



Agenda

ISO/CWS AD HOC COMMITTEE

September 25, 2012

1:30 P.M.

651 Pine Street, Room 101, Martinez

Supervisor John Gioia, District I
Supervisor Federal Glover, District V

Agenda Items:

Items may be taken out of order based on the business of the day and preference of the Committee

Ad Hoc Committee - 06/11/13

Agenda for Ad Hoc Committee - 06/11/13

Date and time: 06/11/13 01:00 pm to: 06/11/13 01:00 pm

Organizer: Randall Sawyer

Location: City of Richmond, City Manager's Conference Room, 450
Civic Center Plaza, Suite 300, Richmond

Projects/Tags: industrial safety ordinance

To download attachments, add topics and provide comments go to:
<http://app.meetingking.com/meetings/53478>

Topics

1 Call to Order and Introductions

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Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the ISO/CWS Ad Hoc Committee less than 96 hours prior to that meeting are available for public inspection at 651 Pine Street, 10th floor, during normal business hours.

Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact: Randy Sawyer, Committee Staff
Phone (925) 335-3200
Randy.Sawyer@hscd.co.contra-costa.ca.us
Committee and not on this agenda (speakers may be limited to
three minutes).

Glossary of Acronyms, Abbreviations, and other Terms (in alphabetical order):

Contra Costa County has a policy of making limited use of acronyms, abbreviations, and industry-specific language in its Board of Supervisors meetings and written materials. Following is a list of commonly used language that may appear in oral presentations and written materials associated with Board meetings:

AB	Assembly Bill	HCD	(State Dept of) Housing & Community Development
ABAG	Association of Bay Area Governments	HHS	Department of Health and Human Services
ACA	Assembly Constitutional Amendment	HIPAA	Health Insurance Portability and Accountability Act
ADA	Americans with Disabilities Act of 1990	HIV	Human Immunodeficiency Syndrome
AFSCME	American Federation of State County and Municipal Employees	HOV	High Occupancy Vehicle
AICP	American Institute of Certified Planners	HR	Human Resources
AIDS	Acquired Immunodeficiency Syndrome	HUD	United States Department of Housing and Urban Development
ALUC	Airport Land Use Commission	Inc.	Incorporated
AOD	Alcohol and Other Drugs	IOC	Internal Operations Committee
BAAQMD	Bay Area Air Quality Management District	ISO	Industrial Safety Ordinance
BART	Bay Area Rapid Transit District	JPA	Joint (exercise of) Powers Authority or Agreement
BCDC	Bay Conservation & Development Commission	Lamorinda	Lafayette-Moraga-Orinda Area
BGO	Better Government Ordinance	LAFCo	Local Agency Formation Commission
BOS	Board of Supervisors	LLC	Limited Liability Company
CALTRANS	California Department of Transportation	LLP	Limited Liability Partnership
CalWIN	California Works Information Network	Local 1	Public Employees Union Local 1
CalWORKS	California Work Opportunity and Responsibility to Kids	LVN	Licensed Vocational Nurse
CAER	Community Awareness Emergency Response	MAC	Municipal Advisory Council
CAO	County Administrative Officer or Office	MBE	Minority Business Enterprise
CCHP	Contra Costa Health Plan	M.D.	Medical Doctor
CCTA	Contra Costa Transportation Authority	M.F.T.	Marriage and Family Therapist
CDBG	Community Development Block Grant	MIS	Management Information System
CEQA	California Environmental Quality Act	MOE	Maintenance of Effort
CIO	Chief Information Officer	MOU	Memorandum of Understanding
COLA	Cost of living adjustment	MTC	Metropolitan Transportation Commission
ConFire	Contra Costa Consolidated Fire District	NACo	National Association of Counties
CPA	Certified Public Accountant	OB-GYN	Obstetrics and Gynecology
CPI	Consumer Price Index	O.D.	Doctor of Optometry
CSA	County Service Area	OES-EOC	Office of Emergency Services-Emergency Operations Center
CSAC	California State Association of Counties	OSHA	Occupational Safety and Health Administration
CTC	California Transportation Commission	Psy.D.	Doctor of Psychology
dba	doing business as	RDA	Redevelopment Agency
EBMUD	East Bay Municipal Utility District	RFI	Request For Information
EIR	Environmental Impact Report	RFP	Request For Proposal
EIS	Environmental Impact Statement	RFQ	Request For Qualifications
EMCC	Emergency Medical Care Committee	RN	Registered Nurse
EMS	Emergency Medical Services	SB	Senate Bill
EPSDT	State Early Periodic Screening, Diagnosis and Treatment Program (Mental Health)	SBE	Small Business Enterprise
et al.	et al (and others)	SWAT	Southwest Area Transportation Committee
FAA	Federal Aviation Administration	TRANSPAC	Transportation Partnership & Cooperation (Central)
FEMA	Federal Emergency Management Agency	TRANSPLAN	Transportation Planning Committee (East County)
F&HS	Family and Human Services Committee	TRE or TTE	Trustee
First 5	First Five Children and Families Commission (Proposition 10)	TWIC	Transportation, Water and Infrastructure Committee
FTE	Full Time Equivalent	VA	Department of Veterans Affairs
FY	Fiscal Year	vs.	versus (against)
GHAD	Geologic Hazard Abatement District	WAN	Wide Area Network
GIS	Geographic Information System	WBE	Women Business Enterprise
		WCCTAC	West Contra Costa Transportation Advisory Committee

The purpose of this Request for Information (RFI) is to maintain and enhance the integrated Contra Costa County Community Warning System's (CWS) capacity to alert and inform the public during emergencies. The responses will help in determining how to improve this component of the service. Many alert and warning components are included in the CWS, and this RFI relates only to the Telephone Emergency Notification Service (TENS) which is one of the components of the CWS's , an all-hazard, multimode public alerting and information capability. Tools used by the CWS are all based on CAP 1.2 and currently include:

- Siren System
- Radio, TV and Cable stations (Emergency Alert System)
- Text Messages
- Email
- Telephone Emergency Notification Service
- County Cable Television (CCTV)
- Weather and Emergency Alert Radios
- Traveler Information Stations
- Computer pop-up Alerts
- Internet current alert map display portal
- California State Emergency Digital Information Service
- Twitter
- Facebook
- RSS and Atom feeds

The primary function of the TENS during an emergency will be to deliver a supplied message to each of a supplied list of telephone numbers as well as email addresses and cell phones, in order and as rapidly as possible from one or more secure mass-calling facilities located outside of the San Francisco Bay Area. Each message will be submitted to the TENS either in digital text or audio file as appropriate for the specific activation. An additional function of the TENS is to provide reports and near-real-time tracking data on the progress and degree of success of the telephone delivery.

To control the TENS the Office of the Sheriff maintains a database of listed and unlisted wireline and wireless telephone numbers for residents, homes and some offices countywide, indexed by desired order of delivery. The Community Warning System control software will access this database to generate lists of telephone numbers within a specified geographic, sorted by their relative nearness to the source of a hazard. That list along with the required audio message will be transferred to the TENS for delivery to the public, in conjunction with other CWS alerting subsystems as circumstances warrant.

The objective of this RFI is to seek information from all qualified firms who have the ability to provide an encrypted internet web-service interface along with a high speed telephone calling system that can support CWS requirements in the event of an emergency. The TENS itself will be a service provided on a secure, continual and highly reliable basis by a qualified vendor. The TENS vendor is welcome to present a few call-out activation processes that used their proposed infrastructure in mass activation similar to a refinery incident where a mass public call-out was requested for a limited geographical area.

S/N	Topic	Response
	Functionality	
1	The TENS shall at all times be capable of sustaining on behalf of the CWS at any time (i.e., exclusive of any other customers' usage) at least 1,000 simultaneous telephone calls and a continuous calling rate of at least 30,000 single language calls in half an hour (to be calculated based on assumption of a sixty second audio recording contents, a 100% call completion rate and no requests for repeats of the message) for up to three hours.	
2	The TENS shall be capable of accepting and distributing API-provided messages of up to three minutes audio duration in text or audio files, as well as SMS messages and emails with attachments.	
3	For each telephone number provided for a particular activation, the TENS shall:	
	a) Place a call to that number;	
	b) Present a API-specified caller-ID number and identification string or else default values;	
	c) Upon answer, wait for audio from the receiving end and then for the first 1.5-second pause after such audio,	
	d) Play the provided message text using text-to-speech synthesis or the audio file, as provided in the API, If a multi-lingual message is requested by the API, it will allow the called person to press a button for thie selection and proceed accordingly.	
	e) Invite the recipient to touch a key to hear a single replay of the message, replay the message once if requested within 7 seconds, then hang up;	
	f) If no audio is heard from the receiving end of the call within 10 seconds, or if fax or other data tones are presented, terminate the call immediately;	
	g) If no answer or an error (operator interrupt or other), defer the call for a single retry after all other first calls are completed. If the retry fails, make no further attempts; and,	
	h) Record and report the disposition of the call including any error conditions and, if the call was answered normally, whether a repeat of the message was requested.	
	i) All above functions can be changed using the API for any individual activation.	
	j) Email can be defined as rich text HTML or text for individual activation.	
	k) SMS shall be using short code messaging and multiple connections to the cell operators for fast SMS delivery.	
	l) Activations might be sent via number of API calls with same or different message.	
4	The TENS shall provide an encrypted Internet web-service application interface (API) with sender authentication by which	

S/N	Topic	Response
	the CWS can activate the system from any location with network access by providing an XML document containing an ordered list of U.S. telephone numbers, specific instructions for that individual activation and a message text. At least two such gateways will be provided in different geographical areas and the CWS may connect to any of them independently.	
5	The TENS shall provide an encrypted Internet web-service interface with authentication by which the CWS can cancel a particular ongoing calling process, such cancellation to take effect within ten seconds of receipt by halting the generation of new calls. Calls already underway at the time of cancellation shall be completed normally. All calls placed and cancellation event itself will be recorded and reported as described below.	
6	The TENS shall provide an encrypted Internet web-service interface with authentication by which the CWS can query the progress and report details of any particular calling process, ongoing or completed. The data available shall be current up to ten seconds prior to receipt of the query. A query can be done anytime with less than 60 seconds interval.	
7	The TENS shall be capable of executing multiple concurrent calling processes, with the ability to cancel and to query each process individually. Where multiple calling processes are concurrent, the total calling capacity of the system shall be divided evenly among them. Vendor to state if there is limitation to the number of concurrent processes.	
8	The TENS shall enable multi lingual messaging by allowing the recipient to select its preferred language when the call starts.	
Availability and Quality of Service		
9	Individual technical components used by the vendor to provide the TENS, including hardware, software and network components shall be engineered to maintain individual availability of at least 99.99% on a 24-hour, 7-day, year-round basis. Any scheduled maintenance should not affect the availability of the system. The vendor's facilities shall provide sufficient redundancy to ensure that the TENS is available at all times.	
10	The TENS control web services shall accept and acknowledge all command messages from the CWS within five (5) seconds of receipt, and such commands shall begin to be processed within two (2) seconds of acknowledgement. Reports and other data in response to queries shall be returned within fifteen (15) seconds of receipt of the query.	
11	The vendor software for TENS shall include mechanisms for minimizing the effects of telephone network or switch overloading effects (such as may be indicated by "operator	

S/N	Topic	Response
	intercept" or "fast busy" signals.) Data describing the time and cause of activation and such mechanisms and documenting their effect on calling rates shall be included in the data reportable via the web services interface. Activation of such measures shall not imply any waiver of the required overall calling or call-completion rates or of any service level agreement undertaken by the vendor.	
12	Technical problems affecting the performance of any of the TENS gateways shall be repaired within two hours of initial detection or report during business hours at the vendor's home office, and within four hours after business hours and on weekends.	
	Reporting	
13	Upon submission of a notification (defined as the process of delivering a single contents message to a single list of recipient numbers) over the TENS web-service interface, the TENS shall automatically be assigned a sequential identification number of not more than six numeric characters length, which shall be reported back to the CWS as part of the web service acknowledgement message. This number shall serve as the primary key for subsequent queries. The identification number shall be stored by the vendor in association with plain-text notification name provided by the CWS in the initiating command message.	
14	At any time during or after the performance of a notification the TENS shall respond as directed by a web-service query with one or more of the following:	
	a) Status Report: A summary of a notification specified in the query by number, including number and name of the notification, the date and time started, the number of telephone numbers included, emails or SMS addresses, the date and time completed (or the current date and time and an indication that the notification is still ongoing), and the results of the notification in terms of the quantity and percentage of numbers reached, numbers not answering, numbers with fax or data tones and numbers not reached due to repeated-busy, not-in-service, operator intercept or other errors.	
	b) Active Status: A collection of Status Reports as described above, one for every notification job currently in process.	
	c) History Status: A collection of Status Reports as described above, one for every notification job initiated between starting and ending dates and times specified in the query.	

S/N	Topic	Response
	d) Call Detail: A summary of a specified notification as described in Status Report above, followed by a sequential listing of the date and time, number called, and result (completed/busy/no-answer/fax/not-in-service/error-intercept, etc) of each call attempt.	
	e) Number Detail: A summary of a specified notification as described in Status Report above, followed by a list sorted by number of all telephone numbers submitted for that notification with the final disposition of calling for each and the time of that disposition. All call attempts to a particular number will be detailed.	
	f) Error Detail: A summary of a specified notification as described in Status Report above, followed by a list, grouped by error type, of all numbers which generated not-in-service, fax / data, or other errors.	
	g) Similarly, reports for SMS and email will be included.	
	h) Once activation started and once it is finished the TENS will provide sms notification about the starting / completed process to a list as provided in the API call. It will also send the information via email with a PDF (attached or downloadable) of the requirements or the results.	
	Technical Support	
15	The provider of the TENS shall provide the CWS with a telephone support line for technical support, troubleshooting and problem reporting that is answered by a TENS technically qualified human attendant at all times, 24 hours a day, year-round.	
16	During business hours at the vendors' primary location in the United States, both primary and second-level technical support personnel shall be available immediately via the telephone support number.	
17	After normal business hours the personnel staffing the telephone support line shall be qualified to record trouble reports and able to have a qualified technical support person with administrative access to the vendor's infrastructure call back to the requester within twenty (20) minutes.	
18	The provider of the TENS shall maintain a trouble ticket tracking system that enables the CWS to monitor the recording, processing and resolution of any technical problems reported by itself or otherwise discovered by the vendor.	
19	The provider of the TENS shall maintain a secure, password-protected online status web page which shall report promptly and continually any ongoing or expected operational conditions which might affect the usability of the TENS.	

S/N	Topic	Response
	Documentation and Testing	
20	The TENS provider shall provide the CWS with specifications of its web-service interfaces, including network addresses, login information, XML document schemas, data dictionaries and any other technical information required by the CWS to implement those interfaces, at least sixty (60) days prior to the initiation date of the TENS contract. The provider will make available a testing platform and technical support to allow the CWS to test the interface.	
21	The TENS provider shall provide the CWS with a schematic diagram of its infrastructure supporting TENS upon issuance of the contract, and shall update it whenever that infrastructure changes.	
22	The TENS provider shall maintain a testing web-service interface account for the CWS's exclusive use in network interface development and testing. This account shall behave identically with the operational "production" interface in all regards except that mass call delivery shall be simulated with only one telephone number actually called per test activation.	
	Maintenance and Change Management	
23	The TENS provider shall maintain all components of its infrastructure in such a manner as to avoid reducing availability to the CWS below the levels specified herein and in any applicable service levels agreements and contracts.	
24	The TENS provider shall maintain continual active monitoring of TENS service availability and performance and shall perform corrective actions for any detected malfunctions as provided above.	
25	The TENS provider shall make immediate notification to the CWS's designated Technical Contact of any detected systems malfunction, and 24-hours prior notice of any planned maintenance that might affect system availability or performance.	
26	The CWS shall be notified of any changes to the TENS interface, infrastructure or behavior at least sixty (60) days prior to their being implemented. Any proposed change to the TENS interface or behavior shall be submitted for approval by the CWS prior to being undertaken. Changes to the interface or behavior of the TENS shall not be made without CWS approval. Changes to the interface or behavior of the TENS shall not be made effective without successful testing.	