



Board Report

File #: A 21-542, **Version:** 1

- a. Approve and authorize the Director of the Emergency Communications Department to sign Amendment #6 to the agreement with Everbridge, Inc. for mass notification software, adding \$88,850 for a revised contract total of \$780,368, and extending the term of the agreement for one year, retroactive to October 8, 2021, for a revised term of October 8, 2013 through October 7, 2022; and
- b. Authorize the Director of the Emergency Communications Department to sign up to three additional amendments to this agreement where the amendments do not exceed 10% (\$78,036) of the current contract amount and do not significantly change the scope of work.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Emergency Communications Department to sign Amendment #6 to the agreement with Everbridge, Inc. for mass notification software, adding \$88,850 for a revised contract total of \$780,368, and extending the term of the agreement for one year, retroactive to October 8, 2021, for a revised term of October 8, 2013 through October 7, 2022; and
- b. Authorize the Director of the Emergency Communications Department to sign up to three additional amendments to this agreement where the amendments do not exceed 10% (\$78,036) of the current contract amount and do not significantly change the scope of work.

SUMMARY/DISCUSSION:

Through this agreement, Everbridge, Inc provides mass notification alerting and messaging software used for emergency and non-emergency alerting to the residents of Monterey County. In October 2013 the County selected Everbridge, Inc. through a formal solicitation process for this public alert and notification system. This software is used to send landline and cell phone notifications for emergencies and non-emergencies from the County Office of Emergency Service, Cities in Monterey County, and CSUMB. The Everbridge system is also used by County departments and cities for both emergency and non-emergency employee notifications.

The Everbridge system is a fully compliant Integrated Public Alert & Warning System (IPAWS) which allows for mass notifications to unregistered cell phones. Everbridge also includes Nixle, a proprietary opt-in texting/email delivery process and is integrated with all the mass notification alerting pathways (cellular, landline, email, social media, SMS texting, IPAWS (EAS and WEA)) into one single platform/user interface.

EverBridge, Inc. has been selected as the State-wide vendor for public notification services and the County, through the Office of Emergency Services, has implemented the new State funded platform. This sixth amendment extends the term of the agreement for one year, with the option for the County to terminate upon 30 -days' notice, to allow the County time to migrate contact data, fully test the new platform, and train all users within the County, the Cities and CSUMB.

The State funded system is functional and live, but this retroactive amendment to October 8, 2021 is needed because the implementation, data migration, and training took longer than anticipated. Nixle is not part of the State System and the Office of Emergency Services and participating agencies will evaluate if Nixle will be needed and may enter into a future agreement(s) for Nixle. Once the Office of Emergency Services has completed these final transitioning steps, the Department of Emergency Communications intends to terminate

this Agreement.

OTHER AGENCY INVOLVEMENT:

The Everbridge System is operationally managed through the County Office of Emergency Services. The Emergency Communications Department holds the contract, budgets for the software, and collects the costs from the participating agencies.

County Counsel has approved this amendment as to legal form. The Auditor-Controller and Contracts/Purchasing have reviewed and approved this amendment.

The County of Monterey Office of Emergency Services has coordinated with the California Governor's Office of Emergency Services to implement the State funded Everbridge platform and is training users at participating jurisdictions throughout the County.

FINANCING:

Sufficient appropriations and estimated revenues in EME004 are included in the FY2021/22 Adopted Budget. The cost of this software is shared between all twelve cities in the County, CSUMB, and the County based on respective populations with the County Administrative Office, through the Office of Emergency Services, funding the County's share.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This contract meets the Board's Public Safety Strategic Initiative by providing a mass notification software to alert the residents of Monterey County of emergency and non-emergency incidents.

Mark a check to the related Board of Supervisors Strategic Initiatives

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

Prepared by: John Vaught, Finance Manager, Ext 8883

Approved by: Lee Ann Magoski, Emergency Communications Director, Ext 8880

Attachments:

Original Agreement, Amendments 1-6