

SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM  
3.62  
(ID # 4580)

**MEETING DATE:**

Tuesday, August 29, 2017

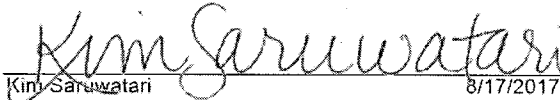
**FROM :** EMERGENCY MANAGEMENT DEPARTMENT:

**SUBJECT:** EMERGENCY MANAGEMENT DEPARTMENT: Approve the Single Source Purchase of LiveProcess Professional Annual Subscription renewal and LiveProcess Regional Coordination License. [All Districts] [\$141,735] [100% Federal funding]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Ratify the single source purchase of LiveProcess Professional Annual Subscription renewal and LiveProcess Regional Coordination License not to exceed \$141,735 annually for the period of July 1, 2017 to June 30, 2022; and
2. Authorize the Purchasing Agent to sign amendments to this Agreement, approved by County Counsel, that make ministerial changes and do not exceed the maximum amount or performance period.

**ACTION:**

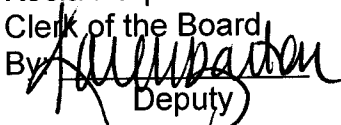
  
Kim Saruwatari 8/17/2017

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Ashley, seconded by Supervisor Perez and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Washington, Perez and Ashley  
Nays: None  
Absent: Tavaglione  
Date: August 29, 2017  
xc: EMD, Purchasing

Kecja Harper-Ihem  
Clerk of the Board  
By   
Deputy

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| <b>FINANCIAL DATA</b>                        | <b>Current Fiscal Year:</b> | <b>Next Fiscal Year:</b> | <b>Total Cost:</b>                  | <b>Ongoing Cost</b> |
|--|-----------------------------|--------------------------|-------------------------------------|---------------------|
| <b>COST</b>                                  | \$ 141,735                  | \$ 141,735               | \$ 708,675                          | \$ 0                |
| <b>NET COUNTY COST</b>                       | \$ 0                        | \$ 0                     | \$ 0                                | \$ 0                |
| <b>SOURCE OF FUNDS: 100% Federal Funding</b> |                             |                          | <b>Budget Adjustment: No</b>        |                     |
|  |                             |                          | <b>For Fiscal Year: 17/18-21/22</b> |                     |

**C.E.O. RECOMMENDATION:** [CEO use]

**BACKGROUND:**

**Summary**

The integrated Emergency Preparedness Communications, Incident Management and Compliance software provided by LiveProcess enables a streamline solution to addressing Emergency Management in all four phases: mitigation, preparedness, response and recovery; including NIMS/ICS regulatory obligations, Joint Commission requirements and accreditation metrics.

LiveProcess provides high-speed communication services to notify staff, partners, or others to activate the Incident Command System as needed and also allows for expedited urgent business communication. LiveProcess is the only entity with a tightly integrated, purpose built end-to-end emergency management platform that addresses the internal needs of healthcare systems.

LiveProcess uniquely addresses:

- Full customer control to store and access all emergency management related plans, documents, and reporting forms that can be accessed from anywhere on any device
- Exercises can be run at any time and are fully documented
- An After Action Report (AAR) that captures all relevant information during an event
- Data sharing across all locations using LiveProcess Emergency Manager
- Ability to set up any number of private group conversations concurrently; for example, leadership staff, logistics team, PIO team, officer's staff, etc.
- Healthcare facility management capabilities which allow the healthcare facility to better organize, report, survey, and communicate during planning processes, exercises and real events
- High availability (minimum 99.9% uptime per year)

Nearly 5,000 Riverside County users have been trained during the last five years and actively use LiveProcess. Eliminating LiveProcess would have a detrimental impact on Riverside County's ability to not only plan, but communicate and respond to a disaster.

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In addition, RUHS-Medical Center has embraced the LiveProcess Communication capability for everyday communication needs to include critical patient care alerting. LiveProcess is health care specific and has been implemented by 18 hospitals, RUHS-Care Clinics (10), Clinicas de Salud del Pueblo (4), Emergency Management Department (EMD) and other healthcare facilities. Continuing the service is essential for continuity and the investment in training provided.

During activations, EMD utilizes LiveProcess as the main method for sharing information, coordinating resources and operations with healthcare facilities.

**Impact on Residents and Businesses**

LiveProcess will provide an efficient method to notify staff, partners, or others to activate the Incident Command System as needed.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

Expenses will be budgeted in the Hospital Preparedness Program FY 17/18 and added to the Emergency Management Department budget during the County budget process.

**ATTACHMENTS:**

**ATTACHMENT A.** Single Source Justification approved by Purchasing Department

  
Teresa Summers, Assistant Director of Purchasing

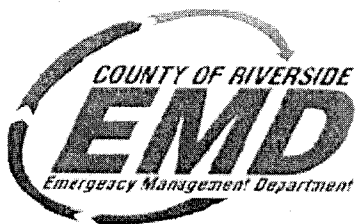
8/17/2017

  
Gregory W. Priamos, Director County Counsel

8/21/2017

  
Dave Rogers, Chief Information Officer

8/21/2017



Date: June 2, 2017  
From: Kim Saruwatari, Director Emergency Management Department  
To: Board of Supervisors/Purchasing Agent  
Via: Ofelia Acosta, Buyer II; 951-358-7191  
Subject: Single Source Procurement; Request for LiveProcess Enterprise Subscription

The below information is provided in support of my Department requesting approval for a sole source. (*Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.*)

1. **Supplier being requested:** LiveProcess
2. **Vendor ID:** 0000000720
3. **Supply/Service being requested:** LiveProcess Enterprise Subscription
4. **Alternative suppliers that can or might be able to provide supply/service and extent of market search conducted:**
  - Raptor Emergency Management System, Raptor Technologies:
    - Raptor's Emergency Management System combines accepted best practices with mobile technology to provide Emergency Managers with a comprehensive solution.
  - IBM Intelligent Operations Center for Emergency Management, IBM Intelligent Operations Center:
    - For Emergency Management is an incident and emergency management solution for daily operations and crisis situations that integrates, correlates and analyzes operational information to create a dynamic, geospatial, common operating picture and analytic-based insights that speed decision making and time-to-action.
  - WebEOC, Intermedix Corporation:
    - A web-based information management system that provides a single access point for the collection and dissemination of emergency or event-related information.
  - ESRI: Environmental Systems Research Institute:
    - An international supplier of geographic information system (GIS) software, web GIS and geodatabase management applications. The company is headquartered in Redlands, California.

5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide** (if proprietary software or machinery, hardware, please provide a supporting letter from the manufacturer):

The integrated Emergency Preparedness Communications, Incident Management and Compliance software provided by LiveProcess enables a streamline solution to addressing Emergency Management in all four phases: mitigation, preparedness, response and recovery; including NIMS/ICS regulatory obligations, Joint Commission requirements and accreditation metrics.

LiveProcess provides high-speed communication services to notify staff, partners, or others to activate the Incident Command System as needed and also allows for expedited urgent business communication. LiveProcess is the only entity with a tightly integrated, purpose built end-to-end emergency management platform that addresses the internal needs of healthcare systems.

LiveProcess uniquely addresses:

- An integrated and customizable set of HICS V charts with related customizable JAS
- Full customer control to store and access all emergency management related plans, documents, and reporting forms that can be accessed from anywhere on any device
- An extensive HVA identification and tracking capability
  - Exercises can be run at any time and are fully documented
  - An After Action Report (AAR) that captures all relevant information during an event
- Data sharing across all locations using LiveProcess Emergency Manager
- Ability to set up any number of private group conversations concurrently; for example, leadership staff, logistics team, PIO team, officer's staff, etc.
- Healthcare facility management capabilities which allow the healthcare facility to better organize, report, survey, and communicate during planning processes, exercises and real events
- High availability (minimum 99.9% uptime per year)

6. **Reasons why my department requires these unique features and what benefit will accrue to the county:**

Nearly 5,000 Riverside County users have been trained during the last five years and actively use LiveProcess. Eliminating LiveProcess would have a detrimental impact on Riverside County's ability to not only plan, but communicate and respond to a disaster.

In addition, RUHS-Medical Center has embraced the LiveProcess Communication capability for everyday communication needs to include critical patient care alerting. LiveProcess is health care specific and has been implemented by 18 hospitals, RUHS-Care Clinics (10), Clinicas de Salud del Pueblo (4), Emergency Management Department (EMD) and other healthcare facilities. Continuing the service is essential for continuity and the investment in training provided.

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7. **Period of Performance:** From: July 1, 2017 to June 30, 2022

Is this an annually renewable contract?  No  Yes  
Is this a fixed-term agreement:  No  Yes

