Date: March 19, 2025
Title: Office of Emergency Services Support Special Service Level
PRR Number: 147

Summary:
In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and Peraton Enterprise Solutions LLC ("Contractor" and hereinafter collectively referred to as "the Parties") with the effective date November 15, 2016 agreement ("the Agreement") is reached on the effective date shown below.

Issue or Problem:

The County's Office of Emergency Services (OES) is requesting resources and processes on an as needed basis to support the OES key Geographic Information System (GIS) functions.

Resolution:

1. Section 5 – Office of Emergency Services Special Service Level Support is added to Schedule 4.8 Exhibit 4.8-1 Special Service Level Requirements, as per Attachment 1 to this PRR.

2. Schedule 16.1 Exhibit 16.1-4 – Labor Categories is amended by adding the GIS Analyst labor category, as per Attachment 2 to this PRR.

3. Schedule 16.1 – Fees is amended by adding 14.4 Office of Emergency Services, as per Attachment 3 to this PRR.

4. Schedule 16.1.6 – Resource Unit Price Summary Option Term is amended by adding the following Resource Units, with the corresponding labor rates, as per Attachment 4 to this PRR:

   i. Geographic Information System Analyst – Emergency Hours Services, with a corresponding $288.00 hourly rate.
   ii. Geographic Information System Analyst – Scheduled Event Services, with a corresponding $180.00 hourly rate.

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The resolution of the issue or problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged, and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

ALLEN R. HUNSBERGER, Director
Department of Purchasing and Contracting

By: _____
Richard McCarvell (Apr 9, 2025 18:28 PDT)
Name: Richard McCarvell
Title: Chief, Departmental Operations
Date: Apr 9, 2025

PERATON ENTERPRISE SOLUTIONS LLC

By: _____

Name: Max Pinna
Title: Contracts Manager
Email: max.pinna@peraton.com
Date: Apr 9, 2025

By electronically signing this document, all parties accept the use of electronic signatures.

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAFVjxDW0kTDIqhes0wvN7J2SUl7h6IGkE

5. OFFICE OF EMERGENCY SERVICES SPECIAL SERVICE LEVEL (SL) SUPPORT

5.1. Overview

Contractor, through its Geographic Information System (GIS) resources listed in Schedule 16.4 - Labor Categories, shall provide Special SL support for the Office of Emergency Services (OES), as described herein, to support the OES key GIS functions.

5.2. Definitions

    5.2.1.   Emergency Activation – An event requiring the process of centralizing response and recovery efforts for a disaster or emergency. The OES coordinates the efforts of multiple agencies and jurisdictions to save lives, provide life support, and ensure the efficient use of resources.

    5.2.2.   Emergency Operations Center (EOC) – The central facility which provides regional coordinated emergency response for the County of San Diego.

    5.2.3.   AlertSanDiego – The County of San Diego's Alert and Warning capability.

    5.2.4.   County Representative – Designated OES point of contact.

5.3. Emergency Hours Services

    5.3.1.   Contractor shall be available to provide Services during an emergency activation of the EOC, which cannot be predicted in advance. Upon notification of Emergency Activation of the EOC, Contractor shall at a minimum:

        5.3.1.1.   Arrive on site within sixty (60) minutes of the emergency activation notification.

        5.3.1.2.   Commit to two 12-hour shift assignments until the conclusion of the emergency activation. This includes weekdays, Saturdays, Sundays and holidays as well as overnight shifts depending on the needs of the emergency.

        5.3.1.3.   Furnish one (1) GIS resource for the day shift (6:00 AM PST to 6:00 PM PST) and one (1) GIS resource for the night shift (6:00 PM PST to 6:00 AM PST). This shift timeline is an example only and the actual shift will be determined by OES at time of activation. If additional resource(s) is needed beyond the required 12-hour day and night shift assignments or to perform other Emergency Activation support tasks, Contractor shall furnish resource at best effort.

        5.3.1.4.   Attend an after-action meeting associated with a completed Emergency Activation. This activity shall be included in the Task Order for the Emergency Event and generally does not exceed two (2) hours.

5.3.1.5. GIS staffing resources will complete a "Shift Log" during their shift and will submit to Contractor POC and County EOC Planning Chief or GIS Unit Leader at the completion of their shift.

5.3.2. Tasks and Deliverables.

Contractor shall be responsible for the following tasks and deliverables:

5.3.2.1. Updating the Emergency Map and Intelligence Map.

5.3.2.2. Filling in attributes for the Emergency and Intelligence Maps (e.g., Release Status, Notes, Date, Time).

5.3.2.3. Adding custom labels to the Emergency and Intelligence Maps to add clarity and context for public viewing (e.g. Heat Advisory, Severe Thunderstorm Warning, Flood Warning).

5.3.2.4. Mapping "AlertSanDiego" notification areas (i.e., creating polygons that depict incident perimeters).

5.3.2.5. Adding layers to the maps (e.g., adding the National Weather Service (NWS) Hazardous Wildfire Conditions layer, adding Cool Zones layer).

5.3.2.6. Updating symbology (e.g., changing a Red Flag Warning to a Red Flag Watch).

5.3.2.7. Publishing the "Emergency Map" to the "OES Emergency Website." Publishing does not include "Disaster Information Updates" on the OES Website and the Mobile App (SD Emergency).

5.3.2.8. Reverting the maps to a non-activation state (i.e., original state).

5.3.2.9. Maintaining operations through problem troubleshooting, isolation, and resolution as needed or requested within the scope of the map or layers that were created.

5.3.2.10. Helping troubleshoot issues that may arise with GIS software and applications.

5.3.2.11. Conducting GIS specific analysis and reports, such as:

5.3.2.11.1. Generating reports with population estimates for impact areas or areas of interest

5.3.2.11.2. Generating reports listing potential facility impacts

5.3.2.12. Notifying Alert & Warning Unit Leader/Operations Chief if conflicts arise between evacuation zones statuses or evacuation center locations.

5.3.2.13. Creating static PDF maps.

5.3.2.14. Printing maps and documents to the large format printer (GIS plotter).

5.3.2.15. Collaborating on and documenting GIS workflows, as needed.

5.3.2.16. Assisting in monitoring OES situational awareness tools, such as:

5.3.2.16.1. ArcGIS Online, ArcGIS Portal, MAPBOX, TEAMS Event channels, WEBEOC, INTTERRA. This is to monitor events and provide status for situational awareness

5.3.2.17. Assisting in Ad-hoc GIS-related specific requests, as needed. This can include:

5.3.2.17.1. Special reports using ArcGIS data

5.3.2.17.2. ArcGIS dashboarding tools

5.4. Scheduled Events Services

5.4.1. Contractor's GIS resources shall receive training and be provided copies of relevant Standard Operating Procedures.

5.4.2. Contractor's GIS staffing resources shall take required onboarding training identified below:

5.4.2.1. Onboarding review of National Incident Management System (NIMS) training guidance documents, the online courses can be taken virtually (approximately 4-5 hours for both). Successful completion of the test at the end of the course will provide a certificate to be sent to the OES GIS Manager and Peraton POC as proof of successful completion of these courses.

- IS 100: Introduction to the Incident Command System, ICS-100
- IS 700: An Introduction to the National Incident Management System

5.4.3. Contractor shall provide GIS resources for up to four quarterly training meetings within a year to be announced at least thirty (30) days in advance. These quarterly training meetings will be onsite with the OES GIS Manager to maintain proficiency in OES GIS tools and procedures. Each training shall be approximately two hours. Each training shall be approximately two hours. All resources must attend at least two quarterly trainings in a year.

5.5. Place of Performance.

Services shall be provided at the following locations:

5.5.1. County of San Diego OES office located at 5580 Overland Avenue, Suite 100, San Diego, California, 92123 and up to two other additional locations within the County that are designated as alternative Emergency Operation Centers (EOC).

5.5.2. The Contractor shall also participate in after action meetings at the discretion of the County Representative.

5.6. County Provided Resources

    5.6.1.   County GIS laptop(s) shall be assigned to the Contractor's GIS resources at the beginning of their shift from the County EOC Planning Chief or GIS Unit. Leader. Laptop(s) will need to be left at the assigned County EOC location with the County EOC Planning Chief or GIS Unit Leader.

5.7. Notification by the County

    5.7.1.   A request or notification by the County Representative will be submitted via ServiceNow primarily. Other notification methods such as by phone or mail may be used on an as-needed basis only.

2.29   GIS Analyst

The GIS Analyst is responsible for supporting the Office of Emergency Services key Geographic Information System (GIS) functions on an as needed basis deliverables as directed by County Emergency Operations Center Planning Chief or GIS Unit Leader.

Knowledge, Skills and Abilities

Knowledge of:
- Current technology and trends in the profession
- County business and functions

Skills and Abilities:
- Updating the Emergency Map and Intelligence Map with emergency public information.
- Filling in attributes for the Emergency and Intelligence Maps (e.g. Release Status, Notes, Date, Time).
- Adding custom labels to the Emergency and Intelligence Maps to add clarity and context for public viewing (e.g. Heat Advisory, Severe Thunderstorm Warning, Flood Warning).
- Mapping "AlertSanDiego" notification areas (i.e. creating polygons that depict incident perimeters).
- Adding layers to the maps (e.g. adding the NWS Hazardous Wildfire Conditions layer, adding Cool Zones layer).
- Updating symbology (e.g. changing a Red Flag Warning to a Red Flag Watch).
- Publishing the "Emergency Map" to the "OES Emergency Website". Publishing does not include "Disaster Information Updates" on the OES Website and the Mobile App (SD Emergency).
- Reverting the maps to a non-activation state (i.e. original state).
- Maintaining operations through problem troubleshooting, isolation, and resolution as needed or requested within the scope of the map or layers that were created.
- Helping troubleshoot issues that may arise with GIS software and applications.
- Conducting GIS specific analysis and reports as requested by the County Representative (CR), such as:
  i.   reports with population estimates for impact areas or areas of interest
  ii.   reports listing potential facility impacts
- Notifying Alert & Warning Unit Leader/Operations Chief if conflicts arise between evacuation zones statuses or evacuation center locations.
- Creating static PDF maps.
- Printing maps and documents to the large format printer (GIS plotter).
- Collaborating on and document GIS workflows, as needed.
- Assisting in monitoring OES situational awareness tools, such as ArcGIS Online, ArcGIS Portal, MAPBOX, TEAMS Event channels, WEBEOC, INTTERRA
- Assisting in Ad-hoc GIS specific requests, as needed.

Education and/or Experience:

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience:

1. A bachelor's degree from an accredited U.S. college or university or a certified foreign studies equivalency, in geography, earth sciences civil engineering, urban planning, information technology, biology with an emphasis in GIS, computer science, or a closely related field, with 1 year of experience; OR

2. 2 years of experience as a GIS Trainee with the County of San Diego; OR

3. 3 years of GIS experience administering and operating GIS applications using ArcGIS Desktop or Server or similar type software to develop GIS data, digital maps, or other digital displays for spatial analysis.

14.4   Office of Emergency Services

The Special Service Level (SL) Support for Office of Emergency Services (OES) shall be billed as follows:

14.4.1   Fixed Price on Emergency Hours Services.
An hourly RU fee for Special SL Support shall be billed for a Geographic Information System (GIS) Analyst to perform emergency services, tasks and deliverables as described under 5.3. Emergency Hours Services of Schedule 4.8.1 Special Service Level Requirements.   An authorized request shall be submitted as provisioned under 5.7 Notification by the County.

14.4.2   Fixed Price on Scheduled Events Services.
An hourly RU fee for Special SL Support shall be billed for a Geographic Information System (GIS) Analyst for training as provisioned under 5.4 Schedule Events Services of Schedule 4.8.1 Special Service Level Requirements.

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Geographic Information System Analyst – Emergency Hours Services	Exhibit 4.8-1 Section 5 Exhibit 16.1-4	Hour	Fixed Fee Per Unit		Cumulative	100	$ 288.00	$ 28,800.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Geographic Information System Analyst – Scheduled Event Services	Exhibit 4.8-1 Section 5 Exhibit 16.1-4	Hour	Fixed Fee Per Unit		Cumulative	36	$ 180.00	$ 6,480.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Signature: *Allen Hunsberger (Apr 9, 2025 18:46 PDT)*

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