



Purchasing Division
18 North County Street, 9th Floor
Waukegan, Illinois 60085-4350
Phone 847-377-2992
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purchasing@lakecountyil.gov

Award Information – 10/29/2018

Contract Information

Purchase Description: **Software Maintenance for VEOCI Software**

Contract Start Date: **12/1/2018**

Initial Term: **One Year**

Term Dates: **12/1/2018 – 11/30/2019**

Renewals: **Four One Year Renewals**

Vendor Information

Company Name: **Grey Wall Software LLC**

Address: **195 Church St. – 14th Floor**

Street Address

Suite/Unit #

New Haven

City

CT

State

06510

ZIP Code

Contact Name: **Mark Demski**

Funding Account

Description: **Lake County Emergency Management Agency – Software Services**

Budget Information: **Was included in the FY19 Budget and service is within budget expectations**

Department: **Emergency Management Agency**

Department Contact: **William Mazzeno**

Award Amount: **\$72,000**

Bid Exemption

Intent:

On June 11, 2013 the County Board approved a competitively solicited contract with Grey Wall Software LLC, New Haven, CT for a Regional Multi Agency Coordination System (MACS) support software.

Scope of Work:

The new contract provides for the software maintenance of the current solution and an hourly rate for training and consulting services.

Bid Exemption Recommendation:

1. EMA would like to continue our contract services with Grey Wall Software, LLC to provide an operating license for their Veoci software. Veoci is the software platform Lake County Government uses to present a common operating picture to our Emergency Operations Center (EOC), our departments, and the municipalities in Lake County.



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2. Lake County has both a long-standing, successful relationship with Grey Wall and Grey Wall is the only source for Veoci.
 - a. Lake County has contracted with Grey Wall for the last 5 years for a license to use Veoci. After considering the advantages of the software and the quality of support from Grey Wall, the County increased the size of its license 2 years ago to allow more of our staff and municipal users access to the full capabilities of the software. Most recently, EMA has worked with Grey Wall on opportunities to rebuild some of our tools in the software and reuse tools Grey Wall built for other clients at no cost to the County. Their customer support and technical staff have been very accessible, helpful, and receptive to our requirements.
 - b. Grey Wall is the sole owner and developer of Veoci. Lake County would have to identify, test, train, and field another software solution if we stopped using Veoci. Considering our investment to date in development, training, and funding, as well as the potential the software offers the County, EMA recommends continuing with Grey Wall for at least one more contract cycle.
3. A common operating picture is an essential tool that allows all the participants in an incident or emergency to share information, make requests, track actions, and help ensure unity of effort. Using the Veoci software allows EMA and other departments to provide this continuity in the EOC and anywhere users can access the Internet, through desktop computer browsers and a smartphone application. This capability enables flexibility to monitor situations from almost anywhere, before they develop into something bigger, and all the way through response, recovery, and demobilization operations. Not having software like Veoci would greatly impact our success.