



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Sheriff's Office



Date: August 31, 2015
Board Meeting Date: October 6, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Greg Munks, Sheriff

Subject: Amendment to the Agreement with Everbridge Inc.

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Everbridge Inc., for a Unified Countywide Mass Notification System, extending the term to June 30, 2018, and increasing the amount by \$224,710 to an amount not to exceed \$323,210

BACKGROUND:

The Urban Area Security Initiative (UASI) is a Federal Department of Homeland Security grant that provides resources for equipment, technology, training and planning for national high threat urban areas. The Bay Area UASI serves a population of seven million, with a geographical coverage area of 8,800 square miles which includes San Mateo County.

The Bay Area UASI has selected Everbridge, Inc., as the software service provider for a regional mass notification system that provides interoperable notification services for the Counties of San Francisco, Marin, Alameda and San Mateo.

The new SMC Alert system has the capability of sending thousands of simultaneous messages via text, email and voice which allows emergency managers to communicate information to the public. The system is operated by the Sheriff's Office of Emergency Services and Homeland Security, but is also available to all County Departments, cities, towns and special districts throughout the County at no additional cost. The system replaces the former SMC Alert text, email only system along with the telephone emergency notification system (TENS). The new SMC Alert system went live to the public on August 31, 2015.

DISCUSSION:

In June 2015, the Sheriff's Office entered into an agreement with Everbridge, Inc., to

provide a software service to upgrade the SMC Alert mass notification system. The Bay Area Urban Area Security Initiative (UASI) funded the initial cost of service of \$98,500 for the first year of service. The initial agreement expires June 30, 2016.

Recent enhancements are available to the Everbridge service that SMC Alert can utilize to increase system capability and community outreach. The enhancements will integrate police and fire computer-aided systems into SMC Alert providing the ability to quickly launch messages in emergencies. The enhancement requires the purchase of an application programming interface (API). The first year cost for the API access is \$6,210.00.

The proposed amendment adds the API enhancement. The amendment also extends the term an additional two years to June 30, 2018 and increases the contract amount by \$224,710 to an amount not to exceed \$323,210.

The resolution and amendment have been reviewed and approved as to form by County Counsel.

The agreements contribute to the Shared Vision 2025 outcome of the Collaborative Community by the coordination of the agencies within the County to ensure that the public's safety as well as that of first responders is met in a responsible and timely manner.

PERFORMANCE MEASURE:

Measure	FY 2014-15 Actual	FY 2015-16 Projected
Percent of emergency incidents responded to in one hour	100	100

FISCAL IMPACT:

Amendment One to the agreement with Everbridge Inc. increases the amount by \$224,710 to a revised not to exceed amount of \$323,210. This project is grant funded by the Bay Area Urban Area Security Initiative (UASI). There is no net county cost.