Attachment A
Scope of Work
ITB-DEM-19-20-026 WebEOC

1.1 Statement of Purpose / Need

Florida Chapter 252 declares that Florida Division of Emergency Management (hereinafter referred to as the "Division" or "FDEM") shall maintain a comprehensive statewide program of emergency management. To support that mission, DEM requires a comprehensive Web based tool to facilitate statewide Emergency Management functions. The Division is seeking qualified vendors to provide the software, maintenance and professional services as listed on Attachment A – Price Sheet, based upon Juvare's WebEOC platform.

1.2 Background

The Division administers WebEOC, a web-based EMIS adopted by the State of Florida for emergency management. The platform allows the State Emergency Response Team (SERT) to use the same operating environment when preparing for, responding to, and recovering from an emergency. Requests for assistance may be made through the platform; these requests are approved, tasked as Mission, and tracked throughout their life cycle. Information messages like situation reports, press releases, and incident action plans may also be shared through the platform. Essential Elements of Information are reported via the platform, and Contacts are also made available. Reports are available to export information from the service. Web services are available to allow external systems to communicate with WebEOC. Having this information all in one place allows for effective response to and recovery from emergencies while documenting events for reimbursement and after-action-reporting.

WebEOC is used to support the SERT during Emergency Operations Center activations/day-to-day operations and is the established system to provide key mission support and information sharing across the SERT in providing emergency planning, response, recovery, and mitigation activities during a disaster or event.

1.3 List of Products, Maintenances and Professional Services

The vendor must be able to provide the entire list of products and services listed below:

- ASP Hosting - Daily Rate
- ASP Hosting - WebEOC Air and Cruise
- ASP Hosting - WebEOC Enterprise (Up to 750 Users)
- ASP Hosting - WebEOC Enterprise User Bundle (250 Users)
- ASP Hosting - WebEOC Fusion
- ASP Hosting - WebEOC Maps Add-On
- ASP Hosting - WebEOC Professional (1,000+ Users)
- ASP Hosting - WebEOC Professional (Up to 250 Users)
- ASP Hosting - WebEOC Professional (Up to 500 Users)
- ASP Hosting - WebEOC Professional (Up to 750 Users)
- ASP Hosting - WebEOC Professional Non-Production Instance

- ASP Hosting - WebEOC Resource Request and Deployment Manager
- ASP Hybrid Hosting (Up to 250 Users)
- ASP Hybrid Hosting (Up to 500 Users)
- Juvare Exchange - EMSuite/CORES
- Juvare Exchange - EMSuite/CORES Per Capita
- Juvare Exchange - EMSuite/CORES Per Facility
- Juvare Exchange - Pilot
- Juvare Exchange - WebEOC Core
- Juvare Exchange - WebEOC Enterprise without Fusion
- Juvare Exchange - WebEOC Professional
- Perpetual - Disaster Recovery Maintenance
- Perpetual - Fusion Maintenance
- Perpetual - Maps Add-On Maintenance
- Perpetual - Resource Request and Deployment Manager Maintenance
- Perpetual - WebEOC Core Maintenance
- Perpetual - WebEOC Enterprise Unlimited (10 Sub-Admin, Unlimited Users)
- Perpetual - WebEOC Enterprise Unlimited Maintenance
- Perpetual - WebEOC Professional Maintenance
- Professional Services - CORES Implementation - Enhanced
- Professional Services - Dedicated Services - 1/2 Time Dedicated Staff
- Professional Services - Dedicated Services - 1/4 Time Dedicated Staff
- Professional Services - Dedicated Services - Full Time Dedicated Staff
- Professional Services - eICS Implementation - Enhanced
- Professional Services - eICS Implementation - Express Remote
- Professional Services - eICS Implementation - Standard
- Professional Services - Emergency Response Program - Daily Rate
- Professional Services - EMResource Implementation - Enhanced
- Professional Services - EMResource Implementation - Standard
- Professional Services - EMTrack Implementation - Enhanced
- Professional Services - EMTrack Implementation - Standard
- Professional Services - Express Process & Architecture Review
- Professional Services - FleetEyes Implementation
- Professional Services - Process & Architecture Review
- Professional Services - Service Credit Hours
- Professional Services - Service Credit Plan - 100 hours
- Professional Services - Solutions Services Implementation - On Prem - Custom/Multi-Product
- Professional Services - Solutions Services Implementation - Perpetual - Custom/Multi-Product
- Professional Services - Solutions Services Implementation - Subscription - Custom/Multi-Product
- Professional Services - Solutions Services Project - Custom WebEOC
- Professional Services - Solutions Services Project - Other/MultiProduct
- Professional Services - Travel and Per Diem

- Professional Services - WebEOC - On Prem Implementation - Active Users
- Professional Services - WebEOC - On Prem Implementation - Advanced File Library
- Professional Services - WebEOC - On Prem Implementation - Air and Cruise
- Professional Services - WebEOC - On Prem Implementation - ArcGIS Extension
- Professional Services - WebEOC - On Prem Implementation - Board Data Manager
- Professional Services - WebEOC - On Prem Implementation - Board Scheduler
- Professional Services - WebEOC - On Prem Implementation - Contacts Manager
- Professional Services - WebEOC - On Prem Implementation - Dashboard
- Professional Services - WebEOC - On Prem Implementation - Duty Roster
- Professional Services - WebEOC - On Prem Implementation - Enterprise Non-Production Instance
- Professional Services - WebEOC - On Prem Implementation - External Content Manager - Email Importer
- Professional Services - WebEOC - On Prem Implementation - External Content Manager - HTML Exporter
- Professional Services - WebEOC - On Prem Implementation - Fusion
- Professional Services - WebEOC - On Prem Implementation - Fusion Single Sign On for Active Directory
- Professional Services - WebEOC - On Prem Implementation - Maps Add-On
- Professional Services - WebEOC - On Prem Implementation - Messages Manager
- Professional Services - WebEOC - On Prem Implementation - Non-Production Instance
- Professional Services - WebEOC - On Prem Implementation - Notifications
- Professional Services - WebEOC - On Prem Implementation - Resource Request and Deployment Manager
- Professional Services - WebEOC - On Prem Implementation - Single Sign On for Active Directory and SAML
- Professional Services - WebEOC - On Prem Implementation - Telephone Call Center
- Professional Services - WebEOC - On Prem Implementation - User Importer
- Professional Services - WebEOC - Subscription Implementation - Active Users
- Professional Services - WebEOC - Subscription Implementation - Advanced File Library
- Professional Services - WebEOC - Subscription Implementation - Air and Cruise
- Professional Services - WebEOC - Subscription Implementation - ArcGIS Extension
- Professional Services - WebEOC - Subscription Implementation - Board Data Manager
- Professional Services - WebEOC - Subscription Implementation - Board Scheduler
- Professional Services - WebEOC - Subscription Implementation - Contacts Manager
- Professional Services - WebEOC - Subscription Implementation - Dashboard
- Professional Services - WebEOC - Subscription Implementation - Duty Roster

- Professional Services - WebEOC - Subscription Implementation - Enterprise Non-Production Instance
- Professional Services - WebEOC - Subscription Implementation - External Content Manager - Email Importer
- Professional Services - WebEOC - Subscription Implementation - External Content Manager - HTML Exporter
- Professional Services - WebEOC - Subscription Implementation - Fusion
- Professional Services - WebEOC - Subscription Implementation - Maps Add-On
- Professional Services - WebEOC - Subscription Implementation - Messages Manager
- Professional Services - WebEOC - Subscription Implementation - Non-Production Instance
- Professional Services - WebEOC - Subscription Implementation - Notifications
- Professional Services - WebEOC - Subscription Implementation - Resource Request and Deployment Manager
- Professional Services - WebEOC - Subscription Implementation - Single Sign On for Active Directory and SAML
- Professional Services - WebEOC - Subscription Implementation - Telephone Call Center
- Professional Services - WebEOC - Subscription Implementation - User Importer
- Professional Services - WebEOC Core On Prem Implementation
- Professional Services - WebEOC Core Subscription Implementation
- Professional Services - WebEOC On Prem Implementation - Enhanced
- Professional Services - WebEOC On Prem Implementation - Express with DS
- Professional Services - WebEOC On Prem Implementation - Standard
- Professional Services - WebEOC Perpetual Implementation - Enhanced
- Professional Services - WebEOC Perpetual Implementation - Express with DS
- Professional Services - WebEOC Perpetual Implementation - Standard
- Professional Services - WebEOC Subscription Implementation - Enhanced
- Professional Services - WebEOC Subscription Implementation - Express with DS
- Professional Services - WebEOC Subscription Implementation - Standard
- RAVE Software
- RAVE Software Set Up
- RAVE/WebEOC Extension
- RAVE/WebEOC Extension Set Up
- Subscription - Active Users
- Subscription - Advanced File Library
- Subscription - Air and Cruise
- Subscription - ArcGIS Extension
- Subscription - Board Data Manager
- Subscription - Board Scheduler
- Subscription - Comprehensive Module Subscription Plan
- Subscription - Contacts Manager
- Subscription - Dashboard

- Subscription - Duty Roster
- Subscription - eICS Interface
- Subscription - EMResource Interface
- Subscription - EMTrack Interface
- Subscription - External Content Manager - Email Importer
- Subscription - External Content Manager - HTML Exporter
- Subscription - Fusion
- Subscription - Maps Add-On
- Subscription - Messages Manager
- Subscription - Notifications
- Subscription - Resource Request and Deployment Manager
- Subscription - Single Sign On for Active Directory and SAML
- Subscription - Surge Capacity Plan
- Subscription - Telephone Call Center
- Subscription - User Importer
- Subscription - WebEOC - NMAS
- Subscription - WebEOC Core (2 Admin, 50 Users)
- Subscription - WebEOC Core (3 Admin, 75 Users)
- Subscription - WebEOC Enterprise New (5 Admin, 10 Sub-Admin, 750 Users)
- Subscription - WebEOC Enterprise New without Fusion (5 Admin, 10 Sub-Admin, 750 Users)
- Subscription - WebEOC Enterprise Non-Production Instance
- Subscription - WebEOC Enterprise Upgrade
- Subscription - WebEOC Enterprise Upgrade without Fusion
- Subscription - WebEOC Non-Production Instance
- Subscription - WebEOC Professional (3 Admin, 250 Users)
- Subscription - WebEOC User Bundle (1 Admin, 250 Users)
- Subscription - WebEOC User Bundle (10 Sub-Admin)
- Term - Active Users
- Term - Active Users Maintenance
- Term - Advanced File Library
- Term - Advanced File Library Maintenance
- Term - Air and Cruise
- Term - Air and Cruise Maintenance
- Term - ArcGIS Extension
- Term - ArcGIS Extension Maintenance
- Term - Board Data Manager
- Term - Board Data Manager Maintenance
- Term - Board Scheduler
- Term - Board Scheduler Maintenance
- Term - CAC/PKI Interface
- Term - CAC/PKI Interface Maintenance
- Term - Comprehensive Module Care Plan Maintenance
- Term - Contacts Manager

- Term - Contacts Manager Maintenance
- Term - Dashboard
- Term - Dashboard Maintenance
- Term - Double-Take Advanced
- Term - Double-Take Advanced Maintenance
- Term - Double-Take Standard
- Term - Double-Take Standard Maintenance
- Term - Duty Roster
- Term - Duty Roster Maintenance
- Term - eICS Interface
- Term - eICS Interface Maintenance
- Term - EMResource Interface
- Term - EMResource Interface Maintenance
- Term - EMTrack Interface
- Term - EMTrack Interface Maintenance
- Term - External Content Manager - Email Importer
- Term - External Content Manager - Email Importer Maintenance
- Term - External Content Manager - HTML Exporter
- Term - External Content Manager - HTML Exporter Maintenance
- Term - Fusion
- Term - Fusion Maintenance
- Term - Fusion Single Sign On for Active Directory
- Term - Fusion Single Sign On for Active Directory Maintenance
- Term - Maps Add-On
- Term - Maps Add-On Maintenance
- Term - Messages Manager
- Term - Messages Manager Maintenance
- Term - Notifications
- Term - Notifications Maintenance
- Term - Resource Request and Deployment Manager
- Term - Resource Request and Deployment Manager Maintenance
- Term - Single Sign On for Active Directory and SAML
- Term - Single Sign On for Active Directory and SAML Maintenance
- Term - Surge Capacity Plan
- Term - Telephone Call Center
- Term - Telephone Call Center Maintenance
- Term - User Importer
- Term - User Importer Maintenance
- Term - WebEOC Core (2 Admin, 50 Users)
- Term - WebEOC Core (2 Admin, 50 Users) Maintenance
- Term - WebEOC Core (3 Admin, 75 Users)
- Term - WebEOC Core (3 Admin, 75 Users) Maintenance
- Term - WebEOC Core Disaster Recovery
- Term - WebEOC Core Disaster Recovery Maintenance

- Term - WebEOC Enterprise New (5 Admin, 10 Sub-Admin, 750 Users)
- Term - WebEOC Enterprise New (5 Admin, 10 Sub-Admin, 750 Users) Maintenance
- Term - WebEOC Enterprise New without Fusion (5 Admin, 10 Sub-Admin, 750 Users)
- Term - WebEOC Enterprise New without Fusion (5 Admin, 10 Sub-Admin, 750 Users) Maintenance
- Term - WebEOC Enterprise Non-Production Instance
- Term - WebEOC Enterprise Non-Production Instance Maintenance
- Term - WebEOC Enterprise Upgrade
- Term - WebEOC Enterprise Upgrade (5 Admin, 10 Sub-Admin, 750 Users) Maintenance
- Term - WebEOC Enterprise Upgrade without Fusion
- Term - WebEOC Enterprise Upgrade without Fusion Maintenance
- Term - WebEOC Non-Production Instance
- Term - WebEOC Non-Production Instance Maintenance
- Term - WebEOC Professional (3 Admin, 250 Users)
- Term - WebEOC Professional (3 Admin, 250 Users) Maintenance
- Term - WebEOC Professional Disaster Recovery
- Term - WebEOC Professional Disaster Recovery Maintenance
- Term - WebEOC Professional Unlimited
- Term - WebEOC Professional Unlimited Maintenance
- Term - WebEOC User Bundle (1 Admin, 250 Users)
- Term - WebEOC User Bundle (1 Admin, 250 Users) Maintenance
- Term - WebEOC User Bundle (10 Sub-Admin)
- Term - WebEOC User Bundle (10 Sub-Admin) Maintenance
- Training Center - Onsite WebEOC Advanced Board Building
- Training Center - Onsite WebEOC Bootcamp
- Training Center - Onsite WebEOC Intermediate Board Building
- Training Center - Specialized Training Services - Custom
- Training Center - Web-Based Training
- Training Center - WebEOC Advanced Board Building
- Training Center - WebEOC Bootcamp
- Training Center - WebEOC Intermediate Board Building
- WebEOC License Transfer Fee
- WebEOC Mobile Enabled Custom Form
- WebEOC Software Maintenance
- WebEOCx Powered by Juvare Exchange - Subscription Core (2 Admin, 50 users)
- WebEOCx Powered by Juvare Exchange - Subscription Core (3 Admin, 75 users)
- WebEOCx Powered by Juvare Exchange - Subscription Enterprise without Fusion (5 Admin, 10 Sub-Admin, 750 Users)
- WebEOCx Powered by Juvare Exchange - Subscription Professional (3 Admin, 250 Users)
- WebEOCx Powered by Juvare Exchange - Term Core (2 Admin, 50 users)

- WebEOCx Powered by Juvare Exchange - Term Core (2 Admin, 50 users) Maintenance
- WebEOCx Powered by Juvare Exchange - Term Core (3 Admin, 75 users)
- WebEOCx Powered by Juvare Exchange - Term Core (3 Admin, 75 users) Maintenance
- WebEOCx Powered by Juvare Exchange - Term Enterprise without Fusion (5 Admin, 10 Sub-Admin, 750 Users)
- WebEOCx Powered by Juvare Exchange - Term Enterprise without Fusion (5 Admin, 10 Sub-Admin, 750 Users) Maintenance
- WebEOCx Powered by Juvare Exchange - Term Professional (3 Admin, 250 Users)
- WebEOCx Powered by Juvare Exchange - Term Professional (3 Admin, 250 Users) Maintenance