



County of San Mateo

Inter-Departmental Correspondence

Department: SHERIFF

File #: 21-652

Board Meeting Date: 8/3/2021

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Carlos G. Bolanos, Sheriff

Subject: Agreement with Everbridge Inc.

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Everbridge Inc. extending the term to December 31, 2021 and increasing the amount by \$200,000 to an amount not to exceed \$840,710.

BACKGROUND:

In June 2015, the Sheriff's Office entered into an agreement with Everbridge, Inc., to provide a software upgrade to the SMC Alert mass notification system. The contract was subsequently amended to include enhancements to the system which increased system capability and community outreach. These enhancements included the integration of police and fire computer-aided systems into the SMC Alert system and the inclusion of text message notifications. The ability to rapidly warn and inform the public in times of emergency is a vital function of emergency management that can save lives. In major life threatening circumstances, notification tools such as the SMC Alert system are needed to reach the greatest number of community members.

The current 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 SMC Alert system currently has more than 85,000 full service public subscribers, 34,000 anonymous public subscribers, and 12,000 first responder and municipal employee subscribers. SMC Alert also provides access to the FEMA Integrated Public Alert and Warning System (IPAWS) and Wireless Emergency Alerts (WEA).

DISCUSSION:

In July 2020, the agreement with Everbridge Inc. was amended to increase the contract amount by \$112,000 to cover the anticipated cost of services through June 30, 2021; and modify the payment structure from a flat rate payment plan to a per use rate payment plan. However, due to COVID-19 and the CZU Lightning Complex Fires, there was a substantial increase in the number of alerts sent

to the public resulting in additional demand for service provided by Everbridge Inc. Amendment Five to the agreement extends the term of the agreement to December 31, 2021 and increases the contract amount by \$200,000 which will ensure continuity of services while an RFP is conducted and cover the cost of services through December 31, 2021.

This resolution and agreement have been reviewed and approved as to form by County Counsel.

FISCAL IMPACT:

Amendment Five to the agreement with Everbridge Inc. increases the amount by \$200,000 to a revised not to exceed amount of \$840,710. The funding needed for this amendment is included in the Sheriff's Office FY 2020-21 Adopted Budget. There is no new Net County Cost.