



Contra
Costa
County

To: Board of Supervisors
From: Anna Roth, Health Services Director
Date: February 7, 2023

Subject: Purchase Order with Trace3, LLC for Pager Duty Services

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Purchasing Agent to execute, on behalf of the Health Services Department, a purchase order with Trace3, LLC in an amount not to exceed \$65,324 for the purchase of PagerDuty, Inc. software licenses and support for the period from August 29, 2020 through August 30, 2023. The services being purchased from PagerDuty, Inc. will be governed by the Terms of Use approved by the board on July 28, 2020.

FISCAL IMPACT:

Approval of this purchase order will result in expenditures of up to \$65,324 and will be entirely funded by Hospital Enterprise Fund I revenues.

BACKGROUND:

The Health Services Department Information Technology unit utilizes PagerDuty, Inc. 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, Inc. automates and streamlines downtime alert notices to minimize the necessity of an after-hours response and allows for alert management on a single platform.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **02/07/2023** ☒ 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
Ken Carlson, 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: February 7, 2023

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Neil Olsen, (925)
374-2440

cc:

On July 28, 2020, the Board of Supervisors approved agenda item C.60 to execute (1) Purchase Order #20050 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 August 29, 2020 to August 30, 2023 and (2) a Service Terms of Use agreement with PagerDuty, Inc. On April 1, 2021 Groupware Technology merged with Trace3, LLC and a new purchase order is needed to pay Trace3, LLC. The services being purchased from PagerDuty, Inc. will be governed by the Terms of Use approved by the board on July 28, 2020, which includes indemnifying the contractor for failure by County to comply with provisions of the agreement.

Approval of the requested purchase order will allow this vendor to continue providing PagerDuty, Inc. software licenses and support for Health Services IT through August 30, 2023. This request is retroactive

BACKGROUND: (CONT'D)

due to an administrative oversight, and is tied to the original purchase order with the effective date of August 29, 2020. This approval also allows for additional licenses to be purchased with the purchase order under the correct vendor name.

CONSEQUENCE OF NEGATIVE ACTION:

If this action is not approved, alerts may be inconsistently received and may end up going to the incorrect individuals, resulting in extended downtimes and outages, and reducing the ability for CCHS 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.