

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



ITEM: 3.15
(ID # 27739)

MEETING DATE:

Tuesday, July 29, 2025

FROM : EMERGENCY MANAGEMENT DEPARTMENT

SUBJECT: EMERGENCY MANAGEMENT DEPARTMENT: Approve Amendment No. 1 to the Professional Services Agreement with ESI Acquisition, Inc. for WebEOC Comprehensive Emergency Management and Daily Operations Software, to add enhanced features and increase the aggregate contract amount by \$26,774, from \$380,821 to \$407,595, effective July 29, 2025, through June 30, 2028. All Districts [Total Amended Aggregate Cost \$407,595; up to \$61,140 in additional aggregate compensation; 100% EMD Funds]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve Amendment No. 1 to the Professional Services Agreement with ESI Acquisition, Inc. for WebEOC Comprehensive Emergency Management and Daily Operations Software, to add enhanced features and increase the aggregate contract amount by \$26,774, from \$380,821 to \$407,595, effective July 29, 2025, through June 30, 2028; and Authorize the Chair of the Board of Supervisors to sign the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of funding and as approved-as-to-form by County Counsel, to sign amendments to the compensation provisions that do not exceed the sum total of \$61,140; and
3. Authorize the Purchasing Agent to issue Purchase Orders to ESI Acquisition, Inc. for required services that do not exceed the Board of Supervisors approved compensation amount.

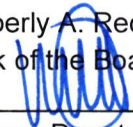
ACTION:


Daniel Bates 7/16/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Gutierrez, seconded by Supervisor Medina and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: July 29, 2025
xc: EMD

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$10,802	\$7,868	\$26,774	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: 100% EMD Funds			Budget Adjustment: No	
			For Fiscal Year: 25/26	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

On Board Date May 20, 2024, the Board of Supervisors previously approved the agreement with ESI Acquisition, Inc., in the aggregate amount of \$380,821 for a five-year period.

Riverside County Emergency Management Department (EMD) is requesting to add features to the Juvare software to enhance the current features. The Juvare WebEOC system is the most widely used electronic incident management systems used by federal, state and local governments for the preparation, coordination, and recovery during significant events where crisis or public management is required. It is built upon the principles of the standardized National Incident Management System to allow for inter-agency communication during an event, planning and deployment of resources, situational awareness, visualization of event activity in real-time, and the tracking and reporting of activities and resource requests for cost recovery.

WebEOC by Juvare is the only emergency management system software used this widely and of this magnitude. It is used by CalOES, the Governor's Office of Emergency Services, and all Riverside County surrounding regions. Emergency Management Department has been using WebEOC for activity and resource tracking during all major events.

Furthermore, the vendor now supports a cloud-based platform with redundant backup servers and 24/7 support and maintains its locally hosted instance with RCIT. This will serve as a backup system in the unlikely event of an outage which affects the online instance. It will also serve as a repository for legacy data.

WebEOC supports the mission of EMD to maintain enhanced information management and operational capacity during an emergency.

This purchase was previously approved by TSOC on 4/5/2018 with PR2018-06688.

Impact on Residents and Businesses

A coordinated system allows for a more efficient response to any emergency. WebEOC is vital to communication between first responders and essential for the response and recovery effort during emergencies.

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Additional Fiscal Information

Juvaré WebEOC is a relatively low-cost option for an incident management system responsible for managing, coordinating, and recovering on high-risk crises and public events. Transitioning to another cloud-based system would be a financial and operational burden that the department cannot absorb.

Contract History and Price Reasonableness

On May 20, 2024, the Board of Supervisors approved Agreement EMARC-2004-0628 with ESI Acquisition, Inc., for the provision of WebEOC emergency management software and related services, in the aggregate amount of \$380,821 over a five-year term. Amendment No. 1 adds \$26,774 in new services, bringing the total contract amount to \$407,595.

The vendor, Juvaré, is the sole provider of WebEOC and its modules. A sole source justification has been approved, citing that WebEOC is uniquely integrated with National Incident Management System (NIMS) standards and is adopted across federal, state, and regional emergency operations, including by Cal OES and neighboring counties.

The pricing proposed under this amendment has been reviewed and determined to be reasonable, as the services are proprietary, and the vendor has provided government rates. The costs under the amendment represent modest year-over-year increases and include efficiencies such as reduced reliance on County IT resources and salary savings from a vacated internal position that will not be backfilled.

ATTACHMENT:

1. Amendment No. 1
2. SSJ Amendment 1, 24-172A


Melissa Curtis, Deputy Director of Purchasing and Fleet 7/16/2025


Rebecca S Cortez, Principal Management Analyst 7/23/2025


George Trindle, Chief ASST COUNTY COUNSEL 7/17/2025

**COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE AGREEMENT
WITH
ESI Acquisition, Inc.**

Original Contract Term:	July 1st, 2023 through June 30th, 2028
Contract Term Extended To:	not applicable
Effective Date of Amendment:	July 29th, 2025
Original Maximum Contract Amount:	\$380,821
Amended Maximum Contract Amount:	\$407,595
Contract ID:	EMARC-4004-06/28

The Agreement between County of Riverside (“COUNTY”) and ESI Acquisition, Inc., a Delaware corporation registered to do business in the state of California (“CONTRACTOR”), entered into as of May 21st, 2024, is amended as follows:

Exhibit B (Payment Provisions) is deleted in its entirety and replaced with the attached Exhibit B-1.

The COUNTY agrees to pay CONTRACTOR for services performed at an annual schedule as specified in the attached Exhibit B-1, for a total contract amount of four hundred seven thousand five hundred ninety-five dollars (\$407,595), including all expenses, based on the availability of fiscal funding.

NOW THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, COUNTY and CONTRACTOR agree as follows:

1. The above recitals are true and correct and are incorporated herein by reference.
2. All other terms and conditions of the Agreement not modified herein shall remain unchanged.
3. The effective date of this Amendment No. 1 shall be July 29th, 2025.

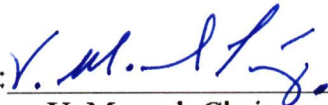
[Signatures on following page]

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COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE AGREEMENT
WITH
ESI Acquisition, Inc.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment.


COUNTY OF RIVERSIDE, a political subdivision of the State of California

By: 
Perez, V. Manuel, Chair
Board of Supervisors
Dated: JUL 29 2025

ESI Acquisition, Inc., a Delaware corporation registered to do business in the state of California

DocuSigned by:

By: Bryan Kaplan
EVP & CISO
Dated: July 9, 2025 | 09:29:39 PDT

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By: 
Aaron Gettis
Chief Deputy County Counsel

ATTEST:
KIMBERLY A. RECTOR, Clerk

By: 
DEPUTY

JUL 29 2025 3:15

**COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE AGREEMENT
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EXHIBIT B - 1

PAYMENT PROVISIONS

1. The following tables outline the commodities and services scheduled for payment for each fiscal year under this Agreement with the CONTRACTOR.
2. PAYMENT TERMS - For calculating due dates for payment terms, the County will use either the date that the invoice is received by the County or the date the goods/services are received, whichever is later. Terms: Net 30

Fiscal Year (2023 - 2024)

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
102-T-AFL-1	Term - Advanced File Library Maintenance 7/1/2023 - 6/30/2024	\$1,079.10	1.00	\$1,079.10
102-P-MAP-1	Perpetual - Maps Add-On Maintenance 7/1/2023 - 6/30/2024	\$4,676.10	1.00	\$4,676.10
102-P-LEG	WebEOC Software Maintenance 7/1/2023 - 6/30/2024	\$15,369.00	1.00	\$15,369.00
102-T-AGIS-1	Term - ArcGIS Extension Maintenance 7/1/2023 - 6/30/2024	\$2,158.20	1.00	\$2,158.20
102-T-NPI-1	Term - WebEOC Non-Production Instance (ASP Hosted) Maintenance 7/1/2023 - 6/30/2024	\$1,798.50	1.00	\$1,798.50
103-H-PR0-500	ASP Hosting- WebEOC Professional (Up to 500 Users) 7/1/2023 - 6/30/2024	\$18,530.00	1.00	\$18,530.00
103-H-MAP-1	ASP Hosting- WebEOC Maps Add-On 7/1/2023 - 6/30/2024	\$4,736.05	1.00	\$4,736.05
103-H-NPI-PRO	ASP Hosting - WebEOC Professional Non-Production Instance 7/1/2023 - 6/30/2024	\$4,706.62	1.00	\$4,706.62
Year 1 Total:				\$53,053.57

Fiscal Year (2024 - 2025)

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
102-T-AFL-1	Term - Advanced File Library Maintenance 7/1/2024 - 6/30/2025	\$1,111.47	1.00	\$1,111.47
102-P-MAP-1	Perpetual - Maps Add-On Maintenance 7/1/2024 - 6/30/2025	\$4,816.38	1.00	\$4,816.38
102-P-LEG	WebEOC Software Maintenance 7/1/2024 - 6/30/2025	\$15,830.07	1.00	\$15,830.07
102-T-AGIS-1	Term - ArcGIS Extension Maintenance 7/1/2024 - 6/30/2025	\$2,222.95	1.00	\$2,222.95
102-T-NPI-1	Term - WebEOC Non-Production Instance (ASP Hosted) Maintenance 7/1/2024 - 6/30/2025	\$1,852.46	1.00	\$1,852.46
103-H-PR0-500	ASP Hosting- WebEOC Professional (Up to 500 Users) 7/1/2024 - 6/30/2025	\$19,085.90	1.00	\$19,085.90

**COUNTY OF RIVERSIDE
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103-H-MAP-1	ASP Hosting- WebEOC Maps Add-On 7/1/2024 - 6/30/2025	\$4,878.13	1.00	\$4,878.13
103-H-NPI-PRO	ASP Hosting - WebEOC Professional Non-Production Instance 7/1/2024 - 6/30/2025	\$4,847.82	1.00	\$4,847.82
700-P-SCP-100-1	Professional Services - Service Credit Plan - 100 hours (WebEOC) Expire 12 months from purchase and cannot be rolled over to a new contract year. 7/1/2024-6/30/2025	\$23,700.00	1.00	\$23,700.00
Year 2 Total:				\$78,345.18

Fiscal Year (2025 - 2026)

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
102-T-AFL-1	Term - Advanced File Library Maintenance 7/1/2025 - 6/30/2026	\$1,144.82	1.00	\$1,144.82
102-P-MAP-1	Perpetual - Maps Add-On Maintenance 7/1/2025 - 6/30/2026	\$4,960.87	1.00	\$4,960.87
102-P-LEG	WebEOC Software Maintenance 7/1/2025 - 6/30/2026	\$16,304.97	1.00	\$16,304.97
102-T-AGIS-1	Term - ArcGIS Extension Maintenance 7/1/2025 - 6/30/2026	\$2,289.63	1.00	\$2,289.63
102-T-NPI-1	Term - WebEOC Non-Production Instance (ASP Hosted) Maintenance 7/1/2025 - 6/30/2026	\$1,908.03	1.00	\$1,908.03
103-H-PRO-500	ASP Hosting - WebEOC Professional (Up to 500 Users) 7/1/2025- 6/30/2026	\$19,658.48	1.00	\$19,658.48
103-H-MAP-1	ASP Hosting- WebEOC Maps Add-On 7/1/2025 - 6/30/2026	\$5,024.48	1.00	\$5,024.48
103-H-NPI-PRO	ASP Hosting - WebEOC Professional Non-Production Instance 7/1/2025 - 6/30/2026	\$4,993.25	1.00	\$4,993.25
700-P-SCP-100-1	Professional Services - Service Credit Plan - 100 hours (WebEOC) Expire 12 months from purchase and cannot be rolled over to a new contract year. 7/1/2025 - 6/30/2026	\$24,411.00	1.00	\$24,411.00
101-S-PEAB-1	WebEOC Alerts Up to 2,500 Contacts in Contacts Manager. 250,000 Message Credits Annually. A message credit is defined as one SMS segment (160 characters) or one 1-minute voice call. Unused credits do not roll over to next contract year. (7/29/2025-6/30/2026)	\$8,911.87	1.00	\$8,911.87
700-P-SCP-1	Professional Services - Service Credit Hours (WebEOC) Alerts Implementation	\$270.00	7.00	\$1,890.00
Year 3 Total:				\$91,497.40

**COUNTY OF RIVERSIDE
AMENDMENT NO. 1 TO THE AGREEMENT
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Fiscal Year (2026-2027)

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
102-T-AFL-1	Term - Advanced File Library Maintenance 7/1/2026 - 6/30/2027	\$1,179.16	1.00	\$1,179.16
102-P-MAP-1	Perpetual - Maps Add-On Maintenance 7/1/2026 - 6/30/2027	\$5,109.70	1.00	\$5,109.70
102-P-LEG	WebEOC Software Maintenance 7/1/2026 - 6/30/2027	\$16,794.12	1.00	\$16,794.12
102-T-AGIS-1	Term - ArcGIS Extension Maintenance 7/1/2026 - 6/30/2027	\$2,358.32	1.00	\$2,358.32
102-T-NPI-1	Term - WebEOC Non-Production Instance (ASP Hosted) Maintenance 7/1/2026 - 6/30/2027	\$1,965.27	1.00	\$1,965.27
103-H-PRO-500	ASP Hosting - WebEOC Professional (Up to 500 Users) 7/1/2026-6/30/2027	\$20,248.23	1.00	\$20,248.23
103-H-MAP-1	ASP Hosting - WebEOC Maps Add-On 7/1/2026- 6/30/2027	\$5,175.21	1.00	\$5,175.21
103-H-NPI-PRO	ASP Hosting - WebEOC Professional Non-Production Instance 7/1/2026 - 6/30/2027	\$5,143.05	1.00	\$5,143.05
700-P-SCP-100-1	Professional Services - Service Credit Plan - 100 hours (WebEOC) Expire 12 months from purchase and cannot be rolled over to a new contract year. 7/1/2026 -6/30/2027	\$25,143.33	1.00	\$25,143.33
101-S-PEAB-1	WebEOC Alerts Up to 2,500 Contacts in Contacts Manager. 250,000 Message Credits Annually. A message credit is defined as one SMS segment (160 characters) or one 1-minute voice call. Unused credits do not roll over to next contract year. (7/1/2026-6/30/2027)	\$7,867.92	1.00	\$7,867.92
Year 4 Total:				\$90,984.31

Fiscal Year (2027-2028)

ITEM NUMBER	DESCRIPTION	SALES PRICE	QTY	TOTAL PRICE
102-T-AFL-1	Term-Advanced File Library Maintenance 7/1/2027 - 6/30/2028	\$1,214.54	1.00	\$1,214.54
102-P-MAP-1	Perpetual - Maps Add-On Maintenance 7/1/2027 - 6/30/2028	\$5,262.99	1.00	\$5,262.99
102-P-LEG	WebEOC Software Maintenance 7/1/2027 - 6/30/2028	\$17,297.95	1.00	\$17,297.95
102-T-AGIS-1	Term - ArcGIS Extension Maintenance 7/1/2027 - 6/30/2028	\$2,429.07	1.00	\$2,429.07
102-T-NPI-1	Term - WebEOC Non-Production Instance (ASP Hosted) Maintenance 7/1/2027 - 6/30/2028	\$2,024.23	1.00	\$2,024.23
103-H-PRO-500	ASP Hosting - WebEOC Professional (Up to 500 Users) 7/1/2027 - 6/30/2028	\$20,855.68	1.00	\$20,855.68

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103-H-MAP-1	ASP Hosting- WebEOC Maps Add-On 7/1/2027 - 6/30/2028	\$5,330.47	1.00	\$5,330.47
103-H-NPI-PRO	ASP Hosting- WebEOC Professional Non-Production Instance 7/1/2027 - 6/30/2028	\$5,297.34	1.00	\$5,297.34
700-P-SCP-100-1	Professional Services - Service Credit Plan - 100 hours (WebEOC) Expire 12 months from purchase and cannot be rolled over to a new contract year. 7/1/2027 - 6/30/2028	\$25,897.63	1.00	\$25,897.63
101-S-PEAB-1	WebEOC Alerts Up to 2,500 Contacts in Contacts Manager. 250,000 Message Credits Annually. A message credit is defined as one SMS segment (160 characters) or one 1-minute voice call. Unused credits do not roll over to next contract year. 7/1/2027 - 6/30/2028	\$8,103.95	1.00	\$8,103.95
			Year 5 Total:	\$93,713.85

Contract Total	USD 407,594.31
<u>Plus applicable taxes</u>	



Bruce Barton
Director

SSJ No.: 24-172A

Amendment No.: 2

Date: Tuesday, June 24, 2025

From: Ramon Leon, Deputy Director of Emergency Management

To: Board of Supervisors

Via: Richard Lee, Sr Admin. Svs. Analyst, Hilda Leyva (951)955-4730

Subject: Request for WebEOC Comprehensive Emergency Management and Daily Operations Software

Supporting Documents: indicate which are included in the request from the list below.

- Supplier Quote Supplier Sole Source Letter Final draft agreement
 Final draft Form 11 H-11 approved by RCIT/TSOC Grant Agreement
 Other:

1. Supplier Name: Esi Acquisition Supplier ID: **0000037444**

2. Reason or Justification for the Amendment:

EMD is requesting to add features to the Juvare WebEOC software to enhance the current system capabilities. Specifically, the department seeks to incorporate an SMS notification service to improve communication from WebEOC. This addition will allow for faster and broader dissemination of critical alerts and updates during emergencies, delivered directly to staff and stakeholders through mobile text messaging.

The Juvare WebEOC system is the most widely used electronic incident management platform by federal, state, and local governments for preparation, coordination, and recovery during significant events that require crisis or public safety management. It is built on the principles of the standardized National Incident Management System, which enables interagency communication during an event, effective planning and deployment of resources, improved situational awareness, real time visualization of event activity, and robust tracking and reporting of activities and resource requests for cost recovery.

WebEOC by Juvare is the only emergency management software used at this scale. It is currently used by the California Office of Emergency Services and all neighboring



Bruce Barton
Director

jurisdictions surrounding Riverside County. The Riverside County Emergency Management Department has relied on WebEOC for activity and resource tracking during all major incidents. The addition of an SMS notification capability will significantly enhance operational coordination and response effectiveness.

3. Please include the initial costs from the prior reviewed assigned SSJ in the table below:

Description:	FY 23/24	FY 24/25	FY 25/26	FY 26/27	FY 27/28	Total
SSJ# 23-067 Approved Amounts:	\$ 49,323.00	\$ 48,673.00	\$ 48,673.00	\$ 48,673.00	\$ 48,673.00	\$ 244,015.00
SSJ# 24-172A Approved Amounts:	This SSJ amendment no1, the numbers below reflect an increase and additional items to SSJ 23-067.					
102-T-AFL-1 Term - Advanced File Library Maintenance	\$ 1,079.10	\$ 1,111.47	\$ 1,144.82	\$ 1,179.16	\$ 1,214.54	
102-P-MAP-1 Perpetual -Maps Add-On Maintenance	\$ 4,676.10	\$ 4,816.38	\$ 4,960.87	\$ 5,109.70	\$ 5,262.99	
102-P-LEG WebEOC Software Maintenance	\$ 15,369.00	\$ 15,830.07	\$ 16,304.97	\$ 16,794.12	\$ 17,297.95	
102-T-AGIS-1 Term - ArcGIS Extension Maintenance	\$ 2,158.20	\$ 2,222.95	\$ 2,289.63	\$ 2,358.32	\$ 2,429.07	
102-T-NPI-1 Term - WebEOC Non-Production Instance (ASP Hosted) Maintenance	\$ 1,798.50	\$ 1,852.46	\$ 1,908.03	\$ 1,965.27	\$ 2,024.23	
103-H-PRO-500 – ASP Hosting – Web EOC Professional (Up to 500 Users)	\$ 18,530.00	\$ 19,085.90	\$ 19,658.48	\$ 20,248.23	\$ 20,855.68	
103-H-MAP-1 ASP Hosting - WebEOC Maps Add-On	\$ 4,736.05	\$ 4,878.13	\$ 5,024.48	\$ 5,175.21	\$ 5,330.47	
103-H-NPI-PRO ASP Hosting - WebEOC Professional Non-Production Instance	\$ 4,706.62	\$ 4,847.82	\$ 4,993.25	\$ 5,143.05	\$ 5,297.34	
700-P-SCP-100-1 Professional Services - Service Credit Plan - 100 hours (WebEOC)	\$ -	\$ 23,700.00	\$ 24,411.00	\$ 25,143.33	\$ 25,897.63	
Revised totals as a result of 24-172A	\$ 53,053.57	\$ 78,345.18	\$ 80,695.53	\$ 83,116.39	\$ 85,609.90	\$ 380,820.57



Bruce Barton
Director

a. Amended goods and/or services costs must be identified below (If applicable):

Description:	FY <u>25/26</u>	FY <u>26/27</u>	FY <u>27/28</u>	Total
One-time Costs:	\$8,911.87	\$7,867.92	\$8,103.95	\$24,883.74
<i>WebEOC Alerts Up to 2,500 Contacts in Contacts Manager. 250,000 Message Credits Annually.</i>				
Other Costs:	\$1,890.00			\$1,890.00
<i>Professional Services - Service Credit Hours (WebEOC) Alerts Implementation</i>				
Total amendment Costs	\$10,801.87	\$7,867.92	\$8,103.95	\$26,773.74
Current agreement total				\$380,820.57
Amended agreement total				\$407,594.31
Additional Compensation:				
15% of amended agreement aggregate total (\$407,594.31)				\$61,140

4. Period of Performance: Start Date: 07/29/25 End Date: 06/30/28

Ratify Start Date (if applicable): N/A

Initial Term Start Date: 07/01/23 End Date: 06/30/28

Number of renewal options (please provide those options: (i.e., one year with an option to renew four additional one-year periods): N/A

Aggregate Term/ End Date: 6/30/28

5. Projected Board of Supervisor Date (if applicable): 7/29/25

By signing below, I certify that all contractual and legal requirements to do business with the selected supplier has been fully vetted and approved.

Bruce Barton	<i>Bruce Barton</i>	06/26/2025
Print Name	Department Head Signature (Executive Level Designee)	Date

.....

PCS Reviewed: Rafael Vergara	<i>Rafael Vergara</i>	06/26/2025
Print Name	Signature	Date



Bruce Barton
Director

Note: Once signed by the Department Head and PCS (signature lines above), the PCS will e-mail completed SSJ form with supporting documents to psolesource@rivco.org, and cc: Supervising PCS. Please reach out to your assigned PCS with any questions.



The section below is to be completed by the Purchasing Agent or designee.

Purchasing Department Review and Comments: _____

<u>Stacy Orton</u>	<u>06/30/2025</u>	<u>24-172b</u>
Purchasing Agent Signature	Date	Tracking Number
		(Reference on Purchasing Documents)