



County of Monterey

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

Board Report

File #: A 20-462, **Version:** 1

a. Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 2 to the agreement (A-14560) with Everbridge, Inc. for critical event management software services, adding \$6,500 for a revised total agreement amount not to exceed \$134,142, with no changes to the term of the Agreement term November 22, 2019 through January 29, 2022.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 2 to the agreement (A-14560) with Everbridge, Inc. for critical event management software services, adding \$6,500 for a revised total agreement amount not to exceed \$134,142, with no changes to the term of the Agreement term November 22, 2019 through January 29, 2022.

SUMMARY/DISCUSSION:

Everbridge is a critical event management software system that has been utilized by Natividad since January 2018. It allows Natividad to perform mass callings to all hospital staff and is utilized when there are notifications that need to get out to a large number of employees at once; this includes emergency situations and can be used if there are mass casualty/triage events. This system is also utilized to contact specific groups of people when needed during accreditation surveys (TJC, CMS, etc.) as an alternate means of communicating updates. Natividad is requesting to add a feature that will allow employees and patients to subscribe to text message updates when emergencies are in process and ongoing updates are needed for staff and the community.

Everbridge is a web-based system that stores and updates telephone numbers for all staff members within the hospital in a single location. It is readily accessible from anywhere that has access to the internet. Within the system, NMC can select targeted groups of employees and in various ways, all while the system tracks communications and verifications. Amendment No. 2 adds \$6,500 to the Agreement necessary to extend the agreement and add the additional subscription feature.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and approved amendment No. 2 as to form. The Auditor-Controller has reviewed and approved payment provisions. Amendment No. 2 was reviewed and approved by NMC's Finance Committee and its Board of Trustees on November 13, 2020.

FINANCING:

The cost for amendment No. 2 is \$6,500, of which \$6,500 is included in the Fiscal Year 2020-21 Adopted Budget. Amounts for the remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The services rendered in this Agreement allows Natividad to continue to provide great patient care by ensuring

that all available resources are being contacted to have the best quality staff available when an incident or sick call occurs.

- ☐ Economic Development
- ☐ Administration
- ☒ Health and Human Services
- ☐ Infrastructure
- ☐ Public Safety

Prepared by: Janine Bouyea, Human Resources Administrator, 831-783-2701

Approved by: Gary R. Gray, DO, Chief Executive Officer, 783-2553

Attachments:

Everbridge Inc. Amendment 2

Everbridge Inc. Amendment 1

Everbridge Inc. Agreement

Attachments on file with the Clerk of the Board