



Business Requirements Document



BAUASI Website Improvement Project

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1 Executive Summary

This Business Requirements Document (BRD) lays out the details of the Bay Area Urban Areas Security Initiative (BAUASI) Website Improvement Project. This initiative was launched in response to the organization's evolving digital requirements. BAUASI recognized that its existing digital infrastructure, crucial for managing various grant streams that support its mission, is outdated, and disjointed. Current systems pose potential cybersecurity risks and create inefficiencies in information management, reporting capabilities, and operational processes in the broader context of the Urban Areas Security Initiative (UASI). Therefore, the primary objective of this project is to migrate to a more integrated digital solution offering enhanced security, functionality, and efficiency.

The need for modernization was initially pinpointed across four core technologies used in various BAUASI programs: the BAUASI.org website, the WebGrants grants management system from Dulles Technology Partners, the BATEP.org learning management system, and stakeholder contact management. To address these shortcomings, BAUASI released a Request for Information (RFI) in 2019 concerning its modernization needs, eliciting responses from Deloitte and other professional vendors. Subsequently, in 2021, BAUASI issued a Request for Proposal (RFP) to craft a digital roadmap, with Deloitte chosen to conduct an in-depth needs and technology assessment.

Deloitte's involvement marked a significant advancement, providing a high-level roadmap for potential enhancements to BAUASI's digital infrastructure. However, Deloitte's report in 2022 did not yield a sufficiently detailed proof of concept or BRD necessary for implementing the suggested digital solution. To fill this gap, BAUASI collaborated with SenseMakers/Light House Graphics (LHG) in 2023 to develop a comprehensive BRD based on Deloitte's insights and recommendations. Concurrently, throughout 2022, BAUASI kept assessing various vendors and their proposed solutions, gathering cost estimates, proposed implementation details, and evaluating the suitability of each vendor's solution for BAUASI's needs as identified during Deloitte's engagement. This process underscored the importance of understanding each vendor's scope and limitations and the need for a detailed BRD that accounts for the BAUASI's varied operational environment.

This BRD is crucial in ensuring all stakeholders possess a clear understanding of the project requirements. As the project's planning and analysis cornerstone, the BRD describes the operational needs, functions, and expectations of the new digital solution. It serves as a pact among BAUASI, project managers, and software developers, outlining what the solution should achieve without prescribing how it should be executed.

Recommendation:

The final recommendation for a new, integrated, digital solution is three-fold:

- 1) Develop a custom-designed website with an integrated contact management system on Node.js, using ReactJS for the frontend, PostgreSQL for the database, and AWS GovCloud for hosting. *(Estimated development cost = \$167,000)*
- 2) Build out the Bay Area Training and Exercise Program user interface on Open edX, an established open source platform which will allow for expanded use for trainings funded by STC and TVTP as well as exercise registrations. *(Estimated development cost = \$52,000)*
- 3) Maintain the existing grants management system contract with Dulles Technology and undergo a migration to the newest version of the Dulles WebGrants system which provides better reporting and asset track management. *(Estimated development cost = \$0)*



Together, the system will offer enhanced security, functionality, and efficiency. It is anticipated to cost approximately \$69,000 annually for hosting fees and technical support.

Benefits:

The integrated solution will combine currently disparate websites and online systems into bayareauasi.org as a centralized hub for interaction with and access to programs across the UASI's multiple grant streams.

Bay Area UASI stakeholders will have a single-sign-on for accessing their UASI subgrant information, registering for a training course, and/or interacting with the UASI Management Team.

Approval Authority meeting materials and publicly available resources (i.e. toolkits) will be easily accessed via an organized online searchable resource library.

Communications such as newsletters, the monthly training bulletin, and work group announcements will be more streamlined through the centralized contact management system, reducing duplication of email messages.

Next Steps:

The BAUASI is preparing to release an RFP to identify the best-suited implementation partner to develop and launch the recommended digital solution, including a new website and contact management system, a learning management system based on the Open edX platform, and an upgraded Dulles Technology Partners WebGrants system.

Upon completion of the RFP process and selection of an implementation partner, the project will advance into the design, development, testing, and deployment phases. The testing phase will include User Acceptance Testing (UAT) to validate that the new digital tools align with the requirements stipulated in the BRD. A phased roll-out is suggested to ensure successful adoption of the new digital tools and sufficient user training.

After deployment of the new digital tools, the UASI Management Team will ensure the digital infrastructure remains secure and up to date. This will likely entail ongoing troubleshooting, updates, and potential version upgrades to maintain the digital tools' optimal performance.

This executive summary, along with the detailed BRD, serves as an informed guide to steer the successful progression and completion of the BAUASI Website Improvement Project. It offers stakeholders a thorough overview of the project's goals, scope, processes, and strategic approach, equipping them for the tasks and decisions that lie ahead.

