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State of West Virginia Request 101
Department of Administration Quotation **Purchasing Division** 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

 $[[]]_{i=1}, []_{i=1}, []$

Fort Lee, NJ 07024

Intelligent Design Systems

Request for p

HSE07001

RFQ NUMBER

304-558-2157

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ADDRESS CORRESPONDENCE TO ATTENTION OF: CHUCK BOWMAN

2125 Center Ave., Suite 500

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GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

- 1. Awards will be made in the best interest of the State of West Virginia.
- 2. The State may accept or reject in part, or in whole, any bid.
- 3. All quotations are governed by the West Virginia Code and the Legislative Rules of the Purchasing Division.
- 4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
- 5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
- 6. Payment may only be made after the delivery and acceptance of goods or services.
- 7. Interest may be paid for late payment in accordance with the West Virginia Code.
- 8. Vendor preference will be granted upon written request in accordance with the West Virginia Code.
- 9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
- 10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
- 11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
- 12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
- 13. BANKRUPTCY: In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
- 14. HIPAA Business Associate Addendum The West Viginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

- 1. Use the quotation forms provided by the Purchasing Division.
- 2. SPECIFICATIONS: Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
- 3. Complete all sections of the quotation form.
- 4. Unit prices shall prevail in cases of discrepancy.
- 5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
- 6. BID SUBMISSION: All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130



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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

HSE07001

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ADDRESS CORRESPONDENCE TO ATTENTION OF:

CHUCK BOWMAN 304-558-2157

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Intelligent Decisions System

Intelligent Decisions Systems, Inc. 2125 Center Ave., Suite 500 Fort Lee, NJ 07024

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RFQ: HSE07001 BID DATE: 09/12/06 OPENING: 1:30 pm PAGE: 009

The Division of Homeland Security and Emergency Management is requesting a COTS package called Tier II Manager or equal. The software must provide a complete, secure, in-house supported, web based system for reporting hazardous materials to meet SARA, Title III Reporting, invoicing, and HAZMAT planning for the State of WV. The work to be performed will be the implementation of the COTS product, with any slight customization that may be required to meet WV specific requirements.

Requirements:

- Facilities (distributed throughout the state) must be able to submit chemical inventory on-line using a web-based browser.
- System must support 20,000 facilities.
- System must allow for new users to register on-line.
- System must have an integrated, on-line process for new user account approval
 with the ability to notify the new user of account approval or denial (by
 administrator).
- System must have secure user accounts that provide protected access to facility information. Users can only view their own information.
- System must allow for users to reset or retrieve forgotten passwords without Administrator intervention.
- System must have a step-by-step process for facilities submitting their Tier II reports.
- System must have the ability to handle special circumstances, ie: confidential locations, mixture components, etc.
- System must have chemical look-up menus and drop downs to reduce errors.
- System must have field values for drop downs (such as counties) and should be capable of populating values that are applicable to the State of WV.
- System must have the ability to link Site Plans and Emergency Response Plans to the submission.
- System must have detailed reports to monitor all users, activities, and events in the system.
- System must have multiple levels of security to ensure appropriate access to data and functionality depending on the user's role.
- System must have archiving capabilities.
- System must allow imports from Tier II Submit.
- System must allow for exports to CAMEO.
- System must have multiple search capabilities.
- System must have a mass notification feature.
- System must allow for rapid access to updated MSDS.
- System must allow facilities to view their billing summary online.
- System must have an on-line fee exemption questionnaire.
- System must have the ability to record payments received.
- System must allow for account adjustments.
- System must have detailed reports about payments received, pending payments, over or under payments, exemption status, and not billed for current year.

BID FORM

RFQ: HSE07001 BID DATE: 09/12/06 OPENING: 1:30 pm PAGE: 011

Project: Division of Homeland Security & Emergency Management COTS Software

Project Purchase Order: HSE07001

Date: 09/12/2006

Owner: Division of Homeland Security & Emergency Management

The undersigned, hereafter called the Bidder, being familiar with and understanding the Bidding documents; having examined the specifications and the mandatory requirements and submits pricing below based upon this understanding and scope of work as described herein.

** SYSTEM MUST BE INSTALLED & OPERATIONAL 30 DAYS AFTER CONTRACT ISSUANCE **

TIER II MANAGER COST: * *If multiple modules are included, vendor must also include price breakdown*	\$
ANNUAL MAINTENANCE COST:	\$(1) YR
HOURLY LABOR RATE FOR CUSTOMIZATION REQUIREMENTS:	\$(1) HR
HOURLY RATE FOR ADMINISTRATOR TRAINING:	\$(1) HR
HOURLY RATE FOR TECHNICAL SUPPORT PERSONNEL TRAINING:	\$(1) HR
HOURLY RATE FOR END USER TRAINING:	\$(1) HR
TOTAL BID	\$ See Attachment A

Bid total above is used for evaluation and award purposes ONLY.

Actual contract will be open-ended. Initial material cost and annual maintenance costs will be fixed based upon the bid price. Hourly rates will be established as unit prices for contract purposes and releases to the contract issued based on these unit prices as required.

RESPECTFULLY SUBMITTED:

SIGNATURE:	DATE: Sept. 6, 2006
NAME: <u>D</u>	aniel Mohan
TITLE: P	resident
FIRM NAME: _I	ntelligent Decisions Systems, Inc.
FIRM ADDRESS:	2125 Center Ave., Suite 500
	Fort Lee, NJ 07024
TELEPHONE:	201-302-9494

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West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions.

"Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING:

The vendor must be licensed in accordance with any and all state requirements to do business with the state of West Virginia.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: Intell	igent_D	ecisions Sy	ystems,	Inc.			
****			1.	Data		_	
Authorized Signature:	- K SL	willh	ne	Date.	SEPTEMBER	Θ,	2006
No Debt Affidavit Revised 02/08/06		DANIEZ MO	OHMN				

Attachment A

BID FORM

P.O. Number:

HSE07001

TIER II MANAGER™ COST

(As per requirement statements on pages 9 & 10)

(15,001 – 20,000 Facilities, 25 Planner/Responder, 10 Admin) \$ 32,350.00

GIS Module \$7,500.00

Billing Module \$6,500.00

Advanced Search Module \$3,500.00

302/311 Reporting Module \$5,600.00

Sharing with LEPC and Fire Department Free

Using Export to CAMEO

Installation \$2,000.00

ANNUAL MAINTENANCE COST: \$3,382.00 (1) YR

HOURLY RATE FOR CUSTOMIZATION REQUIREMENTS \$85.00 (1) HR

HOURLY RATE FOR ADMINISTRATOR TRAINING \$ - (1) HR

Provided as 2 day Administrator Training up to 10 people. \$3,000.00 (2) DY Materials included.

HOURLY RATE FOR TECHNICAL SUPPORT TRAINING \$50.00 (1) HR

HOURLY RATE FOR END USER TRAINING \$ - (1) HR
Provided as 1/2 day Training for a group of up to \$750.00 (1/2) DY

10 Facilities or First Responders.

Materials included.

Page 1 of 2



Attachment A

BID FORM

P.O. Number: HSE07001

Optional Value Added Modules

The following modules were not explicitly referenced in the Requirements but provide additional capabilities that may be of interest.

Form Letter Notification Module	\$2,000.00		
Online Emergency Response Plan Module	\$7,500.00		
MSDS Online Subscription	\$1,000/yr		
MSDS Online EBinder Initial Load Service	\$750.00		
Standalone Utility	\$250/device		
Enterprise License per County*	\$10,800.00		
Annual Support /Maintenance fee per County	\$1,295.00		

^{*} Bulk licensing available for orders above 10 County Enterprise Licenses

IDSis))

MODULES DESCRIPTIONS AS DESCRIBED IN BID FORM

Standard Product State License

The TIER II MANAGER[™] is a web-based, end-to-end system that serves the first response, management, and compliance oversight interests of SARA Planners, State Administrators, and Chemical Storage Facilities in meeting SARA Title III, Emergency Planning and Community Right-to-Know Act (EPCRA) requirements.

The web-based system requires only a simple browser for access, which means that all users can access it from any location with User Name and Password, even wirelessly while moving toward an incident.

The Submit Module of the TIER II MANAGERTM standard system provides a complete Tier II report submission and update process, enforcing various configurable rules for chemical reporting and compliance workflow. The system provides the ability to submit annual and revision submissions for current and previous years. The system significantly reduces the overhead cost on companies for compliance since business compliance representatives can just update the information submitted previously. Facilities may update the information throughout the year, reducing the need for external consultants while providing an excellent avenue for Safety and Emergency Planners to access current data real-time.

The Planning/Response Module of the TIER II MANAGERTM standard system provides view privileges of all submitted information to facilitate a sharing infrastructure for critical hazardous material inventory and facility contact information. The system provides access to the most current submitted facility and chemical inventory information, as well as additional resource information such as Site Plans, Emergency Plans, and Chemical Profiles/First Aid information from the EPA.

The Administrator Module of the TIER II MANAGERTM standard system provides a complete set of administration capabilities, which includes report approval, previous year editing management, logs, user management, mass email notifications, and reporting. More than 25 prepared reports help the administrator conduct oversight activities effectively by providing detailed review and audit capabilities. Searches enable the administrator to retrieve information based on geographic location and chemical inventory data. A notification module, designed to be flexible to changing client policies, enables automatic e-mail address population for various different types of notification and an easy way to communicate with facilities.

Features of the standard system include a separate application for import from Tier II Submit and export to CAMEO. The standard system has been designed with various separate security features to ensure that appropriate users are accessing the appropriately defined data and functionality.

The State License provides access to 10 State Agency Administrators, 25 State Planners/Responders and is licensed according to the number of facilities being managed in the database.

GIS Module

The GIS Module is built using the ESRI ArcIMS server technology. This module is embedded in the Planning/Response Module and enables users to map chemical storage facilities and graph and report on vulnerable populations, risk institutions, and other at-risk critical environmental or man-made infrastructure. The site allows users to decipher the proximity of critical infrastructure, like utilities, and environmental features, like flood zones, to the chemical storage facility. The system is designed to leverage any existing GIS infrastructure already in place at the State. In

addition to the 3 required layers used to query in the system, upto 20 data layers defined by the State can be integrated into the Viewer as part of the IDSi service to provide an interactive analytical mapping tool including zooming, panning, selecting, and identifying. However, any number of additional data layers may be maintained or added by the State to enhance the Viewer. Additional reports are provided to administrators for maintenance of the GIS Viewer hazmat locations layer to simplify and streamline site update.

Billing Module

Based on chemical submissions and the rate table defined by the client, the billing module automatically generates a complete electronic and print ready invoice during the online Tier II Report submission. Facilities may view and print their own invoices anytime in the system. Invoices are print ready. The system may be customized to integrate with an online payment vendor in order to automate payment. Various accounting features are made available to administrators who may manually add invoices, record and post payments received, and manage any adjustments or refunds directly through the system.

Advanced Search Module

The Advanced Search Module enables users to develop their own customized ad hoc reports and save them for future use. The reports may be exported to various formats including MS Excel and XML formats.

302/311 Reporting Module

The module provides reporting functionality to address the requirements under Sections 302 and 311 of EPCRA. The system can be used throughout the year. Facilities storing extremely hazardous substances above the threshold planning quantities may file a 302 report using this module. Triggers built into the system will alert facilities whether a 302 must be filed based on the chemical inventory entered. Facilities storing hazardous substances above planning quantities may also file a 311 report using this module. The use of this module allows the administrator to manage a common database for 302, 311, and 312 reports. The Administrator is automatically notified when the report is entered. This information is made available for rapid retrieval by emergency personnel and other personnel such as inspectors.

Export to CAMEO

In order to facilitate easier information sharing between agencies and different levels of government that many already be using CAMEO, the TIER II MANAGERTM standard system provides the capability to group and export information that is ready to load and utilize in CAMEO, the EPA program.

Installation

The TIER II MANAGER stores and delivers critical data. Therefore, it must reside within an infrastructure that is secure. IDSi will work with client technical personnel to review hardware, software, and environment configuration. IDSi will prepare documentation in preparation for the installation and then complete an onsite installation in order to ensure that all system components are correctly implemented. The installation team will document all settings of the installation and provide the client technical personnel with the documentation.



Form Letter Notification Module

The Form Letter Notification Module automatically batch generates letters according to a user defined text or standard stored messages for rapid letter generation and notification to clients that may not have email addresses. The system offers multiple letter types that the user can select from. Mailing labels can also be generated directly from the system, saving precious time and resources for Administrators in follow up and compliance.

Online Emergency Response Plan Module

The Emergency Response Module streamlines the emergency planning process by enabling facilities to complete emergency planning templates during the Tier II Report submission. All appropriate data is pulled from the chemical inventory information or from easy look up menus, pre-populated by the Administrator. Planners or Administrators are informed when the plans are submitted so that they can review and approve the plans. Complete record of plan submissions and approvals are maintained. Emergency planners and responders can rapidly retrieve the latest plans, which may incorporate live maps, vulnerability assessments, site plans, and attachments. The application provides an excellent resource for Emergency Planners to access critical EHS and other chemical information about facilities across the entire state in case of an emergency, for conducting drills, or for training exercises.

MSDS Online Subscription

The TIER II MANAGERTM is integrated with a third party service called MSDSOnline.com, storing a library of over 2 million Material Safety Data Sheets. This service provides users with the ability to download the newest MSDS sheets and have them automatically link to a chemical, providing planners and responders with rapid access to the latest substance composition and first aid information. The service subscription is an annual cost, which is significantly reduced through the IDSi partnership.

MSDS EBinder Initial Load

If a user subscribes to the MSDSOnline Service Module, the administrator has a start up task of populating an online account with all MSDS already existing in its database. This task can be streamlined by loading all MSDS into the EBinder online account for the system set up, significantly reducing the need to spend Administrator time loading the MSDS one by one.

Standalone Utility

Sometimes, users in the field may not want to rely on internet service to access the critical information present in the TIER II MANAGER $^{\text{TM.}}$ The Standalone Version of the application is installed on a laptop and this application can be synched using a utility to update the standalone laptop with the centralized database. Such a mechanism provides sufficient backup for field users.

Enterprise License per County

The Enterprise License provides access to each County (or Independent Jurisdiction) within the State that may want to directly access the system. While data can be shared manually with Counties, Fire Departments, and Cities through exports to Excel or CAMEO format, the Enterprise License provides jurisdictions with real-time access to all the data submitted by facilities and access to all the valuable functionality that significantly reduces State, LEPC, and Fire Department tasks for report administration and sharing. More importantly, all participating jurisdictions have access to a common, verified critical hazard data set. The Enterprise License provides unique data access based on the user's profile to identify which jurisdiction he/she is

TIER II MANAGER™. 3

from and provides the configured rights for viewing or editing. The Enterprise License is ideal for state-wide implementations or regional implementations. If there are more than 10 licenses procured, IDSi is able to provide a special bulk rate for each license. To find out more, contact the account representative.

The County Enterprise License provides unlimited access to users within the participating County.

Enterprise License per County – Maintenance

The system will be maintained and supported. In order to cover this ongoing activity, each enterprise license will incur a maintenance cost.



CASE STUDY – Maryland Department of the Environment

Background

The Emergency Planning and Community Right to Know Act of 1986 requires any facility that stores or uses hazardous substances above a certain quantity to submit a Hazardous Chemical Inventory Report (Tier II Reports) by March 1 reflecting the hazardous substances stored on site the previous calendar year. The reports are submitted to the State Emergency Response Commissions (SERC), Local Emergency Planning Committees (LEPC) and local fire departments.

Maryland Department of the Environment (MDE), which manages the Tier II Reports for the State of Maryland, suffered from a chronic inability to complete report compliance reviews for more than 2000 facilities that reported annually and respond to citizen requests. The problems were the cumbersome, manual, paper based process, complex business rules, and shortages in resources.

MDE implemented the TIER II MANAGER™ in December 2003 to address its needs.

Problems for Stakeholders

Old Process Cumbersome for Businesses

- Large companies storing large chemical inventories usually submitted hundreds of forms.
- Businesses outsourced filing to third party consultants.
- Forms sent to MDE using the Tier 2 Submit disks received from facilities had import problems.
- Each year, companies would have to go through the same process.

Manual process was daunting for effective compliance

- One full year of reports were not reviewed.
- Back year reports were stored in six rolling shelves.
- On average, it took the program team more than 6 months to complete inventory data entry and review.
- Inaccurate facilities counts, chemical counts, and report results.
- Information was shared to First Responders only after the review and data entry was complete, making the information more stale for First Responders.
- A single Citizen Right-to-Know and Freedom of Information Act request processing took one week.

Critical Data sharing to First Responders was slow

- Data shared to first responders was at best 6 months old and at worst 18 months old.
- Data stored on disks or on paper were difficult to retrieve.
- Reports did not provide first aid or other chemical profile information, requiring Responders to consult several sources.

Results for Stakeholders

Streamlined, Cost-efficient Submission for Business

- 60% online adoption rate after first year. Increased usage over 3 years.
- Free license to use simple Web-based form to submit reports, along with any supplemental files such as site plans and digital photographs.
- Secure user accounts.
- Submissions are checked for errors or missing information.
- 24 x 7 x 365 online access. Automated submission confirmation and notifications.
- Previously submitted reports are pre-loaded into the system and checked for any missing or erroneous data to be corrected.
- Businesses just update changes through the year and submit when they are ready.



Up-to-Date Compliance, Rapid Response to Citizens

- Significantly reduced data entry, which also reduces error.
- Up-to-date on compliance review.
- On average, 7-10 months have been reduced for report review and data sharing.
- Reduces the workload of 5 data entry personnel annually.
- Approximately 500 double reporting or under reporting facilities identified.
- Current and archive reports are available in the click of a button.
- A single Citizen Right-to-Know and Freedom of Information Act request can be processed in an hour.
- Extensions are being made to the system to share critical data with First Responders in real time.
- System imports from Tier 2 Submit for facilities still submitting by disk, increasing submission options while reducing time for importing data.

Critical Data sharing to First Responders

- Data shared to First Responders daily.
- Same data shared to all stakeholders, reducing inconsistencies.
- Hundreds of hours saved reviewing compliance at each local government.
- Access to updated chemical inventories, updated Material Safety Data Sheets, Chemical Profiles,
 First Aid Profiles.
- Access to mapping of chemical sites, vulnerability assessment, vulnerability analysis.
- System exports to CAMEO.

Technology Implementation

- Three months to implement including MDE testing.
- Leverages GIS technology from ESRI.
- Customization and Installation services.
- Support services include upgrades to Tier 2 Submit and CAMEO.
- Training programs for Facilities, First Responders, and Program Administrators.



CASE STUDY – Illinois Emergency Management Agency

Background

In the past, Illinois Emergency Management Agency (IEMA) was receiving the critical emergency and hazardous chemical inventory reports, known as Tier II Reports, in paper hardcopy and Tier 2 Submit electronic format. IEMA Administrators endured a long and time-consuming process for their management of the Tier II Reports. IEMA's budget for Tier II personnel was cut by almost 50%, forcing IEMA to look for a more feasible way of managing Tier II Reporting with fewer resources.

After an implementation of the TIER II MANAGERTM in early 2005, IEMA has achieved an astounding 99.9% online reporting rate from its 7000+ facilities and achieved significant cost savings in terms of improved data quality and accessibility.

Data Problems and burdensome process with Old System

- 1. The Tier 2 Submit program would override reports if the facilities had the same record key IDs.
- 2. Lost facility data while importing into the Tier 2 Submit program.
- 3. Spent a lot of time importing all e-mail attachments, CDs, and diskettes to the electronic reports.
- 4. Spent a lot of time and money on printing out paper copies of Tier II reports and attachments for their own files
- 5. Took the program team more than 6 months to complete inventory data entry.
- 6. In addition to IEMA's core Tier II team, IEMA employed additional clerical support to work parttime with Tier 2 data entry activities.
- 7. Since Tier 2 Submit software has no archive capabilities, staff had to print out each Tier II report for facilities that reported electronically.
- 8. Each year the printing process took at least three months to complete.
- 9. Back year reports were stored in 10 large filing cabinets. It took 10 large vertical filing cabinets to store each year's reports.
- 10. Each year, in December, Tier 2 reminder letters were printed and mailed to all 7,000 facilities.
- 11. Spent approximately 100 hours preparing a mailing list, printing letters, stuffing envelopes, and transporting letters to the mailroom.
- 12. Spent over \$1,700 in postage, letterhead, and envelopes.

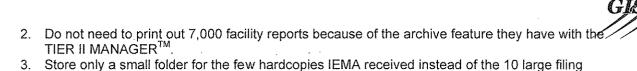
Significantly Improved Results with Online Reporting

Streamlined reporting saves resources

- 1. 99.9% success rate of online submission in the first year statewide. Only a few facilities sent in hardcopy reports.
- 2. Facility ID's are automatically assigned to each facility through the system.
- 3. The system's Export to CAMEO feature allows critical data to be shared among LEPC's and fire departments statewide.
- 4. IEMA has the resources to conduct compliance assurance on facilities for the first time since 2001.
- 5. Completed the Tier II Report review in less than 2 months without the help of any additional clerical support that core staff relied on during the previous years.
- 6. Have more time to concentrate on other areas such as Hazard Mitigation.

Printing Procedures Eliminated

1. No longer does IEMA need to store back year reports due to the archive feature that is available with the TIER II MANAGERTM.



 cabinets they used before.
 Only a few annual Tier II reminder letters will need to be printed out because the program administrators can use the TIER II MANAGERTM e-mail notification feature to generate bulk emails within minutes.

5. Significantly reduced labor, postage, and paper expenses.



CASE STUDY - Delaware Department of Natural Resources and Environmental Control

On January 1, 2006, the State of Delaware Department of Natural Resources and Environmental Control (DNREC) adopted the TIER II MANAGERTM for more efficient Emergency Planning & Community Right-To-Know Act (EPCRA) program management. Previously they were using the Federal EPA's disk based reporting program, Tier 2 Submit. With the TIER II MANAGERTM in place, DNREC is surpassing its compliance goal with Tier II reporting. Here's how.

In the past, DNREC was receiving the Tier II Reports by diskette with the Tier 2 Submit software. DNREC Administrators had to repeatedly import and export Tier II report data from previous years to update the software. This was not only a time-consuming task but also risky. "There was one point when I lost 250 facility submissions while I was importing the data into the Tier 2 Submit program," recalled Shannon Splittorff from DNREC. The Tier 2 Submit program made it a challenge to thoroughly review and maintain data appropriately according to DNREC requirements

Once all of the facilities' chemical reports were entered into the Tier 2 Submit program, Sarah King, Environmental Scientist for DNREC, had the responsibility of going to each of their Local Emergency Planning Committees (LEPCs), 911 centers, and other entities to manually upload the Tier 2 Submit program onto each desktop. While using the Tier 2 Submit software, this was an annual procedure.

Last year, for DNREC took 9 months to complete Tier II Report review, compliance checking, and data sharing.

Now, with the TIER II MANAGERTM in place, significant time and resources are saved. For example, previous Tier II facility reports were pre-loaded into the system enabling reporting facilities or DNREC administrators to just edit changed inventory or facility contact information. This feature eliminates the need to repeatedly enter submissions each year.

Within the first year of the DNREC TIER II MANAGERTM going live, more than 50% of Delaware's facilities have opted to use the online reporting program. Once information is submitted online by facilities, the data is reviewed and approved simply through various administrative features.

All approved facility reports are made available to all of Delaware's LEPCs, Fire Departments, and Emergency Services by easily accessing the information through the intranet, without needing to upload disks onto each desktop manually. This program enables the local First Responders to navigate to various reports about facilities Emergency Contact, Extremely Hazardous Substances (EHS), Emergency Response Plans, and online mapping of hazardous material sites and vulnerable population information.

With the easy-to-use administrative features that enable quick compliance completion and streamlining the data sharing with all LEPC and local first responders, DNREC estimates that the entire EPCRA process will take no more than 4 months to complete for this year.

With more than 5 months saved in completing the EPCRA process for this year, DNREC has more time to dedicate to improving other areas of the EPCRA program. For instance, this year DNREC will be concentrating their time on revising their state's EPCRA regulations. Up until now, DNREC has been dependent on the state legislature, which has not been effective enough. With revisions in place, DNREC believes that it will be able to enforce the law more strictly and in effect more facilities will comply

DNREC believes that it will produce outstanding results in improving the efficiency of EPCRA program management, which has freed up more time for value additions to the program.