

# Appendix 5: EMSS Requirements

## Emergency Management System

Your Emergency Management system should give you the power to prepare for, respond to and recover from any emergency. Advanced technology will help you manage drills, instantly notify first responders, accurately account for individuals and safely reunify families. Having the tools to simplify processes helps minimize the trauma of a crisis.

### Minimum Requirements

At a minimum, the vendor:

- Must have experience with districts of similar size and scope with at least a 95% annual client retention rate.
- Must have completed SOC 2 Type 2 for Privacy and Security examinations.
- Must be a signatory of the 2020 Student Privacy Pledge.
- Must integrate with the district's identity providers (IdP) to provide customizable user roles and automated user provisioning through Microsoft Entra ID.
- Must ensure a 99.5% uptime.
- Must ensure data is encrypted in transit and at rest.
- Must support Single Sign-On (SSO) and provide a single, global login for all products.
- Must provide live, 24/7/365 technical support with an average call response time under 20 seconds.
- Must support multi-factor authentication (MFA) through the district's identity provider.
- Provide designated personnel for software implementation, training and post-implementation support.
- Provide on-demand training and support resources available on any web-enabled device, including a customer community forum.
- Provide multi-phase training across various stakeholders/roles and apply the "model school" approach to implementation.

### Scope of Work

At a minimum, the Emergency Management System must:

1. Provide a seamlessly integrated software suite engineered to manage drills, instantly notify first responders, accurately account for individuals and safely reunify families.
2. Be configurable to the district's safety protocols and policies, including preset lists of emergency response protocols.
3. Be officially licensed by The "I Love U Guys" Foundation to incorporate the Standard Response Protocol (SRP) into the software, including the SRP terminology and iconography.
4. Be able to configure alert types and sounds.
5. Be easy to use under duress while also providing built-in measures to help prevent false alerts.
6. Allow instant notification for any incident with audible push notifications that override a phone's "Do Not Disturb" feature.

7. Allow biometric login via the device's native Touch ID or Face ID for quick access on both Apple and Android devices.
8. Allow schools to establish defined groups of staff to be notified of specific incidents, such as a group for medical emergencies and so on.
9. Allow secure group messaging within the app.
10. Allow a user's geolocation to be automatically shared within the app for quick response during an active emergency.
11. Connect directly with Public Safety Answering Points (PSAPs) to instantly share information with 911 and first responders, including text-to-911 functionality where available.
12. Allow additional contextual information about an alert to automatically be shared with dispatchers without the need for a phone call to connect.
13. Allow priority routing and supplementary calls via the 911 priority trunk line during active assailant incidents to ensure rapid response and coordination during critical incidents.
14. Must be compliant with federal and state panic alert legislation (e.g., Alyssa's Law).
15. Allow bi-directional API integration with a school's existing digital safety systems (e.g., mass notification systems, access control systems, weapon detection systems, public address systems, strobe lights, sirens, smartboards, physical panic buttons, etc.).
16. Make actions and messaging available to the district for after-action review.
17. Allow the district to upload PDFs into the application, such as school maps and emergency operations plans (EOP) for 24/7 access.
18. Provide a drill manager module with comprehensive reporting that allows districts to schedule, initiate, log, and track drills from any smart device.
19. Allow schools to customize drill forms with drill-specific questions and required prompts to ensure drill compliance.
20. Provide distinct voice-over phrases to differentiate drills from emergencies (e.g., "This is a Drill").
21. Allow any outbound digital safety systems configured in the system (i.e. signage, digital mass communication) to be tested through the drill manager.
22. Allow users to account for the status of students and faculty in real-time, including accounted for, absent, missing, and injured statuses as well as custom statuses.
23. Allow users to account for the location of students and faculty in real time.
24. Allow users to search the system for individual students and faculty by name.
25. Provide Incident Commander dashboards indicating comprehensive summaries of student, staff, and others' status and locations.
26. Provide a comprehensive reunification workflow within the app including roles and actions for Checkers and Reunifiers.
27. Notify a Reunifier when a student and guardian are available for reunification
28. Allow staff to capture the Guardian's electronic signature during reunification.
29. Alert via text and/or email all other approved guardians once that student is reunified.
30. Be licensed by The "I Love U Guys" Foundation to incorporate the Standard Reunification Method and align with the various roles and responsibilities designated for reunification.