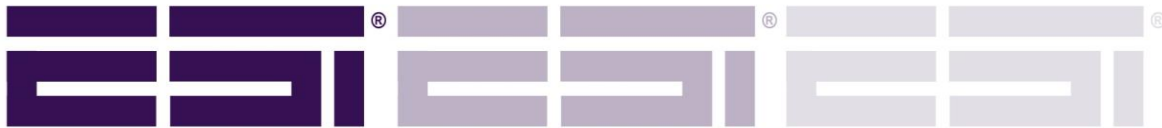


WebEOC[®] Proposal

All-Hazard Crisis Incident
Management Software
(CIMS) Solution

Prepared for:

Escambia County
Division of Emergency Management



ESi Acquisition, Inc. • 823 Broad Street, Augusta, GA 30901 • Fax: 706-826-9911 • Phone: 706-823-0911 • www.esi911.com

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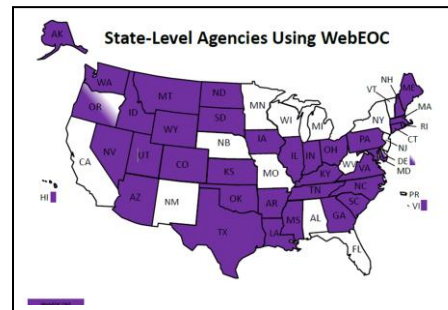
John Dosh
EM Director
Escambia County DEM
6575 North 'W' Street
Pensacola, FL 32505

Subject: WebEOC[®] Crisis Information Management Software – Proposal Q17499

Thank you for your interest in ESi[®] products and services. We hope our understanding of your requirements is accurately reflected in the enclosed Statement of Work (SOW). The total one-time solution price of \$127,976.00 is detailed in the SOW, Appendix F. This includes Year 1 Silver Software Support for WebEOC *Professional* and normal support on all other products. Projected Year 2 costs (\$12,900) based on Silver Software Support can also be found in Appendix F. Out-year software support (Year 2 and beyond) is *optional*. For additional information on ESi's software support plans, see *WebEOC Software Support Plans*, transmitted separately.

ESi has provided customers with information management systems and solutions since 1996. WebEOC[®] *Professional*, our flagship Crisis Information Management Software (CIMS), was the first web-enabled technology specifically designed for emergency management that was both *easy to use* and *customer configurable*. This combination has made WebEOC the industry leading CIMS product with customers at federal, state and local levels both in the U.S. and internationally. In the corporate world, WebEOC customers can be found in banking, finance, defense, energy, entertainment, healthcare, manufacturing, telecommunications and transportation industries.

Today, WebEOC is used by nineteen (19) Departments and Agencies within the Executive and Legislative Branches of the U.S. Federal Government, including the Departments of Agriculture, Commerce, Defense, Energy, Homeland Security, Health and Human Services, Interior, Transportation and Veterans Affairs. The U.S. Senate is a WebEOC customer along with the Environmental Protection Agency (EPA), National Aeronautics and Space Administration (NASA), Government Accountability Office (GAO), and the U.S. Nuclear Regulatory Commission.



WebEOC is used by the District of Columbia and more than 60 state-level agencies in 39 states and territories. Over 50% of all Tier I and II UASI regions in the country use WebEOC. Nationwide, WebEOC is used at the state or local level in 48 of 50 states by hundreds of customers representing thousands of jurisdictions. Joint Task Force-Civil Support, when deployed anywhere in the nation, relies on WebEOC for crisis / consequence management. A partial list of licensed WebEOC customers can be found at <http://www.esi911.com>.

With more than six hundred installations worldwide, we have gained the kind of process and implementation expertise that can only come from implementing WebEOC for an incredibly diverse customer base. In size, customers range from small towns (Dillingham, AK – population 2,468) to large regional implementations (e.g., National Capital Region), statewide rollouts (e.g. South Carolina) and complex-wide federal deployments (DOE). In other examples, WebEOC has been implemented by the U.S. Department of Homeland Security/Transportation Safety Administration where it is used by the Transportation Security Operations Center and hundreds of airports throughout the country to perform incident management, coordination, and provide situational awareness for all

modes of transportation. For similar reasons, WebEOC *Professional* has been adopted by the U.S. Nuclear Regulatory Commission, utilities/nuclear power plants, and scores of counties adjacent to/within nuclear facilities' EPZ (Emergency Planning Zone).

Always committed to the idea of customer configurable software, we expressly shun canned or fixed processes. In each WebEOC implementation, ESI listens to customers to gain an understanding of their business rules and workflow, and the results of that discovery become the basis for the overall system design and configuration.

Our extensive experience implementing WebEOC has taught us the importance of understanding not only your agency's mission, but its immediate and long term goals. Ultimately, our desire is to provide a solution, not just software. With respect to initial WebEOC deployments, the most successful projects involve some level of design review followed by development and implementation of specific process elements that have been tailored – to the extent possible – to an agency's individual requirements. ESI can estimate these services based on past installations for similar customers, but as we are constantly reminded, each customer is unique and has unique requirements. A suggested plan for the Escambia County DEM's initial WebEOC roll-out is described in the Statement of Work.

As former emergency managers, we take seriously our commitment to provide not only software, but solutions designed to meet your needs; solutions that are flexible and can be configured, if desired, by you, the customer; solutions that are easy to use – something often claimed by other vendors but proven time and again by WebEOC customers who train the inevitable alternate or new user who is called out / activated for the first time without the benefit of initial training or ever having participated in a drill/exercise.

There are no hidden or recurring costs with WebEOC. WebEOC does not rely on third party products whose licenses must be renewed annually. Nor must additional licenses be purchased as the number of responders needed to manage an event increase.

Pricing will remain valid for 180 days from the date shown in the quotation. Pricing for WebEOC *Mapper Professional* is estimated until a completed Mapper survey has been returned and ESI has validated customer's GIS environment. Taxes are not included. If your agency is tax exempt, we request a tax-exempt certificate accompany your purchase order.

After you have had an opportunity to review this proposal and the accompanying information, please contact our office should you have additional questions or desire any changes. As appropriate, the Statement of Work should be shared with other members of your organization (e.g. information technology, emergency management, GIS, etc.) who may be responsible for or involved in the delivery of products or services related to this procurement.

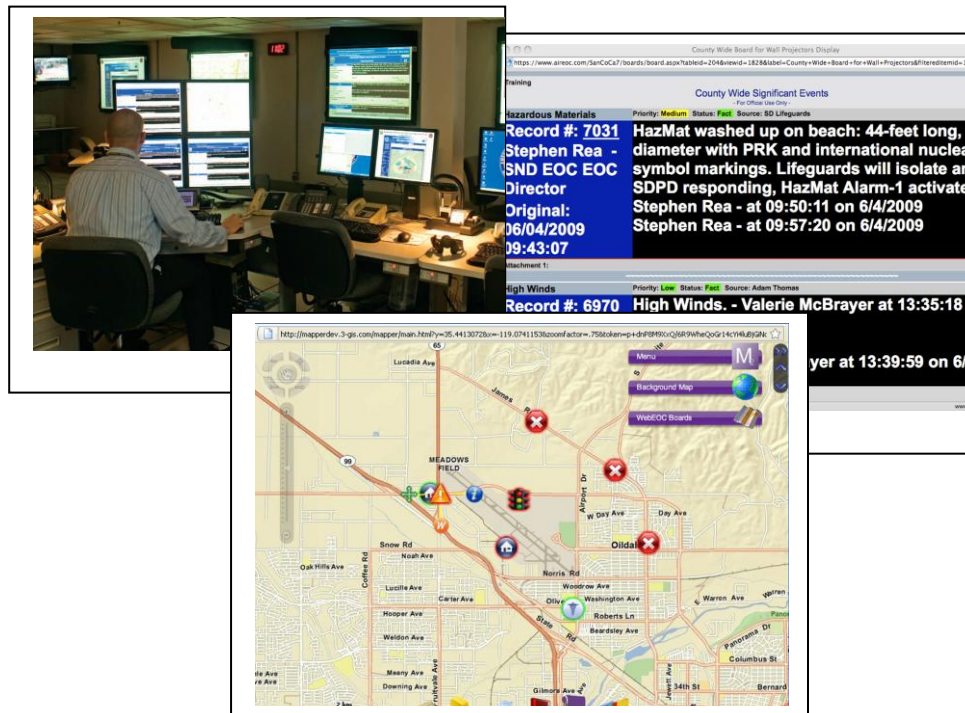
Thank you for considering ESI for your Emergency Management and Public Safety needs.

Sincerely,



Curtis R. MacDonald
Chief Operating Officer

Statement of Work For WebEOC® Products and Services



ESi Contact Information

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1.0 Project Plan

This proposal provides details of the proposed plan for delivery of products and services and outlines responsibilities of both ESi and the Customer.

2.0 Solution Overview

ESi will provide the following products and services in support of this project.

- ESi WebEOC® *Professional* with Local Disaster Recovery Solution and 1 Year Silver Software Support
 - WebEOC *Professional* Redundant Server Software (one per target server)
 - Double-Take Availability Software – Standard Edition with 1 Year Support¹ (one per source and each target *database* server)

NOTE: Unless otherwise stated, this proposal assumes operating system software on both source and target database servers is Windows Server 2008 Standard. If one or both servers have Windows Server 2008 Enterprise, contact ESi and a revised proposal will be issued.

- ESi WebEOC® Plug-in(s) with 1 Year Software Support
 - ESi WebEOC® *Mapper Professional*
- EM Constellation Interface
- Professional Services – Project Management; remote installation of WebEOC *Professional*, WebEOC *Mapper Professional* and Double-Take software on customer-provided servers; onsite WebEOC *Mapper Professional* configuration; onsite training and implementation and offsite board and process configuration as summarized below (services onsite unless otherwise indicated). ESi will provide the EM Constellation Adapter to Escambia County. Services will include board building, adaptation to the local Resource Request process, remote installation and remote configuration.
 - WebEOC Administrator and Board Builder Training – One (1) person, two (2) days
 - WebEOC Discovery (Requirements Gathering) – One (1) person, one (1) day
 - WebEOC Offsite Configuration – One (1) person, two (2) days
 - WebEOC Process Validation and Selected User Training – One (1) person, two (2) days
 - GIS Configuration – One (1) person, two (2) days
 - EM Constellation Interface - One half-day (4hours) remote training

¹ Double-Take support is provided through the Double-Take Support Portal at <https://support.doubletake.com>.

3.0 Pricing and Schedule

Pricing, to include options, is contained in Appendix F (Quote Q17499; Option(s) P21453) and is subject to change based on mutually agreed upon changes in scope. Travel costs are estimated based on the federal JTR. Airfare (if applicable) assumes coach seating, refundable tickets.

The number of “on-site” days quoted is based on the scope of work accepted by Customer and assumes that Customer is fully prepared to receive purchased services (i.e. conditions of Customer checklist are met, supporting hardware and software are in place and installed, designated staff is available, etc.) as scheduled. Should ESi be required to remain “on-site” in excess of the quoted time, at the request of the Customer or due to delays caused by the Customer’s lack of preparation, such time and related expenses shall be billed to the Customer at ESi’s then-current rates.

If additional time is required to complete the project beyond that available during initial installation, ESi will coordinate with Customer before taking any action. When Customer’s purchase order includes professional services in excess of what is required, hours not used can either be “banked” for future development or ESi can bill only for actual hours used.

4.0 Invoicing

Customer will be invoiced for products when shipped by ESi to the Customer. Services (excluding support delivered as part of a Software Support Plan) will be invoiced monthly, as delivered. All invoices are payable NET30.

5.0 Contacts

Sales	Project Manager	Regional Manager
Erin Jacobs	Randy Cantu	Mark Goodman
Inside Sales	Project Manager	Regional Manager
(706) 262-2044	(706) 262-2588	910-386-8540
ejacobs@esi911.com	rcantu@esi911.com	mgoodman@esi911.com

6.0 Planning and Preparation

6.1 Project Management

Following notification of Project Award, the ESi Project Manager schedules and conducts a Project Kick-Off Meeting (Conference Call). This meeting is intended to confirm the Statement of Work and discuss the implementation schedule. The Statement of Work contains a detailed description of the roles and responsibilities for ESi and the Customer. Project Management provides scheduling, project plan development and management, coordination of Customer and ESi teams, requirements management, invoicing support, issues and action items tracking, and project communication.

6.2 Contracting / Procurement

Following receipt of a purchase order and consistent with the proposed delivery schedule as coordinated with the Customer, ESI will order any hardware and third party software specified in Section 2.0.

6.3 Site Preparation

Prior to delivery of services, both ESI and Customer have specific responsibilities as outlined in Sections 6, 7 and Appendices A and E. ESI will *remotely* install WebEOC and Double-Take software, or work with Customer remotely to effect installation on Customer production servers.

7.0 Implementation

7.1 WebEOC®*Professional*

Onsite services will begin with a brief kick off meeting with the Customer. This meeting is intended to review the implementation schedule and meet with key stakeholders. Unless otherwise stated, WebEOC Administrator Training and Discovery will be completed during a single trip onsite.

7.1.1 Administrator Training

Upon completion of the in-brief and any software testing, WebEOC *Professional* Administrator and Board Builder training is provided to WebEOC “Administrators”. Training is also provided on WebEOC *Mapper Professional*. Depending on the time needed to verify / test the software on Day 1, Administrator training typically concludes on Day 2. WebEOC Administrator class size should not exceed ten students. Although a minimum number is not specified, training should include enough system administrators to ensure one is available for duty during any protracted event.

WebEOC Administrator and Board Builder training is provided to the person or persons responsible for administering the system. Administrator training will provide instructions on how to setup and manage WebEOC. Administrators need not be IT professionals. *Users should not attend Administrator training.*

All on-site WebEOC courses require a classroom with a computer for each student, access to the network hosting WebEOC, and a data projector and screen for the instructor. An overview of WebEOC Administrator training is contained in Appendix D. ESI provides a course syllabus and two Administrator and Board Building Student training manuals with every install.

7.1.2 Discovery

Upon completion of training, ESI will facilitate a Discovery session in order to determine how Customer will use WebEOC during day-to-day operations, special events and man-made or natural disasters. Prior to Discovery, Customers must be prepared to describe to onsite ESI personnel local agency processes / procedures outlined in Appendix E.

WebEOC contains several mission critical processes for crisis management. Examples of these processes include Mission/Tasking, Situation Reporting, Significant Events, and Incident Action Planning. ESI understands that each customer has different needs, and this stage is used to understand local

requirements in order to adapt these to WebEOC out-of-the box processes. Discovery participants must include the Emergency Management Director or his/her designee along with ICS or ESF leads. These individuals – the EOC Manager and the Command, Operations, Logistics, Planning and Finance representatives (or equivalent) – must describe how an entity operates during an activation – whether a special event (national convention, sporting event, etc.), a response to a manmade or natural disaster or, where appropriate, day-to-day operations. Agency PIOs are also a critical element in this process.

At the conclusion of the Discovery Process, the Customer will apply the lessons learned during Administrator Training and begin the process of (1) entering *Users*, (2) assigning *Users* to *Positions*, (3) assigning *Positions* to *Groups* and (4) assigning preliminary permissions (privileges) to *Groups*. Each user account must be assigned to a position and each position must be assigned to a group. Without a position, a user cannot log in to WebEOC. Without a group, a user does not have permission to any incidents, and without being assigned to an incident, a user does not have permission to any boards, plug-ins, etc., in WebEOC.

To the extent time allows, the onsite ESI representative will work with the Customer's WebEOC Administrator(s) to set up representative accounts. In concert with this effort, we will provide best practices for naming conventions and introduce techniques to deal with multi-jurisdictional implementations where more than one agency may have positions in the system, or the system may be sharing information with other WebEOC installations/agencies.

Apart from the setup of *Users*, *Positions*, and *Groups*, ESI will, if the customer is interested, illustrate boards and processes implemented by/for other WebEOC customers that could be imported and adapted to a Customer's own WebEOC implementation.

7.1.3 Process Configuration

Process Configuration is the build-out of a Customer's WebEOC. Customers rarely implement all of the default, out-of-the box Status Boards or processes that come standard with WebEOC. Instead, they take advantage of the configurability WebEOC offers and implement their own unique requirements. This involves building new status boards, modifying existing, out-of-the-box status boards and/or importing and modifying where necessary status boards from other WebEOC users. In so doing, agencies are able to implement processes that meet the Customer's unique Event Reporting, Mission/Tasking, SITREP and other mission critical requirements.

The amount of time required to configure WebEOC cannot accurately be quantified until the initial Discovery Session is completed and results analyzed. Agency mission, type, size, and complexity all affect the amount of time necessary to configure WebEOC. Also, the Customer's own level of involvement is a key variable.

This proposal includes an estimate (2-days) for offsite ESI configuration services. As noted in Section 3.0, if additional time is required to complete the project beyond that available during the current engagement, ESI will coordinate with customer before taking any action.

Status boards are built and processes implemented based on Customer’s business rules and workflow. To do this, we draw upon our vast knowledge of other implementations around the world and where possible, choose from an assortment of already developed boards that might meet Customer requirements. Based on the Implementation Requirements collected during Discovery, these boards, along with the out-of-the-box boards, are tailored to the extent necessary or new boards are developed from scratch. Whenever possible and requested, we take existing agency procedures into account when configuring WebEOC Status Boards. Adapting WebEOC to existing procedures minimizes the training required of agency personnel.

ESi personnel work with the Customer’s WebEOC Administrator to ensure boards and processes implemented are consistent with agency requirements. This includes ensuring final access privileges are assigned to Status Boards, plug-ins, links and menus and, if appropriate, process permissions are assigned to Organization Groups. Once complete, ESI remotely installs the final board set on Customer’s WebEOC server or if their server is accessible from the internet the process and boards can be configured directly on the server. This also provides ESI personnel an opportunity to review the processes with the Customer’s WebEOC Administrator.

7.1.4 Process Validation/Targeted User Training

Two Days Onsite - Once a baseline process is developed and installed, *targeted* User training can be conducted. This training, tailored to the Customer’s unique implementation of WebEOC, is administered to selected Users representing key EOC positions. Upon completion of training, the same individuals participate in a mini exercise. The purpose of the exercise is two-fold. First, it tests user knowledge gained during initial training. Second, and more importantly, it validates the WebEOC implementation as directed by the Customer and highlights areas needing improvement. A maximum of two three (3) hour sessions are conducted per day.

Upon completion of onsite training and the exercise, ESI works with the Customer to address any issues identified and, where time permits, implements any needed changes.

See Appendix D for additional information on Administrator and User training.

7.2 WebEOC®Mapper Professional

Implementation services involve remote installation of the WebEOC *Mapper Professional* plug-in, training, mapper-enabling select WebEOC status boards, and separately, GIS configuration services (see Appendix A).

- When installed with WebEOC *Professional*, training for both products is conducted during the same training session.
- GIS configuration services (onsite or remote) are performed separately by personnel from Tucuxi, a subsidiary of ESI.

WebEOC *Mapper Professional* 3.X includes access to a set of default layers through the ESRI ArcGIS Online service. Because this service is provided over the internet, outbound internet access is required to use these default layers. The following default data layers are provided:

Streets

This layer provides a street map of the United States. The street data is provided and updated by ESRI to ArcGIS Server customers and cannot be updated or modified by ESi.

Imagery

This layer provides a map of the United States composed of satellite imagery and aerial photography. The imagery data is provided and updated by ESRI to ArcGIS Server customers and cannot be updated or modified by ESi.

Topography

This layer provides a topographic map of the United States. The topographic data is provided and updated by ESRI to ArcGIS Server customers and cannot be updated or modified by ESi.

Additional GIS data layers may be provided by the Customer and used in *WebEOC Mapper Professional 3.x* but the Customer is responsible for the configuration of those data layers on the GIS server unless otherwise specified in this document.

Data layers available in an ESRI MXD map document format suitable for publishing in ArcGIS Server at the time of *WebEOC Mapper Professional 3* installation can be configured in *WebEOC Mapper Professional 3* by ESi. Data layers provided after installation or provided in another format will require additional GIS configuration services beyond the scope of this project. There is no required set of layers that must be provided. The EM Director typically works with the GIS team to decide which of the available layers will be needed in the EOC during an EOC activation. The specific layers provided in an MXD document for publishing are chosen by the customer.

While not required, the recommended MXDs to be provided for *WebEOC Mapper Professional* are a map document containing roads and other basic transportation features and one containing useful overlay layers, such as:

- Parcel boundaries
- Fire/Police/CIKR facilities
- Schools
- Hazards
- Other layers that may be useful to EOC staff

7.3 EM Constellation Interface

The following services will be provided remotely as part of this phase. Onsite work can be provided with acceptance of a separate quote for travel expenses.

- Adaptation of Resource Request board to the customer's Resource Request process
- Remote installation
- Remote configuration and training

APPENDIX A – ESI / CUSTOMER RESPONSIBILITIES

This proposal assumes parties will provide products (hardware and software) and/or services as outlined in this Statement of Work.

WebEOC® Professional			
Description	Customer	ESi	N/A
Designate a Project Manager.	√	√	
Appoint sufficient WebEOC Administrators to ensure that at least one is available for duty during a protracted event.	√		
Provide Contact Information for the following positions:			
Emergency Management Director	√		
IT Director or Point of Contact	√		
GIS Point of Contact (If WebEOC Mapper Professional will be installed)	√		
WebEOC Administrator	√		
Two contacts who are to receive (via email) announcements related to WebEOC products and services (e.g. software updates, user conference details, etc.)	√		
Provide address where installation will occur. If implementing a disaster recovery solution, include address where redundant WebEOC installation(s) will occur.	√		
Provide address where administrator training will occur. ²	√		
Provide address where user training will occur, if different from the above.	√		

² Trainees should have their own computers equipped with a supported browser and be able to access the WebEOC server. The room where WebEOC training will take place should have at least one projector connected to a computer with access to WebEOC.

WebEOC® Professional			
Description	Customer	ESi	N/A
Provide servers if hosting WebEOC locally ³ .	√		
Describe hardware environment at primary (and if appropriate, redundant) location(s). Specify whether separate web and database servers or combined web/database server will be provided. NOTE: If WebEOC will be accessed via the internet, separate web and database servers are recommended. Combined web and database server can be used if access will be limited to customer's intranet.	√		
For each web and database server, a supported Microsoft operating system must be provided and installed ⁴ .			
Provide operating system software	√		
Install operating system software	√		
Install latest security and service pack updates	√		
Install Microsoft Internet Information Service (IIS) on designated web server(s) with all current updates ⁵ .	√		
Ensure IIS allows execution of ASP.NET.	√		
Provide Microsoft SQL Server software for designated database server(s) ⁶ .	√		
Install Microsoft SQL Server with latest security and service pack updates.	√		
Provide and install anti-virus software.	√		
Install web and database servers.	√		
Connect server(s) to the network.	√		

³ If redundant solution will be implemented, additional server(s) are required for each redundant instance. See Section Appendix B for server specifications.

⁴ See Appendix B for operating system discussion.

⁵ See Appendix B for IIS discussion.

⁶ Microsoft SQL Server 2005 or 2008 Standard Edition (licensed per CPU) recommended. See Section Appendix B for additional information.

WebEOC® Professional			
Description	Customer	ESi	N/A
In support of WebEOC software installation, either provide physical and/or remote access to the servers (include special technical considerations / requirements for allowing access – e.g., VPN client, special IP address, etc., OR provide POC who will assist ESI during installation/configuration.	√		
Advise ESI if a proxy server will be required to access the internet.	√		
<p>The WebEOC application requires (A) a Local Administrator account <u>OR</u> (B) a service account with the following rights:</p> <ol style="list-style-type: none"> 1. <u>Allow Log On Locally</u> 2. <u>Act as Part of the Operating System</u> 3. <u>Database Owner (DBO) access to the Master database in SQL</u> (This allows for the creation of tables, etc., in the WebEOC database. Once the WebEOC database and related tables are created, the DBO right can be changed to Master from the WebEOC database). <p>Internal security policies must allow for these requirements. Please provide a point of contact who will assist in implementing these local changes should they be required.</p>	√		
Implement all required network security measures (e.g. hardware/firewall) prior to WebEOC installation.	√		
Open port 80 (443 for SSL) when placing the web server behind a firewall.	√		
<p>If replicating (using Double-Take) through a firewall:</p> <ul style="list-style-type: none"> • Windows Server 2003/2008 - allow bi-directional communication over TCP/UDP Port 6320 and ICMP. 	√		
Open firewall port 1433 for SQL if placing a separate web server in a DMZ.	√		
If the WebEOC messaging component is to be used to pass email, SMTP traffic (Port 25) must be allowed on the network.	√		
Provide server IP address(es). If internet access to WebEOC is required, obtain and assign a <i>public</i> IP address.	√		
Obtain SSL certificate (if SSL will be implemented) and install on Web server. NOTE: If web server will be accessible from the internet, ESI recommends SSL certificate be purchased and installed prior to actual use.	√		

WebEOC® Professional			
Description	Customer	ESi	N/A
Provide and install software and hardware to backup the database (as required) ⁷ . Customer is responsible for implementing database backups and all database maintenance.	√		
Provide and install (remotely when possible) WebEOC products listed in Section 2.0.		√	
Disaster Recovery Solutions:			
Confirm operating system(s) installed on database servers	√		
Provide, install and configure Double-Take Software		√	
Test failover solution. The primary (active) instance of WebEOC will undergo a test to simulate failover to the secondary (passive) instance of WebEOC at the redundant (mirror) site. Upon successful completion, both WebEOC instances will be returned to their normal state.		√	

⁷ See Appendix B, Disaster Recovery

WebEOC Mapper Professional		
Description	Customer	ESi
If ESRI online map data will be used, ESRI ArcGIS Server 10.0 is required.	√	
If local map or a combination of local and ESRI online data will be used,		
1. Install ArcGIS Server 10.0 or higher (Standard Workgroup, Standard Enterprise, Advanced Workgroup, or Advanced Enterprise) ⁸ on a customer provided GIS server	√	
2. Provide URL of Geocoding Service if you wish to use an internal geocoding service.	√	
3. Provide documentation of GIS data layers to be included in <i>WebEOC Mapper Professional</i> (i.e. data types and format, map service projections, etc.).	√	
4. Ensure ArcGIS Server map services have been created, published, and names and URLs documented.	√	
5. Ensure ESRI format geocoding service has been created, published, and names and URLs documented.	√	
6. (Recommended) Provide and install software and hardware to backup the ArcGIS database. Customer is responsible for implementing database backup processes.	√	
7. Configure GIS data for access through ArcGIS Server.	√	
8. Although not required for <i>WebEOC Mapper Professional</i> , provide and install ArcEditor or ArcInfo if you will create map layers locally.	√	
9. If SSL is implemented, all GIS data will require set up for encrypted connections.	√	
10. If using internal map services, open connection between the WebEOC web server and the ArcGIS 10.0 server.	√	
11. Ensure that a crossdomain.xml file is installed in the root website on the ArcGIS Server System and that the crossdomain.xml file allows access from the WebEOC Application Server and from any other client user locations.	√	
12. If local map data will be used, ensure that the projection of all local map services is the same on each map service.	√	

⁸ With *WebEOC Mapper Professional* v2.0 or higher, ArcGIS Server 9.3 or 10.0 is required on the dedicated GIS server. Unless delivered as part of a bundled solution, customer must provide appropriate ArcGIS Server software

WebEOC Mapper Professional		
Description	Customer	ESi
13. If local maps will be used with ESRI online map data, ensure the projection of all map documents is in WGS 1984 (EPSG-4326) when using the map services that end in _2D. If using other map services, the local map documents need to be in Web Mercator (EPSG-102100) and Mapper will need to be configured to use this projection.	√	
Provide administrative access to the WebEOC web server	√	
If using external ArcGIS Online map services, open Port 80 for WebEOC server and any client machines.	√	
Verify GIS data layers (network accessibility, projection, and symbology).	√	
Provide server names of WebEOC web server and ArcGIS server.	√	
If local map data will be used:		
1. Verify connection between the WebEOC web server and the ArcGIS 10.0 server. Troubleshoot as necessary.		√
2. Configure WebEOC to consume local ArcGIS Server map services.		√
3. Verify local ArcGIS Server map services load correctly in WebEOC <i>Mapper Professional</i> . Troubleshoot ArcGIS Server and IIS as needed.		√
4. Configure WebEOC to point to the local ESRI format geocoding service.		√
5. Verify local ESRI format geocoding services works correctly in WebEOC <i>Mapper Professional</i> and WebEOC Town Square. Troubleshoot as needed.		√
6. Verify that a crossdomain.xml file installed in the root website on the ArcGIS Server System is correctly configured. Troubleshoot as needed.		√
7. Verify that local dynamic GIS data layers (network accessibility, projection, and symbology) operate correctly in WebEOC <i>Mapper Professional</i> . Troubleshoot as needed.		√
Provide or have available on arrival:		
1. Administrative access to WebEOC web server.	√	
2. List of Administrators and Users requiring access to the WebEOC Servers.	√	
Test link from WebEOC <i>Mapper Professional</i> to ArcGIS Server.		√

WebEOC Mapper Professional		
Description	Customer	ESi
Troubleshooting Requirements for online data:		
1. Access to WebEOC Database.	√	
2. Access to IIS on the WebEOC server(s)	√	
Troubleshooting Requirements for local data:		
1. Access to WebEOC Database.	√	
2. Access to IIS on the WebEOC server(s)	√	
3. Access to GIS data and published map document through ArcCatalog and ArcMap	√	
4. Access to published geocoder through ArcCatalog	√	
5. Access to IIS on ArcGIS Server	√	

APPENDIX B – SYSTEM REQUIREMENTS

1.0 User Software

1.1 WebEOC Administrator

Any computer running Microsoft Internet Explorer® 7, 8 or 9. (WebEOC administrative functions are not supported on PDAs).

1.2 WebEOC User

Any computer running Internet Explorer® versions 7, 8, and 9; Google Chrome™ version 11; Mozilla Firefox® version 4; Apple® Safari® version 5. Minimum requirements can be found on respective vendor web sites.

Customers opting for WebEOC Mapper Professional must, in addition to a supported browser, download/install Adobe Flash Player browser plug-in 10.2 or higher.

1.3 WebEOC User – Mobile Devices

WebEOC supports the following mobile operating systems:

- Blackberry OS v6 and later
- Apple iPhone (latest OS version)
- Apple iPad (latest OS version)
- Android devices (v2.1, 2.2, 3.1)

Mobile device users running WebEOC 7.4 and above have access to all board features as well as the following Modules:

- Chat
- Contacts
- File Library
- Messages
- Checklists

Note: The ability to upload files on a mobile device is not supported. MapTac, Resource Manager, Team Manager and Mapper Lite/Professional are not supported on mobile devices.

2.0 Server Software

General WebEOC server requirements are discussed below. Section 3.0 provides additional system requirements specific to WebEOC *Mapper Professional*.

2.1 Operating System (OS) Software

WebEOC® web and database servers require the Standard Edition of Microsoft® Windows Server® 2003/2008 operating system – 32 or 64 bit (64-bit for Itanium servers not supported). Although WebEOC products are fully compatible with the 32 bit version of the OS, WebEOC greatly benefits from the increased performance and resources available from a 64 bit system. The Enterprise Edition of the operating system is not required unless the customer opts for a clustered SQL Server environment.

2.2 Internet Information Server (IIS)

WebEOC requires Microsoft IIS 6.0 or higher. For Windows Server 2008, the IIS6 Management Compatibility component must be installed on servers running IIS7. (Note: IIS7 is installed by default on servers running Windows Server 2008).

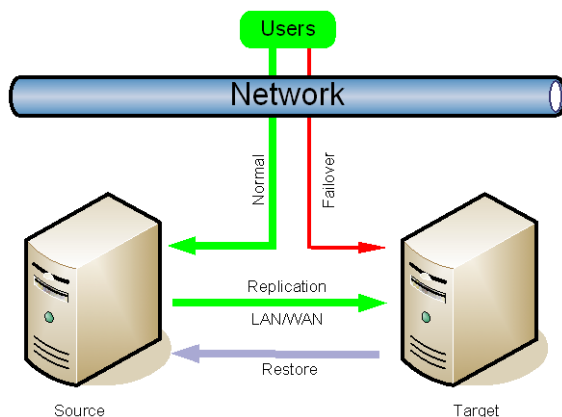
2.3 Database (DB) Software

WebEOC requires Microsoft SQL Server. Microsoft SQL Server Express Edition 2005 or 2008 may be used as the WebEOC database. However, Microsoft SQL Server Express is limited in that it only supports one processor, 1GB of RAM and database size is limited to 4 GB. For most WebEOC deployments, Microsoft SQL Server (2005 or 2008) Standard Edition – 32 or 64 bit (licensed per CAL or CPU) is strongly recommended.

2.4 .Net Framework

Microsoft .NET 3.5 Framework 3.5 SP1 must be installed.

2.5 Replication Software

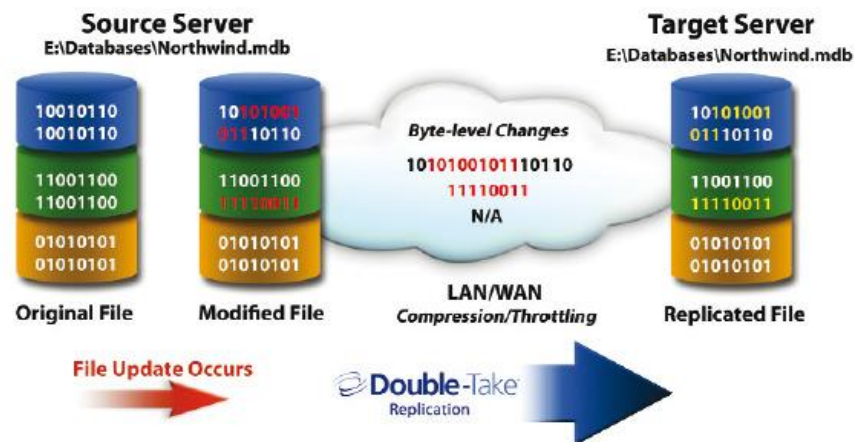


Due to the dynamic structure of the WebEOC database and the dynamic capabilities within WebEOC, a higher level of mirroring to copy the data and structure in real time is needed. Native Microsoft SQL Server 2008 tools can be used to configure this replication, however, configuring and maintaining these tasks can be difficult⁹.

ESi-provided Disaster Recovery solutions involve Double-Take® Availability software by Vision® Solutions. Double-Take Availability:

- Provides continuous data replication over any distance
- Replicates to a disaster recovery site over standard IP networks (LAN, WAN or VPN)
- Replicates physical or virtual servers
- Replicates only the bytes that change

⁹ Customers electing Microsoft SQL Server 2008 or other third party replication/mirroring tools must obtain installation and maintenance support from the appropriate vendor.



The Double-Take Availability software *Edition* required (*Standard* or *Advanced*) is determined by the Microsoft Windows Server 2003¹⁰/2003R2/2008/2008R2 *Operating System* installed on the servers hosting the Microsoft SQL Server *database* dedicated to *WebEOC*. If the database server Windows Operating System (OS) is the Standard Edition, Double-Take Availability Standard is required. Any database server in the replication set with the Enterprise Edition of the OS requires Double-Take Availability Advanced Edition. Clustered SQL environments require Double-Take Advanced Server on each SQL node.

Double-Take is installed on each *WebEOC database* server in the replication set (primary [i.e., source] server and each redundant [i.e. target] server). There is no limit to the number of redundant servers that may be employed. (NOTE: Each redundant server also requires its own *WebEOC Redundant Server* license.)

By replicating only the bytes that change, Double-Take uses the absolute minimum bandwidth required to replicate data. In the event of a failure of the source machine, Double-Take can initiate a failover to the target data set. Depending on network architecture, following a failover, *WebEOC* users would either log back into the system, or access *WebEOC* through an alternate URL.

2.6 Backup Software

Redundant, mirrored servers that constantly replicate data provide a disaster recovery capability and minimize the amount of time necessary to recover from an outage. A secondary or 'target' server can be activated in seconds or minutes (depending on failover strategy), providing user access to all information entered into *WebEOC* up to the time of failure/outage.

Customers should not rely on Double-Take (or any other replication software) as their sole Disaster Recovery solution. Should data become corrupt on a primary (source) server; the corruption would be

¹⁰ Each Windows 2003 operating system requires Service Pack 1 or later.

replicated to the secondary (target) server. ESi recommends a combination of tape backup and Double-Take to maintain a disaster recovery capability.

All WebEOC data is stored in the SQL database. Backups and restores of the database can be performed either through standard SQL tools and maintenance plans or through the use of third party backup applications capable of handling an open/active SQL database. ESi suggests the use of SQL maintenance plans to back up the entire WebEOC database to disk daily while backing up the transaction logs hourly. These files can then be transferred to tape using standard backup software. This method ensures that, in the event of an emergency, the WebEOC database can be quickly and easily restored through SQL Enterprise Manager.

3.0 **WebEOC Mapper Professional**

WebEOC Mapper Professional is installed on the WebEOC web server. Unless Customer opts to only use maps provided by ESRI ArcGIS Online, a separate server that hosts map services with ESRI® ArcGIS® Server software installed must also exist or be provided. Customers electing to use ESRI's ArcGIS Online data must have an ESRI ArcGIS Server 10.0 License.

Requirements specified below apply to the WebEOC application (web) server.

- ESi WebEOC Professional, ST, or Air Version 7.3 or higher.
- ESi WebEOC *Resource Manager* 2.0 or higher (if enabling GIS functionality in *Resource Manager*)
- ESRI ArcGIS Server Standard (Workgroup or Enterprise) version 10.0 or ArcGIS Server Advanced (Workgroup or Enterprise) version 10.0 must be installed on a separate GIS server (the GIS server can be existing hardware). Unless delivered as part of an ESi-provided, bundled solution, customer must provide appropriate ArcGIS Server software.
- For non-ArcGIS Online customers, map and geocoding services must be configured on the customer's dedicated ArcGIS server. The customer map services on the ArcGIS server must:
 - Have a tile cache.
 - Have REST interface support enabled
 - If local maps will be used with ESRI online map data, ensure the projection of all map documents is in WGS 1984 (EPSG-4326) when using the map services that end in _2D. If using other map services, the local map documents need to be in Web Mercator (EPSG-102100) and Mapper will need to be configured to use this projection.

Note: While Mapper Professional supports map services in most projections, all map services displayed to a user that use cached tiles must be in the same projection. For example, a map service can use the Web Mercator (EPSG: 102100) projection. But in that case, all map services that use cached tiles must use that projection. Map services that use dynamic tiles and WMS map services can use different projections. Two different projections cannot be used at the same time in WebEOC Mapper Professional for map services with cached tiles

ArcGIS Desktop is necessary for publishing local map services to ArcGIS Server for consumption by Mapper.

- The Routing tool in the user interface accesses ESRI’s ArcGIS Online routing task service and requires an Internet connection to fully utilize the feature.
- A desktop editor (ArcEditor or ArcInfo) will be required to create additional map layers that can be added to the Mapper installation.

4.0 Hardware

4.1 WebEOC

WebEOC does not require proprietary hardware. Typical WebEOC web and database server requirements are specified below.

	Web Server	Database Server
Processors	Two - Quad Core Intel Xeon 2.6GHz /2x6MB Cache, 1333MHzFront Side Bus	Two - Quad Core Intel Xeon 3.33GHz /2x6MB Cache, 1333MHzFront Side Bus
Memory	4 GB	4 GB
Hard Drive	Two (2) 146GB, SAS, 15K	Six (6) 146GB, SAS, 15K
Hard Drive Config	RAID1	RAID1/RAID5
NIC	GB NIC	GB NIC
CD-ROM	DVD ROM	DVD ROM
Power Supply	Redundant PS	Redundant PS

WebEOC will also work in a virtual environment as long as the Virtual Machine (VM) has the same dedicated hardware resources as the minimum hardware specifications above.

4.2 GIS

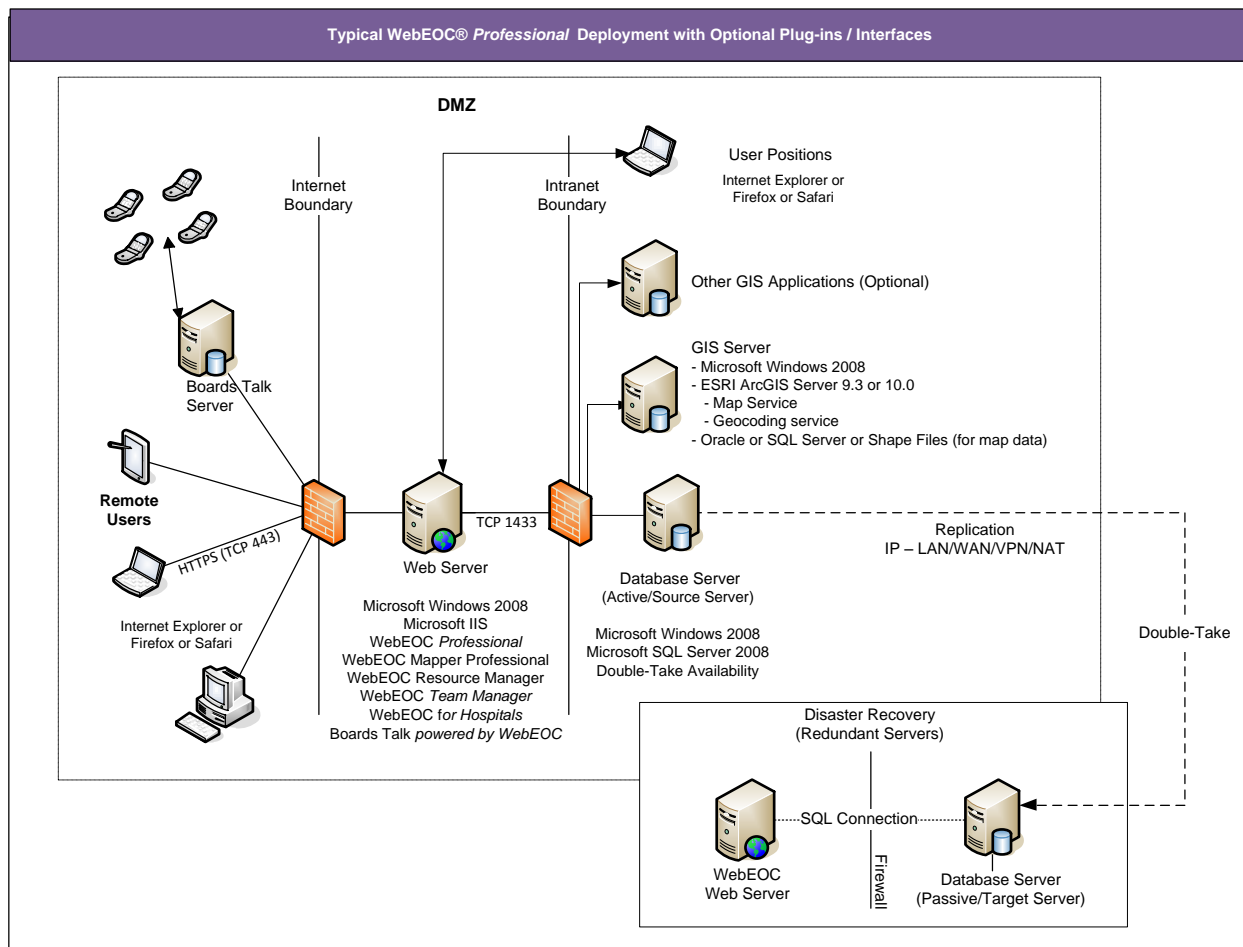
Go to <http://wikis.esri.com/wiki/display/ag93bsr/ArcGIS+10.0+System+Requirements> for ArcGIS Server requirements.

Note: WebEOC *Mapper Professional* requires the server hosting ESRI ArcGIS Server software have a Microsoft Windows Server 2003 or 2008 Operating System.

APPENDIX C – WebEOC® SYSTEM ARCHITECTURE

1.0 Technology Overview

ESi solutions are built to industry standards. WebEOC employs the Microsoft .NET Framework 3.5 SP1 and are SOA-aware for published service activity (i.e., Web Services). All make extensive use of XML technology - in particular, the XML parser developed by Microsoft. Much of the business logic is written in Microsoft C#/.Net 3.5/ASP.Net 3.5¹¹. WebEOC also makes use of stored procedures within Microsoft SQL Server to improve performance and scalability.



¹¹ In this context, ASP stands for Active Server Pages. ASP.NET is a program that runs inside Internet Information Services (IIS). IIS is Microsoft’s Internet Server, a free component with Microsoft’s Windows Server operating system software.

1.1 WebEOC Professional

As a web-enabled database application, WebEOC utilizes web pages for data entry and retrieval to a Microsoft SQL database. Users access the application utilizing Internet Explorer 7, 8, or 9; Google Chrome™ version 11; Mozilla Firefox® version 4; Apple® Safari® version 5. The web component of the application is ASP.NET and HTML delivered over TCP/IP port 80 (443 if SSL is implemented). The communication between the WebEOC web server and the database is over TCP/IP port 1433 via .NET database components. Access to the database is controlled by setting an identity for WebEOC which is assigned DBO access to the database. Both the web server (IIS) and database server (SQL Server) can reside on a single machine, or on separate machines (strongly recommended).

1.2 WebEOC Mapper Professional

As a plug-in to WebEOC, *WebEOC Mapper Professional* installs the ESRI FLEX API on the WebEOC web server and utilizes web pages for data entry and retrieval to the WebEOC Microsoft SQL database. *WebEOC Mapper Professional* retrieves GIS map data from a separate GIS server running ESRI ArcGIS Server version 10.0. Supported client web browsers include Internet Explorer 7, 8, or 9; Google Chrome™ version 11; Mozilla Firefox® version 4; Apple® Safari® version 5. In addition, the Adobe Flash Player browser plug-in version 10.2 (or greater) is required for client web browsers. The web component of the application is a combination of ASP.NET, HTML, and Adobe Flex delivered over TCP/IP port 80 (443 if SSL is implemented). The communication between the WebEOC client users and the GIS server is over TCP/IP port 80 or 443 using industry standard ESRI ArcGIS Server 10.0 REST web services. The ArcGIS Server must reside on a separate server.

2.0 Network

2.1 General

WebEOC can be installed on customer equipment residing on a LAN/WAN (Local/Wide Area Network) or it can be a hosted (ASP¹²) solution in which ESi provides the hardware, software and infrastructure needed to run the application. Once installed, any method capable of transmitting TCP/IP traffic via HTTP/HTTPS can provide service to clients. This includes, but is not limited to land-line wired connections, Wi-Fi networks, Satellite-based networks and packet radio.

2.2 SSL

For security purposes, ESi recommends locating the IIS servers in the DMZ and implementing SSL.

2.3 Load Balancing

WebEOC products are scalable in that additional load balanced web servers can be added to the configuration as the need is identified. When load balancing is employed, the load balancer must be configured to allow a client connection to retain its affinity for a single server.

¹² Application Service Provider

APPENDIX D – TRAINING

1.0 WebEOC® Administrator

WebEOC End-User Train-the-Trainer, Administrator and Board Building Training cover the administration of a WebEOC system. In addition to the items in the End-User training course, the WebEOC Administrator and Board Building Course addresses the following:

- Adding Positions, Users and Groups.
- Creating External Links (URLs).
- Creating Menus.
- Creating Incidents and Masterviews.
- Creating Reports.
- Creating Admin Profiles.
- Archiving Incidents and creating simulations.
- Utilizing the Audit Log.
- Setting up Dual Commit to share information with other WebEOC users.
- Interfacing with an ESiWebFUSION server to communicate with other WebEOC servers, or third-party systems, by acting as the central communications hub to route messages to intended recipients.
- General WebEOC settings.
- Managing Sessions.
- Utilizing Board Builder to design, implement, and maintain an unlimited number of electronic displays (status boards).
- Other Plug-Ins.

ESi will train administrators on how to configure status boards using the WebEOC Board Manager.

Boards can also be built using an HTML editor. Any HTML training is the customer's responsibility. ESi provides 2 Administrator and Board Building Student manuals with every install.

2.0 WebEOC® User Training

The WebEOC End-User Training course teaches the basics of operating WebEOC:

- Logging in to WebEOC.
- Understanding the Control Panel.
- Understanding Forms, Links & Plug-ins.
- Accessing, displaying and printing a Report.
- Understanding Chat, Contacts, and Checklists.
- How to communicate among WebEOC users using the WebEOC internal messaging plug-in.
- Using the File Library to store and share files with other WebEOC users.
- How to view weather alerts and forecasts from the National Weather Service's interactive Weather Information Network.
- How maps or images can be displayed and annotated with markers, shapes and labels.
- Discuss how information flows in the customer's specific WebEOC installation:

- Significant Events
- Mission/Task
- Situation Reports
- WebEOC plug-ins.

3.0 WebEOC® Specialized Training

Training outlined below is provided with purchase of the specified plug-in.

3.1 WebEOC® Mapper Professional

WebEOC *Mapper Professional* training will be provided to agency WebEOC Administrator(s). Administrator training will provide instructions on how to setup and manage WebEOC *Mapper Professional*. This training will include:

- Entering Data to a Mapper-Configured Status Board.
- Accessing WebEOC Mapper Professional from WebEOC and Status Boards.
- Navigating Mapper.
- Using the Mapper tools.
- Adding Mapper capability to a Status Board.
- Converting Existing Fields to Mapper Fields.
- Configuring Map Layers.
- Assigning Map Symbology.

3.2 EM Constellation Interface

ESi will conduct one half-day (4 hours) remote train-the-trainer training session for the customer on the EM Constellation Board and adapter and the integration of the local Resource Request process.

APPENDIX E – IMPLEMENTATION AND TRAINING PREREQUISITES

1.0 Overview

To make the Implementation, Training and Discovery process as productive as possible, Customers must familiarize themselves with this guide. Homework tasks identified herein must be completed before delivery of ESi onsite services. If possible, information gathered should be provided to ESi (e.g. email, fax, etc.) before ESi personnel arrive onsite. Also, by completing these pre-training tasks, it will help you organize existing processes and documentation and give you additional insight into the structure and goals of this project phase.

Upon completion of Administrator Training, the instructor will lead a Discovery process where together you will evaluate current or planned business practices which will guide the process of tailoring WebEOC to best meet local requirements. ESi best practices will also be presented for review and consideration.

2.0 Discovery

2.1 WebEOC® *Professional*

In preparation for Discovery, Customer must provide:

- A detailed organization chart depicting the agency's command structure
- An EOC diagram with all positions displayed.
- Sample copies of daily / position logs
- Copy of SITREP
- List of Positions that will require WebEOC access
- List of Users who will require WebEOC access
- List of commonly accessed links/URLs
- Email address for the WebEOC Administrator Account if sending Email using WebEOC (requires SMTP)

Customers should be prepared to discuss and provide supporting documentation for the following areas of operations:

- Use of ICS and ESF structures
- Plans for multi-jurisdictional use of WebEOC or ESiWebFUSION

A diagram or description of how common emergency management processes are carried out should be provided along with copies of "paper" or whiteboards used for operations. Emergency management practices that will be discussed include:

- Event Reporting
- Requests for Assistance
- Mission/Tasking

- Situation Reporting
- News/Press Release
- Specialized/Categorical Reporting (IAP, Shelters, Roads/Bridges, Resources, etc.)

3.0 Users, Positions and Groups

3.1 General

As part of the Discovery Process, the customer will apply the lessons learned during Administrator Training and begin the process of (1) entering *Users*, (2) assigning *Users* to *Positions*, (3) assigning *Positions* to *Groups* and (4) assigning preliminary permissions (privileges) to *Groups*. Each user account must be assigned to a position and each position must be assigned to a group. Without a position, a user cannot log in to WebEOC. Without a group, a user does not have permission to any incidents, and without being assigned to an incident, a user does not have permission to any boards, plug-ins, etc., in WebEOC.

Users and Positions In most emergency response organizations, *Users* are traditionally assigned to a specific position (e.g. EOC Director, Operations Chief, Incident Commander, etc.). Furthermore, to account for extended shift operations, each *Position* typically has more than one *User*. And because response personnel are often trained to fill more than one *Position*, WebEOC *Users* can be assigned to more than one *Position*.

Positions and Groups Within WebEOC, *Users* have access only to the boards, forms, plug-ins and links that are granted to them by the WebEOC Administrator. With respect to Status Boards, WebEOC Administrators further restrict privileges (e.g. read only, read/write, etc.) based on the decision of a local approving authority. So as not to have to assign individual permissions to potentially thousands of *Users* or hundreds of *Positions*, *Positions* are assigned to *Groups*. Likewise, permissions are also assigned to *Groups*.

Group profiles provide WebEOC Administrators a quick and easy method of assigning access privileges. Group permissions are normally based on duties performed, positions assumed, and information required during the course of an incident.

3.2 User Account Planning

Before creating a user account, you should determine the User's information and permission requirements. Answer the following questions before creating a User account.

- What will be an appropriate user name and password for the user account?
- What position or positions will the user be assigned to? Does the position already exist?
- Will the user be a WebEOC administrator?
- Will the user need to be able to send e-mails?
- Will multiple users be assigned to the account?
- Color codes for Positions/Sections?

3.3 Establishing Groups

Group privileges determine what is available via the Control Panel to the person (Position) logging in to WebEOC. Even single-user positions must be assigned to a group.

In addition to defining the contents of the Control Panel, a group profile provides administrators an additional method to set up, apply, and manage user permissions (read only, read/write, or read/write/delete) that are applied to the positions assigned to the group. When a position is assigned to two or more groups with differing permissions, the users assigned to that position will inherit the combined least restrictive privileges of the groups.

Organizational groups allow system administrators to establish a local process for creating, reviewing, assigning, and tracking mission and task requests in WebEOC. Members of these internal organizational groups can be assigned process permissions which give them tasking and/or requesting capabilities. Since administrators can place limits on who the user can task and what they can view, utilizing organizational groups can eliminate structural miscommunication and duplication of tasks.

Permissions for a user are also determined by the administrator profiles to which they belong. Users assigned to multiple groups and administrator profiles will have the least restrictive permissions from each. If a user needs some administrative privileges, but not all administrative privileges, specific administrative permissions can be configured for the user through the *Admin Profiles Manager*.

Before creating a new group, determine the group's information and permission requirements. Answer the following questions before creating a new group.

- Is there an existing group or set of groups with the proper permissions that would meet the needs of the users? Does a new group need to be created?
- Which positions will be assigned to the group?
- Which incidents will the group need to be granted access to?
- Are process permissions to be assigned to the group?
- Which boards, links, menus, and plug-ins will the group need access? (These items will appear on the users' Control Panel.)
- For each component the group is granted access, what privileges will they require (read only, read/write, or read/write/delete)?

4.0 Status Boards

WebEOC includes a typical set of Status Boards. A status board is a display used to transmit and share crisis information in real time. Although pre-built status boards are included in WebEOC, the *Boards Manager* allows customers to create status boards, modify status boards, or delete boards that are no longer needed.

Typical status boards include: Evacuation, Mission/Task, Press Release, Shelters, Significant Events, SITREP, Position Log, and an ICS Form Suite. WebEOC also includes an IAP process and FEMA Forms outlined in the Applicant Handbook, FEMA 323.

As part of WebEOC Administrator training, customers are instructed how to build Status Boards/Forms using the WebEOC Board Builder tool. In preparation for Discovery, customers interested in implementing new Status Boards must be prepared to answer the following questions.

- What's the purpose of the board?
- What is the Status Board Name?
- What type of board (standard, tasking, resource tracking, etc.) is being created?
- What information will be recorded on the board?
- What fields will be needed to capture data? What should fields be named and labeled? What types of fields will be needed (i.e., system field or custom field, text, drop-down list etc.)? Must any of the fields be completed before the data can be saved (mandatory fields)? If so, which ones?

Note: Labels may be unnecessary where the field is obvious such as date, time, source, etc. Labels take up space on the display that could be used more efficiently for data display.

- If a list is necessary, does it currently exist? If not, the list must be built.
- Is a header row or a footer row required?
- Is the board "add only," or will users be allowed to update?
- Will the board be Dual Commit enabled? If so, will entries be dual-committed automatically or manually?
- What options will be applicable to this board?
- Will user input and/or viewing privileges be restricted?
- Will filters be helpful with viewing restrictions?
- Will information posted to this board be data-linked to other boards? If so, which fields will be linked and to which boards and fields will this data be linked?

5.0 Security Options

Ultimately, WebEOC Administrators must perform basic setup for all *Users*. In preparation, WebEOC Administrators must:

- Determine whether to allow users to edit their own accounts
- Decide whether to enforce Strong Passwords

- Determine password aging requirements
- Establish minimum password length
- Determine whether to enforce password history
- Establish an account lockout threshold and duration
- Establish the inactivity lockout threshold
- Determine maximum file storage size

APPENDIX F – COST PROPOSAL (Q17499)

See attached price quotation Q17499. Options, if presented, immediately follow the quote and are summarized below.

- Option 1 – (P21453) Year 2 Software Support

**ESI Acquisition, Inc**823 Broad Street
Augusta, GA 30901**Office (706) 823-0911**
Toll Free (800) 596-0911
Fax (706) 826-9911
Website www.esi911.com

Customer: Escambia County EM (FL)

Address: 6575 North 'W' Street
Pensacola, FL 32505

Title: EM Director

Contact: John Dosh

Phone: 850-471-6400

Reference:

Summary: Quote for WebEOC Professional, WebEOC Mapper Professional, and EM Constellation Interface

Date: 03/13/2012

Quote Expires: 09/12/2012

Disclaimer: Quotes issued in US Dollars & Valid 180 days from Issuance unless otherwise indicated. Items not manufactured by ESI are subject to change. Substitutes will be provided for customer consideration and approval.

Document Number: Q17499

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Product ID	Description	QTY	Price	Extended Price
SW-CIMS7-PRSS	WebEOC® Professional - Standard Edition v7 w/YR 1 Silver	1	56,250.00	56,250.00
SW-DTSTD-1ST	Double-Take® Standard Edition w/YR1 maintenance	2	3,000.00	6,000.00
SW-CIMS7-PR2S	WebEOC® Professional Redundant Server Software w/YR1 Support	1	5,600.00	5,600.00
TS-FINSD-ES	FSS Daily Rate - Onsite Inst, Planning, Tng, or Implement Administrator Training and Process Discovery	3	2,000.00	6,000.00
TE-TVLEX-ES	Travel and Per Diem Administrator Training and Process Discovery	1	3,134.00	3,134.00
TS-FCFGD-ES	Daily Rate - Offsite WebEOC® configuration WebEOC Configuration	2	2,000.00	4,000.00
TS-FINSD-ES	FSS Daily Rate - Onsite Inst, Planning, Tng, or Implement User Training and Process Discovery	2	2,000.00	4,000.00
TE-TVLEX-ES	Travel and Per Diem User Training and Process Discovery	1	2,854.00	2,854.00
SW-CIMS7-MPRS-TXI	WebEOC® Mapper Professional w/YR1 Support Assumes ArcGIS Server 9.3 or higher on a separate, customer provided GIS server with access to mapping data.	1	22,425.00	22,425.00
TS-INST-MPR-TXI	WebEOC® Mapper Professional Configuration WebEOC Mapper Professional. Assumption only until completed mapper survey is submitted.	2	2,000.00	4,000.00
TE-TVLEX-ES	Travel and Per Diem WebEOC Mapper Professional	1	2,513.00	2,513.00
SW-CIMS7-EMC	EM Constellation Interface	1	6,000.00	6,000.00

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Document Number: Q17499

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Product ID	Description	QTY	Price	Extended Price
TS-WPGML-ES	Tech Services - Normal Hourly Rate Lead Developer Development associated with initial implementation	8	150.00	1,200.00
TS-PMHOR-ES	Project Management - Normal Hourly Rate (Travel excluded)	16	250.00	4,000.00
	Tax Not Included		127,976.00	0.00
Sum Σ				127,976.00

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Augusta, GA 30901**Office** (706) 823-0911
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Pensacola, FL 32505

Title: EM Director

Contact: John Dosh

Phone: 850-471-6400

Reference:

Summary: OPTION - Year Two Software Support

Date: 03/13/2012

Quote Expires: 09/12/2012

Disclaimer: Quotes issued in US Dollars & Valid 180 days from Issuance unless otherwise indicated. Items not manufactured by ESI are subject to change. Substitutes will be provided for customer consideration and approval.

Document Number: P21453

Product ID	Description	QTY	Price	Extended Price
SS-CIMS7-PRS	WebEOC® Professional, v7 Software Support, Silver	1	9,000.00	9,000.00
SS-CIMS7-MPR-TXI	WebEOC® Mapper Professional Software Support	1	3,900.00	3,900.00
	Tax Not Included		12,900.00	0.00
Sum Σ				12,900.00