

Action: Approved | Denied | Other
 Date Action Taken: 9/13/2021
 Verified By: [Signature]
 Clerk's Note: Rausa absent

**City of Wasilla
 Action Memorandum No. 21-41**

Contract Award To BOLDplanning In The Amount Of \$24,920 For The Acquisition Of Software To Update The City Of Wasilla Emergency Operations Plan.

Originator: Crystal Nygard, Deputy Administrator
 Date: 8/17/2021

Agenda of: 9/13/2021

Route to:	Department Head	Signature	Date
X	Finance Director	[Signature]	9-3-21
X	Deputy Administrator	[Signature]	9/2/21
X	City Clerk	[Signature]	9/2/2021
X	Mayor	[Signature]	9/3/21

Fiscal Impact: yes or no

Funds Available: yes or no

Account name/number/amount:

City Resiliency and Recovery 110.4181.499.45.18 \$24,920

Attachments: BOLDplanning Proposal (11 pages)

Summary Statement: The City of Wasilla is required under AS 26.23.060 to implement a working Emergency Operations Plan (EOP) for the protection and safety of its citizens in a disaster emergency. The City's EOP has not been updated since its adoption in 2004 (Resolution Serial No. 04-33).

The purpose of the EOP is to focus on pre-planning and preparation for major emergencies that may face the City, or a response to a disaster emergency that requires the efforts and coordination of city, borough, state, federal, and private resources.

Administration is proposing to purchase software from BOLDplanning to update the 2004 EOP with CARES Act funds. The project must be completed by December 31, 2021, in accordance with the grant requirements under the CARES Act.

The software purposed for purchase is a cloud-based solution that uses best practices for EOPs by:

- Requiring users to assign actual ESF (emergency support functions) or annex actions to department or position roles.
- Developing clear and concise team roles.
- Planning for contingencies with multi-tiered orders of succession and delegation of authorities.
- Providing a file repository for redundancy in case of loss of internal drives or backups.
- Utilizing a built-in emergency SMS and email messaging system that reinforces resiliency and communications ability.

- Tracking and monitoring all version changes in our plan with advanced editor capabilities.

BOLDplanning requires a fee for EOP Module Licensing (year-one) and a 12-month subscription. Implementation of the software is estimated to take eight to twelve weeks.

After the initial investment \$24,920, the City can expect a \$6,558 annual maintenance fee to be approved through the annual budgeting process.

Staff Recommendation: Approve the Action Memorandum.

Troy



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Be Prepared. Be **BOLD**.

Proposal for
City of Wasilla, Alaska



Emergency Operations
Planning

August 26, 2021

Submitted by
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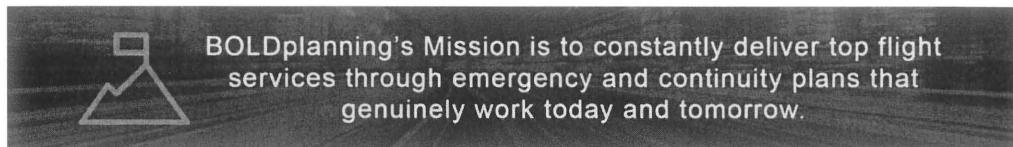
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The City of Wasilla, Alaska

Emergency Operations Planning

BOLDplanning appreciates the opportunity to present you with the following proposal. This proposal outlines a planning tool and consulting services that we think are best suited for The City of Wasilla based on discussions with you and evaluation of your needs. BOLDplanning's dynamic and robust EOP planning system will provide the City of Wasilla with the best possible consulting services as well as a compliant and integrative tool that can be used today and tomorrow.



Emergency Operations Planning (EOP) with BOLDplanning

When disaster strikes, civic leaders have a duty to take immediate action. The Emergency Operations Plan (EOP) is a critical tool for understanding, then taking, the right steps to protect lives and assets. The process for developing and maintaining an EOP can be cumbersome and time consuming without proper tools and guidance. However, properly approached, the EOP process can help create a “culture of preparedness” throughout an organization.

BOLDplanning offers a dedicated team of experienced planners and certified emergency managers who are skilled at deploying our proven planning approach. BOLDplanning's experts, coupled with the company's world-class online platform, allows BOLDplanning to help its clients create and manage an effective EOP that matches specific needs of their organization.

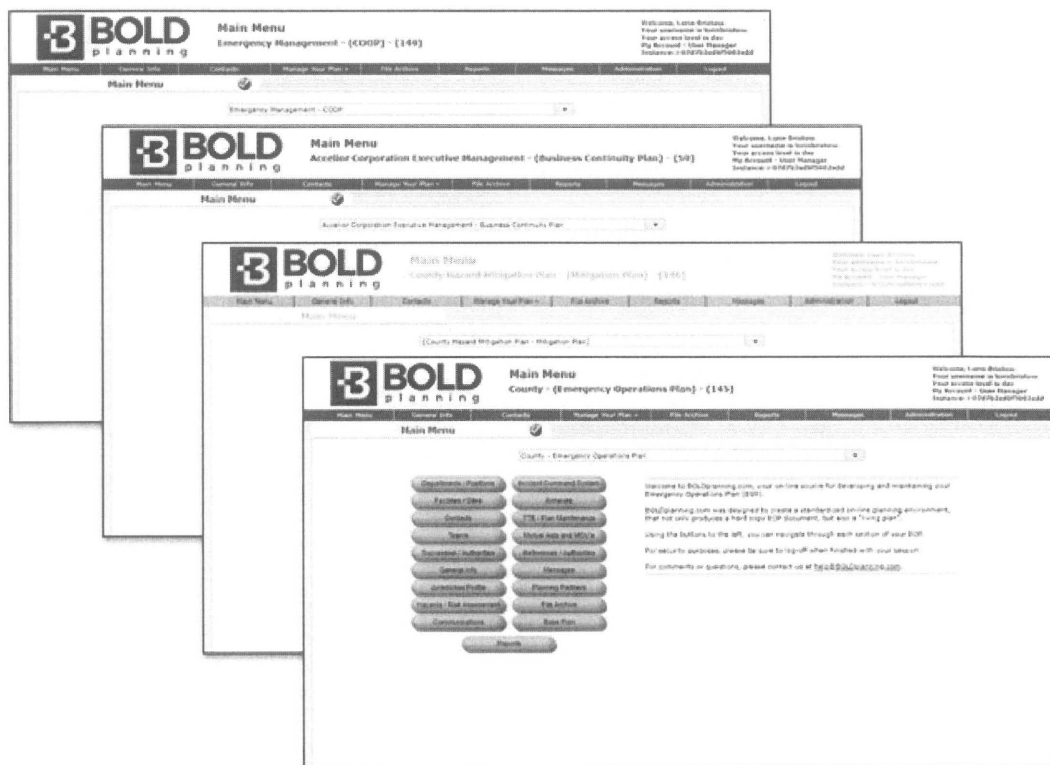
The process also helps ensure compliance. BOLDplanning's EOP team constantly monitors federal and state guidance and incorporates feedback from real events to best apply FEMA's Comprehensive Preparedness Guidance (CPG 101), the National Response Framework (NRF), and the National Incident Management System (NIMS) to plans.

The EOP process begins with the proven BOLDplanning.com platform.

BOLDplanning.com Platform

The BOLDplanning.com platform facilitates input from diverse stakeholders, monitors plan development progress, manages the dynamic nature of emergency plan documents throughout their lifecycle, and assures compliance with local, state, and federal guidance. Because the platform is online, diverse stakeholder input can be gathered and maintained within the single application. The platform makes the planning process easy to understand and efficient to maintain.

The platform is built upon efficient-to-use Software as a Service (SaaS) technology synchronized to the company's proven and unique methodology for training and project management. It reflects lessons-learned over years of work in diverse and often challenging environments.



The BOLDplanning.com platform acts as a “force multiplier”; more can be done with less by automating tasks, using predefined plan templates, and by consolidating data. Busy planners and stakeholders are guided through every step of the plan development and maintenance process. Planning practitioners will find gathering and managing input from diverse stakeholder groups much less painful than manual collection. Stakeholders will find the level of effort surprisingly efficient and rewarding. As they enter information related to their particular environments, data is automatically placed in the plan where it belongs. Duplication of effort is all but eliminated.

The plans produced via the BOLDplanning.com platform become dynamic living documents. They are easily maintained and updated to meet personnel turnover, evolving needs, and changing environments. As changes are made in one place, they are reflected in other pertinent places. Controls are in place to protect data changes from unintended consequences. Meantime, planners will find their plans available through a variety of channels including smart phone and other mobile devices.

Note: The BOLDplanning.com platform and all BOLDplanning modules comply with the Americans with Disabilities Act (ADA).

Platform and EOP Licensing

BOLDplanning.com licenses typically cover a year-long period with options for renewing on an annual basis. If the City of Wasilla decides against renewing, BOLDplanning will provide full access to the City's plans and planning materials for downloading prior to the conclusion of the license period. The license agreement includes generous Service Level Agreement (SLA) language that assures maximum uptime. It also includes access to BOLDplanning's highly skilled Help Desk.

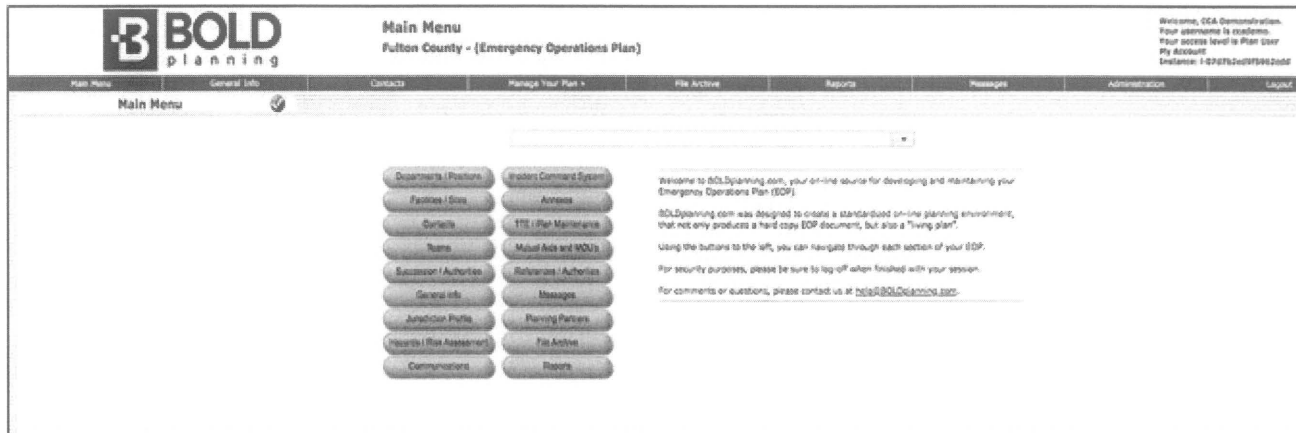
Licensing cost for the platform and the EOP Module is based on the population of area covered by the plan. The City of Wasilla can have as many users as you like.

EOP Module



The EOP Module from BOLDplanning.com provides a multi-dimensional workplace for creating Emergency Operations Plans effectively and efficiently. It facilitates multi-jurisdictional planning in a standardized environment and then manages individual elements as a combined organizational group. Stakeholders can concentrate on their own departments, divisions, or organizations. As they follow the main menu (below), they'll find that their plans start addressing important elements of an EOP such as:

- Departments/Positions
- Incident Command
- Facilities/Sites
- Plan Maintenance
- Contacts
- Mutual Aid/MOUs
- Teams
- References & Authorities
- Succession/Authorities
- Messaging
- Jurisdiction Profile
- Planning Partners
- Hazards/Risk Assessments
- File Archive
- Communications
- Reports



Processes are automatically established within the EOP Module to help ensure that plans are maintained for years, readily available to all contributors and key stakeholders as a living document, not a massive binder tucked away on a dusty shelf.

EOP Project Management

The BOLDplanning designated Project Manager (“PM”) will work with the City of Wasilla to develop an understanding of the City’s organization to make sure your goals are met and that the BOLDplanning approach serves your organization and its nuances. The PM will help present the BOLDplanning system to senior officials to solicit buy-in and support. Then, the PM will work with the city to promote engagement of stakeholders needed to make sure the project is successful. Progress reports will be presented on a regular basis in the form Situation Reports (SitReps) and SitRep calls, which will provide a complete update on progress, plans, and gaps. BOLDplanning proposes will develop the plan and update the annexes through a simultaneous process that has proved successful in many comparable environments.

Offsite EOP Plan Development

EOP Plan Development will be customized for the City of Wasilla. The PM team will adapt the EOP baseplan to accommodate the existing City of Wasilla EOP to the extent the technology allows. We will work with the team from the City to identify sections of the plan that work and mix in some of our expert consulting to ensure we have a comprehensive plan that works for the City of Wasilla and its citizens.

EOP Plan Enhancement and Gap Analysis Workshops

As the EOP project matures, BOLDplanning will conduct Plan Enhancement and Gap Analysis Workshops. The Plan Enhancement and Gap Analysis Workshops help them move to finalization. BOLDplanning will conduct these workshops to get the plan stakeholders from around the City to dig in to the details of the plan's structure and specifics. The BOLDplanning PM will lead a discussion through the hazards, annexes, and actions in the plan to ensure actions are assigned and roles are understood.

Plan Development and Gap Analysis Workshops focus on the current state of the plan including analysis of gaps. Then, clear next steps will be determined to move the plan toward the desired result.

Virtual Finalization Workshops

EOP Finalization Workshops represent the home stretch of a EOP project. These Workshops are conducted in a virtual environment. As the EOP Finalization Workshops conclude, all elements of the EOP will have been thoroughly presented and demonstrated. Stakeholders will understand not only how to update and maintain the plan, but also how to use the plan in an activation should it become necessary. We will close the planning initiative by preparing the team for presentation of this plan to the City Council and if necessary, participate in the meeting itself.



EOP Implementation by Phases

Phase 1: EOP License Subscription and System Customization

Days 1-10

BOLDplanning will activate the EOP Planning Module of the BOLDplanning.com platform customized for the City of Wasilla. This phase includes:

- Technical services related to the platform.
- Transfer of the City's data for facilities, departments, and key staff members.
- Project management services and administration for successful completion of all deliverables.

Phase 2: EOP Project Initiation

Days 10-20

As the platform is customized, BOLDplanning will schedule an on-site EOP Initiation Meeting with the City of Wasilla's project management team. All appropriate stakeholders and staff will be encouraged to attend. The meeting will focus on:

- Review of the EOP Planning Module, customized for the City of Wasilla.
- Review of existing plans.
- Review of Annex structure.
- Establishment and approval of planning structure.
- Cross check of compliance and other requirements.
- Introductory training for project managers and system administrators.
- Review of strategy for project rollout.
- Identification of appropriate contacts for all participants.
- Solicitation of executive support.

Phase 3: Offsite EOP Plan Development

Days 20-50

BOLDplanning will review feedback from the project team and stakeholders. The following will be included:

- Review state of plan based on work from earlier phases.
- Development of Annex Action Lists by department including correlation with primary and supporting departments.
- Analysis of existing emergency response capabilities and resources.
- Facilitation of Executive Briefing with management, project team, stakeholders and others.
- Clear next steps for plan completion



Phase 4: EOP Plan Enhancement and Gap Analysis

Days 50-80

BOLDplanning will schedule a 1 day Plan Enhancement and Gap Analysis Workshop with the project team and stakeholders. The following will be included:

- Gap analysis conducted with project team and stakeholder participation.
- Complete any remaining workshops for EOP focus groups.
- Clear next steps for completion.
- Review of each annex and action designation by a subject matter expert.

Phase 5: EOP Plan Finalization

Days 80-90

BOLDplanning will schedule the Plan Finalization Workshops with the members of the project team and stakeholders. The following deliverables will be included in this phase:

- Completion of EOP planning data input.
- Stakeholder final review and comment.
- Delivery of final EOP plan in printed format and in PDF. (Access will also be available through the customized the [clientnicknameinstance of the BOLDplanning.com platform
- Completion of one EOP Plan Finalization Workshop

Phase 6: EOP Plan Maintenance

Following Phase 6, BOLDplanning will provide real-time access to the EOP through the City of Wasilla instance of the BOLDplanning.com platform. First year support includes, at no additional charge, telephone and web support and customer service for all planners. As well, continued EOP training and support can be provided via telephone and webinars.

- SaaS/Cloud infrastructure with all hosting, maintenance, upgrades, hot-site redundancy, and data backups.
- Real time EOP plan access through the internet for all the City of Wasilla's emergency response stakeholders.
- Telephone and Internet technical support and customer service for all planners.
- Continued EOP training and support via telephone and webinar.



EOP Software Licensing/Support Annual Renewal

At the end of the initial twelve (12) month subscription period, the project managers have the option to renew the BOLDplanning.com EOP Module subscription license for the organization. If this project is terminated at the end of this initial period, each planner will be able to download current plan in MS Word and Excel formats. This annual renewal includes the following deliverables:

1. Hosting, maintenance, redundancy, data backups and system upgrades.
2. Continued access to the system for plan development and maintenance for all departments, divisions and business units.
3. Continuing telephone and internet technical support and customer service.

Pricing

BOLDplanning.com EOP Product Pricing				
	Qty	Each	Discount	Amount
Phase 1: BOLDplanning.com EOP Module Licensing (year one) and System Configuration - Year One (Payable upon execution of contract)	1 Ea.	\$12,900.00	42.00%	\$7,482.00
BOLDplanning.com EOP Services Pricing				
	Qty	Each	Discount	Amount
Phase 2a: EOP Project Management Package	1 Ea.	\$4,500.00	10.00%	\$4,050.00
Phase 2b: EOP Virtual Project Implementation Briefing	1 Ea.			\$0.00
Phase 3: EOP Offsite Plan Development	1 Day	\$4,500.00	10.00%	\$4,050.00
Phase 4: EOP Plan Enhancement/Gap Analysis	1 Days	\$6,375.00	10.00%	\$5,737.50
Phase 5: EOP Virtual Plan Finalization Workshop	1 Day	\$4,500.00	20.00%	\$3,600.00
Phase 7: EOP Plan Maintenance				\$0.00
Total BOLDplanning.com EOP Project Pricing				\$24,919.50
Optional BOLDplanning.com EOP Product Pricing				
	Qty	Each	Discount	Amount
BOLDplanning.com EOP Module License/Support Renewal - 2+ Years	Annual	\$6,557.50		\$6,557.50



Conclusion and Thanks

In conclusion, BOLDplanning will provide the City of Wasilla with deep expertise, a proven methodology, and a world-class online planning platform for Emergency Operations Planning. We have help create more than 10,000 preparedness plans in our 17-year history. Additionally, customers continue to utilize our services year after year as we have a 96% customer retention rate.

BOLDplanning is grateful for the opportunity to propose our solution to The City of Wasilla's needs. We look forward to working with closely with the City's team to help the organization ensure its resilience.