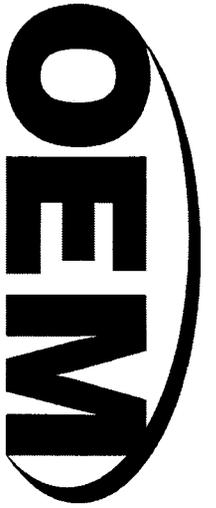


New York City Office of Emergency Management

New York City Office of Emergency Management  
 Continuity of Operations (COOP) Request for Proposals  
 PIN 017712P0003

ATTENDEE LIST FOR THE PRE-PROPOSAL CONFERENCE ON OCTOBER 3, 2012 AT 11:00 AM EST

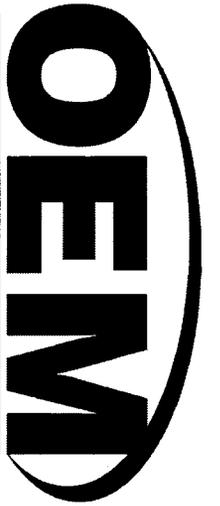
Attendee Name	Company Name	Signature	Address	Phone Number	E-mail Address
Peter Hodes	BOLD Planning Solutions		4515 Parkside Dr Rochester, NY	615-207-4361	phodes@boldplanning.com
Wali Abdun-Noor	Citizens Emergency Response Network Inc.		1426 Bostwick Rd Brooklyn, NY	646-257-7007	wali7733@gmail.com
Jim Mitchell	EBRP Solutions Network Inc.				
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Kevin C. Hansen	ImageWork Technologies Corp.				
Zubin R. Wadia	ImageWork Technologies Corp.				
Nad Mahendraraj	IT Smart		210 Summit Ave, Montvale, NJ 07645	201-930-9359	nadon@it-smart.us
James Dopman	Microsoft Inc.		1290 Ave of the Americas NY, NY 10104	917-921-2015	jdopman@microsoft.com
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New York City Office of Emergency Management

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 Continuity of Operations (COOP) Request for Proposals  
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Attendee Name	Company Name	Signature	Address	Phone Number	E-mail Address
Radcliff Simpson	Norcomm Associates, Inc.	<i>[Signature]</i>	1295 St Ave #1910 19067	917-364-9053	<i>[Signature]</i> radcliff@norcomm.com
Robert Duffy	Paradigm Solutions Inc.	<i>[Signature]</i>	22 Meeting House Ln 19067	814-330-2520	607@paradigm.com
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Brian O'Hea	RSA Security, Division of EMC	<i>[Signature]</i>			
Mark Moran	Risk Solutions International	<i>[Signature]</i>			
Scott Meyers	VCORE Solutions				
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<i>Dave</i>	<i>BN's</i>	<i>[Signature]</i>		212-345-7700 581	<i>dleshah.garrison</i>
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New York City Office of Emergency Management

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 Continuity of Operations (COOP) Request for Proposals  
 PIN 01712P0003

Attendee Name	Company Name	Signature	Address	Phone Number	E-mail Address
Brian BenZwam		<i>Brian BenZwam</i>			
Erika Yan		<i>Erika Yan</i>		<del>422-488</del>	
Rachel Stein Dickinson		<i>RS</i>			
Henry Jackson		<i>HJ</i>			
Manuel Chea		<i>Manuel's</i>			
Anthony Marzullo		<del>_____</del>			
Ron Spence		<del>_____</del>			
Jordan Katon		<i>JK</i>			
Mahamane Kassane		<del>_____</del>			
Eric Smalls		<i>Eric Smalls</i>			
Alison MacLeod		<i>Alison MacLeod</i>			
Elizabeth D. Small		<i>Elizabeth D. Small</i>			

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NEW YORK CITY  
OFFICE OF EMERGENCY MANAGEMENT

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CONTINUITY OF OPERATIONS  
REQUEST FOR PROPOSALS  
PRE-PROPOSAL CONFERENCE

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WEDNESDAY, OCTOBER 3, 2012

11:00 a.m.

165 CADMAN PLAZA

BROOKLYN, NEW YORK

Reported by: Margaret Crane

STENO-KATH REPORTING SERVICES, LTD.  
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OFFICES OF EMERGENCY MANAGEMENT:

BRIAN GENZMANN	RON SPENCE
ERIKA YAN	JORDAN KATON
RACHEL STEIN DICKINSON	MAHAMANE HASSANE
HENRY JACKSON	ERIC SMALLS
ELISABETH O'DONNELL	ALISON MACLEOD
ANTHONY MARZUILLO	MANUEL CHEA

ATTENDEE LIST:

PETER HODES	ROBERT DUFFY
WALI ABDUN-NOOR	SCOTT SORENSEN
NAD Agenda	MARK MORAN
JAMES DOPMAN	TANYA Radiates
FAHEEM ABDUL BAZAAR	DAVE LASHELL
JEAN-FRANCOIS PLANTE	MAZ RIVERA

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MR. GENZMANN: Hello everyone. Welcome to the OEM and the Continuity of Operations Pre-proposal Conference. It's 11 o'clock, so I think it's right that we should begin.

Before we get into introducing everyone here in the room, I just want to go over a few ground rules. We are going to have a question-and-answer session. This is your opportunity to ask us questions, and, as such, we ask that when you ask a question that you first state your name and the company that you work for.

Also, if you should have to use the restroom, please go out this door. The restrooms are behind the orange wall. There's a painting on the wall; just go right around there, and to the left there are restrooms. Should there happen to be an emergency in the next

1 OEM - Pre-Proposal Conference - 10/2/12  
2 couple of hours, again, where you  
3 came into the building, just go  
4 out those doors.

5 So again, this is the New  
6 York City Office of Emergency  
7 Management. Here at OEM, we  
8 educate the public about  
9 preparedness. We also coordinate  
10 responses to emergencies that  
11 happen within the five boroughs.  
12 And as such, we work with various  
13 agencies from the City of New York.  
14 One of our chief roles is also  
15 disseminating and collecting  
16 information that happens within the  
17 five boroughs. This database  
18 possibly helps us facilitate that.

19 All right. So I am Brian  
20 Genzmann. I'm the POC for this  
21 project, for this procurement. My  
22 immediate supervisor is Erika Yan.  
23 she's in the back of the room.  
24 She's the Director of Procurement.  
25 Our DC here of the Administration

1 OEM - Pre-Proposal Conference - 10/2/12  
2 Finance and Policy is Rachel Stein  
3 Dickinson.

4 MS. DICKINSON: Good  
5 morning.

6 MR. GENZMANN: Our DC for  
7 Technology, Mr. Henry Jackson, and  
8 our COOP team.

9 MR. SPENCE: Good morning,  
10 Ron.

11 MR. KATON: Jordan.

12 MR. HASSANE: Mahamane  
13 Hassane.

14 MR. GENZMANN: Mahamane  
15 Hassane is from the Department of  
16 Technology.

17 I also have my two  
18 colleagues from the staff that have  
19 actually just stepped out for the  
20 moment, but they should be back  
21 shortly.

22 So if we could have all of  
23 you introduce yourselves, and  
24 again, say your name and also the  
25 company that you work for. That

1 OEM - Pre-Proposal Conference - 10/2/12  
2 would be greatly appreciated.

3 We can begin with you, and  
4 if you want, you can use the  
5 microphone.

6 MR. ABDUN-NOOR: My name is  
7 Wali Abdun-Noor. I'm with the  
8 Citizens Emergency Response  
9 Network, Inc.

10 MR. BAZAAR: Faheem Abdul  
11 Bazaar, Norcomm Enterprises, Inc.

12 MR. SORENSEN: Scott  
13 Sorensen, Column Technologies.

14 MR. LASHELL: Dave LaShell  
15 with Esri.

16 MR. DUFFY: Bob Duffy,  
17 Paradigm Solutions.

18 MR. RIVERA: Maz Rivera,  
19 Microsoft.

20 MR. HODES: Peter Hodes,  
21 BOLD Planning.

22 MR. MORAN: Mark Moran, Risk  
23 Solutions.

24 MR. DOPMAN: James Dopman,  
25 Microsoft.

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MS. Radiates: Tanya  
Radiates, Verizon Wireless.

MR. Agenda: Nad Agenda  
from IT Smart.

MR. PLANTE: Jean-Francois  
Plante, Plante Associates.

MS. DICKINSON: Welcome.

MR. GENZMANN: Great. Thank  
you so much.

So we'll first begin with  
discussion over what COOP is, what  
the program is about and what we  
currently have, in particular  
technical product that we have at the  
moment.

With that, we're going to go  
to Ron Spence.

MR. SPENCE: I love  
microphones, so please indulge me.

My name is Ron Spence, and  
I'm with New York City OEM. I'll  
give a quick introduction as to the  
COOP program and the current system  
that we're using, which is why we're

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all here today to discuss.

Essentially, in 2006 there was a pilot program put together with three particular agencies, an emergency response agency, an administrative agency and a human services agency, to develop a methodology for creating a wholistic Continuity of Operations Program.

In doing that, we could have gone to paper, we could have used Microsoft Word or some other sort of spreadsheet format, but we wanted a dynamic system in order to keep up with the types of emergencies that the city faces. So that's why we went to the Living Disaster Recovery Planning System as a planning tool.

In 2007, we received an Executive Order from Mayor Bloomberg mandating that 40 additional credible city agencies comply in designing Continuity of

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Operations Plans. We continue to use  
the Living Disaster Recovery  
Planning System. The system itself  
is composed of reports and Word  
documents, the reports.

The software is a commercial  
off-the-shelf software that was  
customized based upon FEMA best  
practices and also, City of New York  
lessons learned from the previous  
emergency situations.

There are about 10 to 15  
different reporting sections, which  
include teams and tasks, vital  
records, applications and systems  
supporting organizations, facilities  
and so forth. The Word documents  
involve more of the operational  
components such as decision-making,  
emergency communications, who needs  
to call who and with what message,  
relocation, and then transitioning  
operations back to normal service  
levels.

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The way the system's structured is, there are 43 agencies within the program, and since each agency is essentially its own -- I like to joke around -- it's almost like its own sovereign entity, each agency is very proprietary with their information, also for security purposes, which makes sense. So only those agencies have access to their own information.

So when we designed the system, when we customized it, we segmented it out where OEM and our sister agency, the Department of Information Technology and Telecommunications, can see globally all the plans. But each individual agency will only have access to their own plans and data and information that are associated with their plans.

The system itself is a SQL database that's run on a DoITT

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server that can be accessed remotely.  
The application, rather, can be accessed remotely behind the City's firewalls; you wouldn't be able to hit this from your home computer unless you have a Citrix account or some other remote access tool.

Essentially, with that, we have about three or four different environments which our IT Department can talk about, if you have any questions about that.

Moving forward, we are looking for a tool that can build off with the methodology that we've developed within the current system, but to make it more operational, to possibly incorporate emergency notification tools and other realtime reporting information. The reports that are generated from the tool run on Crystal Reports, and you can either publish an entire plan or you can publish individual sections of

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the plans.

So those are other critical components that we're looking for moving forward.

And with that, I will turn it over.

MR. GENZMANN: Thank you, Ron.

MR. SPENCE: You're welcome.

MR. GENZMANN: So pretty much, as you know, we're here to discuss the current RFP that we have out on the street. Basically one of the major specifications in our Request for Proposal, the City of New York has designated certain steps that need to be completed. And the vendors or the proposers who would like to work for the City of New York have to complete certain forms and documents as part of their proposal.

And the purpose right now,

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our next agenda item, is just to discuss briefly what exactly you should have in your proposal to be deemed responsive. As you know, if you look on page 17 of your packet we have, "Proposal Package Contents ('Checklist')." "

Basically, your proposal package should contain the following materials, and you should use this as a checklist to ensure that your package when you bid on this procurement is complete. You should, obviously, verify and cross-check your information with this checklist before submitting your proposal to OEM.

As you can see, there are a lot of different steps, and it may be a little bit difficult. We apologize for that. However, we try to make it as simple as possible on this sheet here.

So pretty much, you need to

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have a Technical Proposal, one original copy and three duplicate copies in one envelope. And this Technical Proposal should include the Cover Letter Form, which is Attachment A.

The actual Technical Proposal should include the table of contents, the narrative references, résumé, et cetera, the Acknowledgement of an Addenda Form, which is Attachment D, and a Bidder's Certification of Compliance with Iran Divestment Act, which is labeled "Attachment H."

In another envelope, you are required to have a Price Proposal Form. This will not be opened immediately. When we are looking at your proposal, it will remain sealed. However, it has to be separate from the other documents.

We'll also have another form that has to be in an envelope.

1 OEM - Pre-Proposal Conference - 10/2/12 15  
2 That's our Doing Business Data Form.  
3 And there's information about that  
4 form in this package here.

5 We also will have another  
6 envelope. And in that envelope will  
7 be the Subcontractor Utilization Plan  
8 that provides what you detail if you  
9 intend to use subcontractors; who  
10 they are, et cetera.

11 All four envelopes should be  
12 in one large envelope. This will  
13 be the main envelope that consists  
14 of the title and the PIN number,  
15 your contact information, your  
16 proposing company's name and  
17 address, and, obviously, it can be  
18 e-mailed to us here at OEM or  
19 hand-delivered here to OEM  
20 employees.

21 The other major point that  
22 we'd like to discuss with you today  
23 is the evaluation process. That's  
24 actually on page 18 of the RFP  
25 Basically, I'm not going to go

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through the entire RFP, because I'm sure you've read it since you're all here and you're all interested in this procurement, but we just want to emphasize that we will be evaluating the proposal based on the three criteria that's set up under "Evaluation Criteria."

So your technical expertise because this is a CSP, Competitive Sealed Proposal, we obviously are going to be measuring your technical expertise in providing us the services that OEM would like.

So one criterion is the Demonstrated Quantity and Quality of Successful Relevant Experience. That has a weighted score of 25 percent.

Demonstrated Level of Organizational Capability: How does your organization, how can they, basically, work with OEM, and how does the OEM procurement continuity application software database

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depository fit into your organization's overall structure.

And then also, the Quality of the Proposed Program Approach:

Basically, how does your approach meet the different features that OEM is seeking and looking for. That is measured at 50 percent. So for a total of 100 percent, 25, 25, 50.

Any questions regarding that?

(No response.)

MR. GENZMANN: So the next and main feature of this conference is obviously the Question and Answer. Again, if you have questions, great, please share them with us now. But upon doing so please state your name and the company that you are representing.

Thank you.

MR. DUFFY: Hi, everyone. My name is Bob Duffy with Paradigm Solutions, and I have several

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questions, if you would indulge me.

The first question is: Is LDRPS being included in the vendor review or is it being displaced?

MR. MARZUILLO: We don't know. They're certainly open to eligibility to bid.

MR. DUFFY: And then the second question would be: What is the total number of users on the system? Is that 220?

MR. MARZUILLO: There are approximately 220 user IDs on the system.

MR. DUFFY: Okay. And the third questions is: The \$250,000 suggested budget, is that for the initial 15-month duration or does the \$250,000 budget go beyond the initial 15-month duration?

MS. YAN: It's for the entire contract term, not including any renewal.

MR. DUFFY: So that would not

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include the three 2-year renewal?

MS. YAN: Correct.

MR. DUFFY: Okay. And then the last question I have is: Does New York City currently have an emergency notification tool? And if you do, what is that tool?

MR. JACKSON: Yes, we have a tool. The program's called Notify NYC, and it's up on nyc.gov. The current providers are listed there They are, Send Word Now and Blackboard Connect.

MR. DUFFY: Send Word Now?

MR. JACKSON: And Blackboard Connect.

MR. DUFFY: Thank you. Those are all my questions.

Thank you

MR. JACKSON: Thank you.

MR. GENZMANN: I just wanted to add one thing just for clarification. For the contract term, it is 15 months, commencing on

1 OEM - Pre-Proposal Conference - 10/2/12  
2 August 1, 2013 and ending on  
3 October 31, 2014. So that is the  
4 15-month period, and, of course there  
5 are three 2-year options to renew.

6 I just wanted to make sure  
7 that that clarification is out there  
8 and everybody understands that.

9 MR. ABDUN-NOOR: Wali  
10 Abdun-Noor from the Citizens  
11 Emergency Response Network.

12 Would you explain a little  
13 more on the quality of the proposed  
14 program approach? Could you expand  
15 on that a little deeper?

16 MR. GENZMANN: Can you  
17 provide a little more detail by what  
18 you mean?

19 MR. ABDUN-NOOR: When you --

20 MS. DICKINSON: The 50  
21 percent. He's saying, the  
22 50 percent, what are the criteria  
23 within the 50 percent? More detail  
24 on that.

25 MR. GENZMANN: I mean, on

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pages 7, 8, 9 and 10, we discuss basically, some of the technical requirements that you must meet. We are also looking for an application that has functionalities and features that we described beginning on page 8.

So, for instance, research tracking, plan templates, data interoperability. Actually, on the condensed page on page 15, we actually describe the proposed approach that basically gives you an outline of what we are looking for specifically in your proposal.

So, again, database creation, the technical requirements, hosting, security and access control, data migration; these are all features that you should describe.

Also, we have functional requirements, again, data interoperability, resource

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tracking, plan templates,  
easy-to-use administrative  
security, plan roll-up and  
summarization, the ability to  
attach documents, et cetera.

MS. YAN: So to add to  
Brian's comment, on page 15, like  
he said, each proposer should  
address everything on page 15 in  
order to qualify for the full  
50 percent.

And to add something to  
that, it still would be evaluated.  
so you have to address it. But you  
have the potential to get to  
50 percent is what I'm saying,  
okay? Just to clarify.

MR. HODES: Good morning  
Peter Hodes, BOLD Planning.

I noticed there is a lot in  
your documentation about the  
MBE/WBE Program. I'm very familiar  
with this from some other projects.

Is there a goal that you're

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trying to meet and does that weigh into your evaluation at all?

MR. GENZMANN: So we do actually have a goal of 5 percent M/WBE. That 5 percent total is subcontractors. And of that 50 percent of the 5 percent, or 2.5 percent of the total contract amount, should be M/WBE.

MR. HODES: 2.5?

MR. GENZMANN: 2.5 percent of the total contract amount.

MS. YAN: And it also should be professional services.

Does anyone need me to clarify that?

(No response.)

MS. YAN: Professional services, not standard services. So, for instance, catering would be something that some vendors may -- I mean, not for this, I'm just giving an example -- subcontract out, but that is considered

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standard.

So more professional, like consulting work, IT, or something that you would sub out.

MR. HODES: And does that weigh into the evaluation in your -- or does that show up 25, 25 or 50?

MS. YAN: No.

MR. GENZMANN: The answer's no, because if, for instance, you decide not to use subcontracting, there is that information in the pamphlet here that explains how you can go about seeking a waiver from utilizing subcontractors.

Again, though, that has to be in to MOCS, the Mayor's Office of Contract Services, at least 7 days prior to the proposal due date of Wednesday, October 31. So you have to get that in Wednesday, October 26 to seek the waiver. And of course, that has to be reviewed by MOCS, and then MOCS has the determination of

1 OEM - Pre-Proposal Conference - 10/2/12 25  
2 either accepting your waiver or not.

3 MR. HODES: Sorry. So just  
4 to be clear, if you do not put a  
5 waiver in by October 26 and get  
6 approved to not have a  
7 subcontractor --

8 MR. GENZMANN: Plan.

9 MR. HODES: -- plan, then  
10 you do need to include a WBE/MBE  
11 subcontractor in you proposal.

12 MR. GENZMANN: That is  
13 correct

14 MR. HODES: Either/or.  
15 Either include it in your proposal  
16 or seek the waiver before October 26?

17 MR. GENZMANN: That's  
18 absolutely correct.

19 MR. HODES: For a total of  
20 2.5 percent of the complete  
21 contract?

22 MR. GENZMANN: For M/WBE  
23 it's 2.5 percent; total  
24 subcontracting is 5 percent, yeah.  
25 Of course, that's a minimum

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percentage. So obviously, if you want, you can always subcontract more M/WBE.

MR. DUFFY: I just want to be clear on that. I'm sorry to ask you to reclarify that.

So is it a requirement that you have a minimum of 2.5 percent M/WBE to be qualified to bid?

MR. GENZMANN: Yes. That is a requirement.

MS. MACLEOD: Either you need to submit the waiver or you have to propose M/WBE. So, yes, it is a requirement.

So the requirement is to either submit the waiver or to propose M/WBEs.

MR. DUFFY: Okay. Thank you.

MR. ABDUN-NOOR: Are there any veteran requirements?

MR. GENZMANN: Veteran requirements?

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MR. ABDUN-NOOR: Yes. There are some contracts that require that there is a veterans --

MR. GENZMANN: No. We don't have that.

MS. YAN: No, not at this time.

MR. GENZMANN: Hi. Can you just state your name, sir.

MR. SORENSEN: Scott Sorensen.

Question: On the 220 user IDs, can I get a little clarification if that is one shift, three shifts, two shifts a day? Is that broken out to three 8-hour shifts? Is that like a 9 to 5 scenario?

MR. MARZUILLO: They are not -- the user IDs span across all the agencies that have developed COOP plans based on the executive order. They are not driven by shift. They are driven by the way the program was set up.

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There's sort of a model where there is certain technical expertise that, you know, were suggested initially. So they are not driven by shift. They are driven by COOP teams at agencies that have been designated.

MR. SPENCE: In addition to that, we have 60 concurrent licenses. So at any given time, we can only have up to 60 users on the system at the same time.

MR. SORENSEN: That's the answer I was looking for. Thank you.

MR. GENZMANN: Any other questions? Technical-related, procurement-related questions?

MR. HODES: I guess I have a follow-up question. One more question about the M/WBE.

Is there a list that we can get of qualified M/WBEs in the city that have either worked with OEM

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before or have experience?

MS. YAN: There's a list of M/WBE vendors certified by New York City, and that's on the Small Business Services website.

We can send that, if you don't know that address, the website address, we can send that around in an addendum.

MR. HODES: Thank you.

MS. YAN: You're welcome.

Do we have any more questions, or maybe do we need a little more time to just look through the RFP, or are you guys saying that you don't have any further questions?

Oh, there's one here. Okay.

MR. DOPMAN: James Dopman, Microsoft.

When you take commercial off-the-shelf software, obviously there's going to be some customization. Does this product

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solution have to be shrink-wrapped or -- obviously, you're pulling in data from different resources, it's going to require some level of integration.

Can you provide some guidance on that, please?

MR. MARZUILLO: There's a fair amount of conversion that will have to be done because of the number of records that currently reside in the New York database.

With that said, there's a reporting feature, also, that we have an expectation to carry forward, based on our user requirements.

So I think that there will be some -- we don't anticipate a customization because we believe that's already been done in the current environment. Yet we do expect a level of transparency to do the conversion between where we are today and where we're going.

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MR. DOPMAN: So it's currently, you said, relational data that's inside SQL?

MR. MARZUILLO: Right. It's a SQL relational database.

MR. DOPMAN: And so that will be around in like a SQL report, and off of that we would be able to get --

MR. MARZUILLO: There are Crystal Reports, that I think will produce an overview.

MR. DOPMAN: All right. So it's pretty canned to some extent.

MR. MARZUILLO: It's pretty canned to some extent

MR. DOPMAN: The 200 users who will be accessing it, since the other agencies are going to need to have access, would that include, I guess, the total number of agencies accessing? So it wouldn't just be 200 users, it would be the different -- it'd be DoITT

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accessing; it would be all the different -- you know, FDNY, NYPD?

MR. MARZUILLO: Although there are 220 concurrent user IDs currently in play, only 60 can log in concurrently based on a license requirement.

MR. SPENCE: Right. It's not an even amount of user licenses per agency. It's just whoever is on at that time is allowed to be on, up to 60 users. So if there's ten users from the Department of Corrections and there are two from the Department of Information and Technology, and X amount from another, that's okay, but the total threshold is 60.

I also wanted to add, though, that with regards to migration, it's not necessarily going to be one-to-one migration for the new system. It may be we may find that additional customizations may be

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needed for that. But overall, we would like to maintain and keep the data integrity in that process so that we don't lose any data.

MR. DOPMAN: It references different types of file formats that are attached. Are those currently attached in SQL, or where are those uploaded?

Because you have structured/nonstructured data for that.

MR. SPENCE: They're PDF documents. They're attached to the system itself and to the format. So if you're uploading a Word document or a PDF document, it's not --

MR. JACKSON: It's a document library.

MR. SPENCE: A document library, right. Excel spreadsheets.

MR. KATON: I'm sorry. Going back to your original

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question, there are -- the 220 that we referenced does encapsulate all of our agencies that are using the current system.

MR. DOPMAN: The OEM contacts, if you will, for those agencies?

MR. KATON: The OEM contacts and all of the other agencies. We have 40-plus other city agencies that are under the umbrella of the citywide COOP program, and that encompasses the full, sort of global picture of users for that system.

MR. SPENCE: But the number of agency accounts can vary per agency. Some agencies have three; some agencies have ten.

MS. DICKINSON: Just to clarify on the users a little bit. So, for example, in the executive order, it states that everybody has to have an executive sponsor, a

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program manager and an analyst.

In most cases, the analyst is sort of the super-user who is going in and doing all this stuff, but there will be accounts for the executive who -- you know, if they want to view the plans a certain way

So you have different people in different locations using the system differently at different levels. So it's not all across the board, you know, 200 people in there doing all kinds of various things.

MR. DOPMAN: Okay. And my last question is, it states on page 8, item 3:

"The selected vendor must be capable of providing technical resources for the migration of data from the system currently in use."

So, I guess, does that mean that you are intending to move away

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from that?

I thought I heard a comment that was you may or may not achieve that.

MS. DICKINSON: We're not going to have to start over with all the work that's been done. I mean, we built a business continuity plan in the City of New York and there's a tremendous amount of data and records and other things, and every agency has a plan.

MR. DOPMAN: Okay. So some of them are at the front-end and the fact that -- that data would be going away, but all that data is still resident in databases and --

MS. DICKINSON: Right. Unless we find that there's data in there that's residual or not needed or, you know.

MR. DOPMAN: Great. Thank you very much. That was very

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helpful

MR. MORAN: Mark Moran. So between now and 2014, you're not going to have any more than 220 users? This does not need to have the ability to add any more than those? If you're going to add some just naturally, you're going to add, right?

MR. KATON: The 220 number that we're using is reflective of the current system that we have now, but that number is constantly fluctuating, going up and down. So we give you that number as a reference point for the system that we're currently using, but not one that stays at 220.

What we have in the RFP itself is a concurrent user requirement. We want to have the capacity to have 60 concurrent users. But, you know, the 220 number is just a snapshot. Sometimes

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it's much more than. That.

UNIDENTIFIED SPEAKER: As is  
the 60, or no?

MR. SPENCE: No. Sixty 60 is  
consistent, period. No matter  
what changes.

MS. DICKINSON: You have to  
have someone --

MR. MARZUILLO: The 60  
concurrent users is the current  
arrangement with the current  
sender, right? That's a licensing  
agreement. That's not necessarily  
going to be the case depending on  
who's selecting.

We are just trying to  
provide you with the information  
that says, we need to accommodate  
the current state, 60 concurrent  
users, to satisfy our user base.

So the answer to that  
question lies in how your contract  
agreement is written and what your  
pricing is. We are only conveying

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to you that our current state, we have 60 concurrent users.

We anticipate that that will be around the number of concurrent users we need to accommodate.

MS. DICKINSON: It's in our interest, obviously, you know we're looking to train more people on our system than are currently trained.

Training is a big part of this program, of what we do, and we have trained a lot of people on this system. They don't necessarily all have IDs, but that's part of building this culture of business continuity in the agency. So that's important to know, as well.

MR. DOPMAN: I guess I have one last question. I'm okay without a mic.

Is the solution going to require some level of business

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intelligence?

So based on processes and the things you've already made, is the solution going to have to make recommendations, or are you going to kind of rely on your processes for that and basically, we're presenting the portal, the data, and then the work flow and the access, if you will?

MR. KATON: Could you clarify

MR. DOPMAN: It seems like the value is in the content that you have. Whether it's in the database or in the directory, file directories, are you, then looking for something that's going to make recommendations or something that's going to be presentable to the OEM users?

MS. DICKINSON: What do mean "recommendations"?

MR. JACKSON: No. I mean

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we're not looking for continuity consultants.

MS. DICKINSON: Right.

MR. JACKSON: We're looking for a receptacle to hold our data and our plans.

MR. DOPMAN: So the goal is just, really, more of a portal accepting data and making data more accessible?

MR. JACKSON: Yes.

MS. DICKINSON: Right

MR. DOPMAN: Okay. Thank you.

MR. SORENSEN: Without getting into the number, will your users all require read access or will they require read and/or write access?

MR. KATON: We'll require write access as well. As the program is set up, each of the agencies under the umbrella of the City of New York is responsible for

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editing, adding, deleting parts of their plan or components of their plan that are no longer relevant or newly relevant. So they would require write access as well.

MR. SPENCE: Right. But not for the fields. The fields will be handled administratively by the OEM team

MR. SORENSEN: Thank you.

MR. SPENCE: You're welcome.

MR. Agenda: Nad Agenda from IT Smart.

As far as the system is concerned, we have to stick to the Microsoft SQL Server, or any other database should be okay?

MR. MARZUILLO: We anticipate, again, doing a conversion of the current records that reside in the database. So as long as there's compatibility, I don't --

MR. Agenda: Any SQL --

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MR. MARZUILLO: Yeah.

MR. Agenda: -- or relational database should be fine?

MR. MARZUILLO: Any relational database should be fine. However, we need to absolutely protect what we currently -- you know, the database that we have and leverage that information going forward without generating a whole lot of new work, or we're back to square one.

MR. Agenda: One more question.

What is the main reason you are moving away from the current system? Any draw backs? Any issues?

MR. SPENCE: Contract expired.

MR. GENZMANN: It's expiring, yeah.

MR. Agenda: Expired Okay.  
Thank you.

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MR. GENZMANN: Any other questions?

MR. JACKSON: I just want to make one statement

We're going to type these up, the answers and questions, and send them back out to you. We might, at that time, clarify the question about COTS, because COTS does mean something specific, and we wanted to find that for you appropriately.

And so, I'm not doing it this second. I'm not saying it has to be shrink-wrapped. I'm not saying that perhaps what we mean is that it needs to be supportable beyond an initial bill. But we will clarify that question in the answers that we send to you, but it's something along those lines.

Is that fair enough?

MR. GENZMANN: That's fair.

MS. DICKINSON: Just to

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conclude, one of the things that is really important to us is that we've been at this for several years now, and I think technology has changed and the way people use technology has changed.

And we have a lot of -- if we have to use these plans, oftentimes, the people who use the plans are not the people who have built them and are not always the most tech-savvy people, so I think it's -- I just want to stress that it's a really important piece for us.

Using the plans is a big piece of this and, you know, it's wonderful.

These guys all disagree with me, and everyone loves what's behind it, but for me, I run the program and I have to deal with the executives that manage the program.

How this comes across to the users is a very important piece for

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us and its ease of use.

It's in there over and over and over, but, it's reflective of the way technology has changed over the last couple of years.

Anything else?

MR. SORENSEN: Excluding the overall total of \$250,000 for the project, would your team be interested in options of things that could be done in addition to down the road, in the future, 3 to 5 years out, here's our experience this is what we show, for creative ideas outside all the knowledge on that side of the table?

MS. DICKINSON: Yeah. We're pretty open to any new ideas. We've spent a lot of time and effort developing this methodology, we feel pretty good about it.

I mean, this is the biggest continuity program in the municipality, in the country. We

1 want our product and our software to  
2 reflect that what's behind it is even  
3 better than the technology.  
4

5 The culture here, the way we  
6 do business and the way we manage  
7 it, I think, is very good. We  
8 don't need a new methodology or  
9 anything like that, but we're open  
10 to change; we're open to new ideas  
11 We're completely open to that. It's  
12 not the critical piece of what we  
13 need right now, but we're always  
14 open to learning new things.

15 MS. MACLEOD: And just to  
16 let you know, in the actual  
17 proposal, we want you to propose  
18 exactly what we have written, but  
19 for those extra options, you can  
20 include them as well, but just  
21 include them after and let us know  
22 these are options that we think you  
23 might be interested in for the  
24 future.

25 MR. GENZMANN: Any other

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questions?

Yes?

MR. PLANTE: At the beginning of the meeting, you said you're working with Send Word Now and Blackboard Connect. And on page 10, item 12, there is a module -- notifications module needed.

Should we consider connecting to the Send Word Now system or should it be included?

MR. JACKSON: That's an interesting question. So what we're really looking for, right, is an internal notification tool. The program that we have right now is a public warning program.

There are different ways that you could approach that, you know, from simple SMTP to text to voice dialing. You could also propose connections to existing tools.

And perhaps that's something

1                   OEM - Pre-Proposal Conference - 10/2/12  
2                   that we should clarify, because  
3                   there are a lot of -- this almost  
4                   looks like give me a tool that  
5                   says and does all of this, and that  
6                   could be a big piece of it.

7                   So let us clarify that one,  
8                   because there are a couple of  
9                   different ways to approach that. I  
10                  mean, really, I would say that, as  
11                  simple as being able to send  
12                  e-mails out from the system to as  
13                  complicated as integrating into our  
14                  existing vendors, Send Word Now and  
15                  Blackboard Connect. And there are  
16                  ways to do that using protocols,  
17                  cap protocols. If anybody's  
18                  familiar with cap protocols, which  
19                  are learning protocols that can be  
20                  sent in different ways.

21                  So let us really make that  
22                  more clear.

23                  MR. DOPMAN: So follow-up  
24                  question to that is, I guess, if  
25                  you define that and if you choose

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to say that you needed a new -- you needed an interface to Send Word Now, I guess I'd ask you to qualify the numbers of messages you're going to send out per year and the number of recipients, because a lot of those solutions are price-based upon volumes.

And I guess the follow-up question would be --

MR. JACKSON: Yeah. If we said, integrate with our existing tools, then that wouldn't be on your dime or anything. That would be out of our notification engine.

MR. DOPMAN: I guess that I would just request that if you asked that, that we integrate, that you kind of define what that really means. I mean, does that mean that we just simply pass a file to Send Word Now and then it goes out from your side, or does that mean that we --

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MR. JACKSON: There's a couple of different ways to do it. There are APIs for a lot of these systems that use web services to exchange data with them, and that's one way to do it. Using a cap protocol is another way to do it if you're talking to a system that can ingest a cap message.

So we will clarify that for you, it's an important question.

MR. DOPMAN: Okay. And just one last question on that topic.

MR. JACKSON: Sure.

MR. DOPMAN: Would you be willing to entertain other notification systems other than Send Word Now?

MR. JACKSON: Possibly.

MR. DOPMAN: As maybe as a replacement for that, and as this other young lady pointed out, maybe that's an add-on type of --

MR. JACKSON: Yeah. We may

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come back to you and say, listen our volume is going to be relatively small for making notifications out of the system and find a third-party vendor to work with and pass data to at the time of an emergency.

We may alternatively say integrate with our current notification vendor. And then again, there'd be an integration to a different vendor. But then we're sort of picking up the messaging charges, as it were.

So let us clarify that We've got to talk about it.

MR. DOPMAN: Thank you.

MR. HODES: Related to your comments about users, ease of use and flexibility. The first is on your document here, you talked about all these different fields for each section.

Is it possible to get those

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lists, some kind of data map so that we can understand better the transition of your data into another database?

And the follow-up question to that would be, from a COOP standpoint and from an end-user ease-of-use standpoint, it seems like you've got a lot of fields in a lot of these sections. So are you, in a sense, married to this field structure, or is that something that you're willing to consider maybe lessening some of these, combining some of these fields to make it easier to users?

MR. SPENCE: To that part -- to the second part first, as I mentioned before, it's not going to be a one-to-one migration. So as we transition to a new system or if we stay with the current one and we see that there are adjustments that need to be made, we will certainly

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entertain those.

As Rachel pointed out, to make it more easy to use for the end-user as part of this process we may see that and anticipate it.

MR. JACKSON: So we're not going to necessarily share the database structure with you. This list is to get a sense of how many fields there are, how many records what the scope of the thing is. And from that, you should really be able to figure it; is that from some other system or from some system in the field?

MR. HODES: Understood

Thank you.

MR. SORENSEN: Are there any lengths for data retention.

MR. JACKSON: Are there any lengths?

MR. SORENSEN: Meaning, is anything in the system held forever, or is it held for 7 years?

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What is done with that data once it's reached that time.

I apologize, I didn't see anything on that in there.

MR. SPENCE: I think that DoITT, Department of Information Technology and Telecommunications which hosts this system, I think that they have their own City of New York compliance backup procedure, so they do backups of the system.

MR. JACKSON: You should follow best practices in terms of data retention. This is critical data. We save it forever. If it did -- I don't think it's actually gone through a Doris analysis. If it did, it would come back and save the data forever.

MS. DICKINSON: Yeah. We haven't had it for 7 years yet.

MR. GENZMANN: Any other questions?

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(No response.)

MR. SPENCE: Just one more thing regarding the process moving forward. In terms of the data, et cetera, the data, in some cases, is very sensitive. So in terms of confidentiality, we would need the utmost confidentiality in that data as far as this process.

MR. GENZMANN: If there are no more questions, I just want to clarify just a couple more things.

For M/WBE, to learn more about the M/WBE vendors that are registered with the City of New York, you can go to the website [nyc.gov/buycertified](http://nyc.gov/buycertified). That is in the attachment. I believe it's labeled, "Notice to All Prospective Contractors, Participation By Minority-Owned and Women-Owned Business Enterprises in City Procurement."

I just also wanted to

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reiterate that for questions, you have until next Wednesday, October 10 to ask us questions. And those questions will be answered by the team here and will be put out in a later addendum.

I just wanted to also ask that if you haven't signed the sign-in sheet, please do so now. I just want to make sure that everyone who is here in this room has signed that form.

If there's nothing else, on behalf of OEM, thank you so much. Again, proposals are due the 31st of October at 10 o'clock.

Thank you very much for coming today. We really appreciate it.

Thank you.

(Time noted: 11:53 a.m.)



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# OEM - Pre-Proposal Conference

October 3, 2012

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# OEM - Pre-Proposal Conference

October 3, 2012

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