



## Board Report

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**File #:** A 20-293, **Version:** 1

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- a. Authorize the Director of Information Technology, or his designee, to execute a Software Subscription Agreement with DoCircle, Inc. dba Trumpia, for subscription to use and access the Trumpia Media Messaging Toolkit, in the maximum amount of \$5,052 for the term of August 9, 2020 through October 3, 2023;
- b. Authorize the Director of Information Technology, or his designee, to execute order forms and such documents as are necessary to implement the agreement with DoCircle, Inc. for the County's use of subscription services; and
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology; and
- d. Approve and authorize the Director of Information Technology to execute (1) amendment to this Agreement, where the additional cost does not exceed ten percent 10% (\$168.40) of the cost of the prior year's subscription fees.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Director of Information Technology, or his designee, to execute a Software Subscription Agreement with DoCircle, Inc. dba Trumpia, for subscription to use and access the Trumpia Media Messaging Toolkit, in the maximum amount of \$5,052 for the term of August 9, 2020 through October 3, 2023;
- b. Authorize the Director of Information Technology, or his designee, to execute order forms and such documents as are necessary to implement the agreement with DoCircle, Inc. for the County's use of subscription services; and
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology; and
- d. Approve and authorize the Director of Information Technology to execute (1) amendment to this Agreement, where the additional cost does not exceed ten percent 10% (\$168.40) of the cost of the prior year's subscription fees.

### SUMMARY/DISCUSSION:

The Media Messaging Toolkit is a Short Message Service (SMS) enabled notification service that ITD uses to alert subscribers in cases of unscheduled major infrastructure outages or to provide status updates during scheduled large-scale County IT infrastructure upgrades. The approval of this software allows the County to provide mass update on status by text if needed.

### DISCUSSION:

AT&T was originally providing the Messaging Toolkit subscription to the County, but they no longer support this service. For the past year, Trumpia has been the vendor for this service.

Trumpia Broadcast Messaging is a messaging service that allows the Information Technology Department to broadcast a message to everyone registered identifying Department, Location, Type of Outage, resolution, and any other pertinent information.

Trumpia Broadcast Messaging allows IT representatives from Monterey County to stay in contact with the fast-paced, on-the-go service interruptions or notifications in real-time. With the Trumpia Broadcast Messaging solution, Monterey County Information Technology Department can reach a broader audience, optimize time spent and maximize efficiency, keep staff up-to-date, manage campaigns and analyze results, and minimize missed updates that could happen during an email outage.

OTHER AGENCY INVOLVEMENT:

County Counsel has reviewed the proposed agreement and cannot approve due to the following nonstandard provisions: autorenewal, evergreen provisions; prepayment requirements; refusal to warranty that services are as promised; County's assumption of liability to Trumpia and obligation to defend and indemnify Trumpia; Trumpia's no refunds policy; County responsibility for collection costs in the event of nonpayment; non-standard venue provisions; and arbitration of disputes requirement.

FINANCING:

The funds for this service in the amount of \$1,684 have been included in the FY20-21 Recommended Budget for the Information Technology Department, ITD 1930, Budget Unit 8434, Appropriations Unit INF002. All future year costs will be included in the submitted budget for each of the respective fiscal years.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The Trumpia Messaging Toolkit allows ITD to communicate via text messages to subscribers in the case of a major unscheduled IT outage or to provide status updates during scheduled large scale IT infrastructure upgrades.

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

Prepared by: Sandra Shaffer, Management Analyst III, 759-6957

Approved by:

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Date: \_\_\_\_\_  
Eric A. Chatham, Director of Information Technology, 759-6920

Attachments:

DoCircle, Inc. dba Trumpia Software Subscription Agreement 2020-2023

Docircle, Ince. Db a Trumpia Terms of Agreement 2020-2023

Attachments on file with Clerk of the Board