



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 24-465

October 22, 2024

Introduced: 9/26/2024

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Approve and authorize the Director of the Emergency Communications Department to sign an agreement with RapidSOS, Inc. in an amount not to exceed \$121,250, effective upon execution for a term of five (5) years, for public safety dispatch analytics software;
- b. Accept nonstandard terms as recommended by the Director of the Emergency Communications Department; and
- c. Authorize the Director of the Emergency Communications Department to sign up to three (3) additional amendments to this Agreement where the amendments do not significantly change the scope of services and do not add more than 10% (\$12,125) of the original agreement amount for a maximum aggregate agreement total of \$133,375.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Emergency Communications Department to sign an agreement with RapidSOS, Inc. in an amount not to exceed \$121,250, effective upon execution for a term of five (5) years, for public safety dispatch analytics software;
- b. Accept nonstandard terms as recommended by the Director of the Emergency Communications Department; and
- c. Authorize the Director of the Emergency Communications Department to sign up to three (3) additional amendments to this Agreement where the amendments do not significantly change the scope of services and do not add more than 10% (\$12,125) of the original agreement amount for a maximum aggregate agreement total of \$133,375.

SUMMARY/DISCUSSION:

The Monterey County Emergency Communications Department is a consolidated Public Safety Answering Point for 9-1-1 emergency and non-emergency calls as well as a radio dispatch facility serving 28 law enforcement, fire protection, and emergency medical response agencies throughout Monterey County.

RapidSOS is a platform that connects data from devices, apps, and profiles to emergency responders to help them respond to emergencies more quickly and accurately.

This Agreement is for RapidSOS's Intelligent Analyst Module which provides incident analytics allowing users to understand the true scope of workload that Department receives. This will create opportunities to make more effective decisions on resource deployment and create insights that currently require hours of preparation on a weekly and monthly basis.

This Agreement will also provide additional tools including access to Single Sign On for RapidSOS UNITE allowing one login for all applications accessed by the public safety dispatchers.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed and approved Agreement as to form. The Auditor-Controller has reviewed and approved this agreement as to fiscal provisions. Risk Management cannot approve the nonstandard mutual indemnification provision. Contracts/Purchasing has reviewed this Agreement.

FINANCING:

The Department has sufficient funds in 028-1520-8507-EME004 in the FY2024/25 Adopted Budget to cover this cost and will request funding for future budget years through the annual budget process.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This Agreement will allow the Department to better manage 9-1-1 calls, non-emergency calls, and dispatching public safety personnel in the field.

☐ Economic Development
☐ Administration
☐ Health & Human Services
☐ Infrastructure
☒ Public Safety

Prepared by: John Vaught, Finance Manager II, x8883

Approved by: Lee Ann Magoski, Director of Emergency Communications Department, x8880

Attachments:

Agreement
Board Report