



County of Monterey

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

Board Report

File #: A 22-019, **Version:** 1

a. Authorize the Interim Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 3 to the agreement (A-14560) with Everbridge, Inc. for critical event management software services, extending the agreement an additional two (2) year period (January 30, 2022 through January 29, 2024) for a revised full agreement term of January 30, 2018 through January 29, 2024 and adding \$75,871 for a revised total Agreement amount of \$210,013.

RECOMMENDATION:

It is recommended the Board of Supervisors:

a. Authorize the Interim Chief Executive Officer for Natividad Medical Center (NMC) or his designee to execute amendment No. 3 to the agreement (A-14560) with Everbridge, Inc. for critical event management software services, extending the agreement an additional two (2) year period (January 30, 2022 through January 29, 2024) for a revised full agreement term of January 30, 2018 through January 29, 2024 and adding \$75,871 for a revised total Agreement amount of \$210,013.

SUMMARY/DISCUSSION:

Everbridge is a critical event management software system that has been utilized by Natividad since January 2018. It allows Natividad the ability 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.

Everbridge is a web based system that stores 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 has the ability to select targeted groups of employees and in various ways. The system tracks the means of communication and allows Natividad to verify receipt of the communication with individual employees. Natividad is requesting renewal of the Everbridge agreement for a period of two years.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and approved this amendment No. 3 as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. The amendment No. 3 has also been reviewed and approved by NMC's Finance Committee and by its Board of Trustees on January 14, 2022.

FINANCING:

The cost of this amendment has been budgeted in the Fiscal Year 2021-2022 approved budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The services rendered in this Agreements allows Natividad to continue to provide great patient care by ensuring that all available resources are being contacted in order 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: Charles R. Harris, Interim Chief Executive Officer, 783-2504

Attachments:

Everbridge Inc. Amendment 3
Everbridge Inc. Amendment 2
Everbridge Inc. Amendment 1
Everbridge Inc. Agreement

Attachments on file with the Clerk of the Board