



**Contra
Costa
County**

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: July 28, 2020

Subject: Purchase Order for Groupware Technology, Inc. for On-Call Management Software

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Health Services Department, (1) a Purchase Order with Groupware Technology, in an amount not to exceed \$56,376 for the purchase of PagerDuty, Inc. software licenses and support for the period from 8/29/2020 to 8/30/2023, and (2) a Service Terms of Use agreement with PagerDuty, Inc.

FISCAL IMPACT:

This Purchase Order is funded 100% by Hospital Enterprise Fund I Budget.

BACKGROUND:

The Health Services Department Information Technology unit utilizes PagerDuty on-call management software across its enterprise wide service desk, for all internal alert services, including on-call system rotation, incident response, and triage alerts. PagerDuty automates and streamlines downtime alert notices to minimize the necessity of an after-hours response and allows for alert management on a single platform.

The Service Terms of Use Agreement includes indemnifying the Contractor for failure by

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY
ADMINISTRATOR

☐ RECOMMENDATION OF BOARD
COMMITTEE

Action of Board On: **07/28/2020** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: July 28, 2020

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Patrick Wilson,
925-335-8777

cc: Marcy Wilhelm, Elsira Trotman

County to comply with provisions of the Agreement.

CONSEQUENCE OF NEGATIVE ACTION:

If this contract is not approved, alerts may be inconsistently received and may end up going to incorrect individuals, resulting in extended downtimes and outages and reducing the ability for Contra Costa Health Services to provide services to both internal and external users. Without PagerDuty, alerts are not managed through a central system, and it is a confusing and lengthy process to add and remove users from shifts.