



STAFF REPORT

1/14/2025

AGENDA ITEM

**TO: HONORABLE MAYOR
AND MEMBERS OF THE CITY COUNCIL**

**FROM: CARLO TOMAINO
CITY MANAGER**

**BY: REBECCA LOPEZ
EMERGENCY MANAGEMENT COORDINATOR**

**SUBJECT: PROFESSIONAL SERVICES AGREEMENT WITH TANDEM SOLUTIONS TO
UPDATE CITY EMERGENCY OPERATIONS PLAN AND DEVELOP A CRISIS
COMMUNICATIONS ANNEX**

Summary:

In 2024, City staff issued a Request for Proposals to select a qualified professional consulting firm to undertake a comprehensive update to the City's Emergency Operations Plan and develop a Crisis Communications Annex. Broadly defined, the Emergency Operations Plan is a detailed document that outlines how a city will respond to and manage various types of emergencies or disasters. The plan is developed and updated with consideration to other citywide operations and response plans including the General Plan and Hazard Mitigation Plan. The Crisis Communications Annex would be developed as a supplemental document to the Emergency Operations Plan and be used to outline the flow of communications and information during an emergency or disaster and include points of contact and industry best practices.

After a comprehensive and competitive process, staff recommends the City Council award a contract to Tandem Solutions, which would update the Emergency Operations Plan and the development of the Crisis Communications Annex. The City Council will consider authorizing the City Manager to execute a Professional Services Agreement with Tandem Solutions to provide professional services for the update to the City Emergency Operations Plan and the development of a Crisis Communications Annex, for a not-to-exceed amount of \$35,000.

Strategic Plan Goal(s):

Goal No. 1 Financial Stability: Ensure the City's long-term financial stability and resilience.

Goal No. 2 Community Safety: Maintain community safety by supporting public safety services and increasing emergency preparedness.

Goal No. 5 High-Functioning Government: Strengthen internal communication, recruitment, retention, systems, and processes to increase the effectiveness and efficiency of City services.

Recommendation:

Authorize the City Manager to enter into a Professional Services Agreement with Tandem Solutions, for a total not-to-exceed amount of \$35,000.

Fiscal Impact:

Funding for this project is made available through the Federal Department of Homeland Security Emergency Management Performance Grant FY 2023. The City's adopted Fiscal Year 2024-25 Operating Budget allocated \$35,000 to Police Department Contract Services (Account No. 100-77-5420) for expenditures relating to updating the City's Emergency Operations Plan and developing a Crisis Communications Annex.

Background/Analysis:

The City of Signal Hill's Emergency Operations Plan (EOP) is a document that addresses the City's planned response to extraordinary emergency situations associated with natural or man-made disasters, under an all-hazards approach. The City's EOP was last updated in 2017, however, changes in emergency management standards, FEMA requirements, and City policies and procedures necessitate an update. The update would account for recent emergencies and activations including the COVID-19 Pandemic, Civil Unrest, and the February 2024 Storms. The plan focuses on operational concepts that would be implemented in large-scale disasters that can pose major threats to life, property, and the environment, requiring unusual emergency responses. The planned update would focus on the following:

- Establishing the response structure required to mitigate any significant emergency or disaster affecting the City.
- Identifying the roles and responsibilities required to protect the health and safety of City residents, public and private property, and the environment, due to natural or human-caused emergency disasters.
- Establishing the operational concepts associated with a field response to emergencies, the City's Emergency Operations Center (EOC) activities and the recovery process.

A Crisis Communications Annex would also be developed in conjunction with the EOP update to be included as a supplemental document to the base plan. A Crisis Communications Annex is a strategic document that outlines how the City will communicate both internally and externally during a crisis event. The purpose of the annex is to manage information flow, reduce confusion, maintain transparency, and foster trust with residents and stakeholders.

Selection Process

The City received five proposals in response to the RFP. Staff formed a Selection Committee comprised of the Emergency Management Coordinator, Police Administrative Sergeant, Economic Development Manager, Communications Specialist, Public Works Analyst, and Parks, Recreation, and Library Services Manager. The Selection Committee reviewed and graded the proposals by the five consulting firms to determine who would fit the needs of this project. The Section Committee identified Tandem Solutions as the firm with the best overall relevant qualifications and experience.

Recommendation:

The City undertook a comprehensive selection process to identify a consultant with the necessary qualifications and experience to update the City's Emergency Operations Plan and develop a Crisis Communications Annex. Tandem Solution's ability to meet both the highly technical expertise required and the grantor's strict requirements for both reporting and schedule is another reason staff is recommending this firm for an award of contract.

Staff recommends the City Council authorize the City Manager to execute a Professional Services Agreement with Tandem Solutions to provide professional services for the update to the City's Emergency Operations Plan and development of a Crisis Communications Annex, for a not-to-exceed amount of \$35,000.

Reviewed for Fiscal Impact:

Siamlu Cox

Attachments:

- A. Tandem Solutions Proposal
- B. Professional Services Agreement with Tandem Solutions