



County of Monterey

Board Report

Legistar File Number: A 26-016

Item No.

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

January 27, 2026

Introduced: 1/9/2026

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or a designee to execute a standard agreement with Comtel Systems Technology, Inc for software maintenance and repair to the Rauland Nurse Call system services at NMC for an amount not to exceed \$395,597 with an agreement term February 1, 2026 through January 31, 2031.

RECOMMENDATION:

It is recommended the Board of Supervisors:

Authorize the Chief Executive Officer for Natividad Medical Center (NMC) or a designee to execute a standard agreement with Comtel Systems Technology, Inc for software maintenance and repair to the Rauland Nurse Call system services at NMC for an amount not to exceed \$395,597 with an agreement term February 1, 2026 through January 31, 2031.

SUMMARY:

The proposed agreement with Comtel Systems Technology, Inc. provides five (5) years of software maintenance and support for Natividad Medical Center's Rauland Responder 5 Nurse Call system. The agreement ensures continued access to technical support, software fixes, security updates, and manufacturer-released software updates that are necessary to maintain the stability, reliability, and regulatory readiness of the Nurse Call system.

DISCUSSION

The Rauland Responder 5 Nurse Call system is a mission-critical clinical communication tool used throughout Natividad Medical Center to enable patients, nurses, and other clinical staff to communicate quickly and reliably. The system supports patient safety by allowing patients to request assistance, enables staff to respond efficiently to alarms and events, and helps coordinate care at the bedside and across units. To ensure this system remains secure, stable, and supported, Natividad Medical Center requires ongoing software maintenance and access to technical support from a qualified, authorized Rauland dealer.

Comtel Systems Technology, Inc. is the authorized Rauland distributor and service provider for Natividad Medical Center's Responder 5 system. The proposed five-year Software Maintenance and Service Agreement covers manufacturer-required software maintenance fees, software patches and fixes, and security and feature updates for the Responder 5 application. The agreement also provides for remote monitoring and troubleshooting via a secure VPN

connection, telephone support to hospital staff, and implementation of software updates necessary to resolve system issues.

In addition to the recurring maintenance and support, the agreement includes funding for software-related services on a time and materials basis. These services may include configuration changes, implementation of new software features, or other software upgrades that become advisable during the term of the agreement. Comtel Systems Technology, Inc. will perform such enhancements at the hourly rates specified in the agreement, with any additional work authorized in advance by Natividad Medical Center. This structure allows Natividad Medical Center to plan for known maintenance costs while retaining flexibility to implement needed improvements over the five-year period.

The services under this agreement are beneficial to Natividad Medical Center because they help ensure that the Nurse Call system remains current with manufacturer-released updates, operates reliably on supported platforms, and is promptly restored in the event of a software malfunction. Maintaining support coverage mitigates the risk of prolonged downtime that could disrupt communications between patients and caregivers, and it reduces the likelihood of unplanned emergency repairs at higher, non-contract rates. The agreement's provisions governing remote access and customer responsibilities also help ensure that the system is operated in a secure and compliant manner.

These services are also beneficial to patients and clinical staff. A stable and properly maintained Nurse Call system supports timely response to patient needs, enhances patient safety and satisfaction, and contributes to efficient nursing workflow. Prompt application of software fixes and security updates helps protect the integrity and availability of the system, which in turn supports the hospital's ability to provide safe and reliable care.

This item represents a renewal and continuation of software maintenance and support for the existing Responder 5 system rather than a change in system platform. This agreement ensures continuity of support for a critical clinical communication system and aligns with Natividad Medical Center's commitment to safe and reliable patient care.

OTHER AGENCY INVOLVEMENT:

The Office of County Counsel has reviewed and approved this agreement as to form, and the Auditor-Controller has reviewed and approved as to payment provisions. The agreement has also been reviewed and approved by NMC's Finance Committee and by its Board of Trustees on January 9, 2026.

FINANCING:

The cost for this agreement is \$395,597 of which \$79,119 is included in the FY 2025-26 Adopted Budget. Amounts for remaining years of the agreement will be included in those budgets as appropriate. There is no impact on the General Fund with this action.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS SECTION:

Maintaining reliable clinical communication systems, such as the Rauland Responder 5 Nurse Call system supports safe and resilient communities by enhancing patient safety, care coordination, and emergency response within Natividad Medical Center. Ongoing software maintenance and support ensure that this critical system remains secure, up to date, and available when needed, thereby strengthening the hospital's ability to provide consistent, high-quality care to Monterey County residents.

- Well-Being and Quality of Life
- Sustainable Infrastructure for Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy
- Administrative

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Approved by: Charles R. Harris, Chief Executive Officer, 783-2553

Attachment(s):

Board Report

Comtel Systems Technology, Inc. Agreement

Attachments on file with the Clerk of the Board