



Agenda Action Form Overview

Authorize the County Manager to execute a contract with LYME Technology Solutions for the RAVE Alert Pro mass notification platform for emergency management in the amount of \$55,389.

Background/Justification

The Board is requested to authorize the County Manager to execute a contract with LYME Technology Solutions in the amount of \$55,389. This new contract will replace the existing \$110,000 contract with Everbridge, that is currently serving as the platform for community alert and warning under the AlertDurham brand.

Durham County secured Everbridge as the vendor for our mass notification platform in 2017. Everbridge met the needs to send emergency alerts through phone, email, and text as well as communicate internally with county employees through the same means. The City of Durham has also been able to utilize Everbridge to communicate with city employees as deemed necessary; however, to send a message with Everbridge, multiple steps must be taken to send the right message to the right groups. Everbridge does not provide a “user friendly” platform and/or sufficient external product support. Oftentimes, there is a delay in crafting emergency notifications due to additional steps needed, and target audiences are not always met due to limitations placed on contact databases that we are unable to moderate or edit.

Lyme Technology Solutions is the General Services Administration (GSA) provider for the platform, RAVE Mobile Safety. RAVE Alert Pro is the product we are seeking that allows the user to create and send a message in three easy steps. It provides the same notification methods as Everbridge and does not diminish the county’s alert and warning capabilities. It is a user-friendly platform that reduces the margin of error when crafting and sending emergency notifications. Furthermore, RAVE Alert Pro offers additional tools necessary for Emergency Management’s Access and Functional needs registry through Rave Prepare (which is included in Rave Alert Pro) and it also offers additional features for public safety integration through Rave Panic Button and Smart 911. While these features are not included, Rave Alert Pro provides the foundation for greater interoperability and collaboration should additional agencies decide to pursue these options. Rave Alert Pro is also the more fiscally sound option between both mass notification platforms.

During the transition from Everbridge to RAVE Alert Pro, a three-month overlap period will exist to provide redundant operations to ensure there is no interruption to alert and warning capabilities; RAVE Alert Pro will go live following a successful testing period. Furthermore, there is no change to the AlertDurham brand. Individuals will still receive messages from AlertDurham once the transition has taken place.

Policy Impact

This action item follows previous Board actions authorizing contracted services. There is no anticipated policy impact.



Procurement Background

Type of purchase

- ☒ Goods
- ☐ Services
- ☐ Construction Work

Did this request for purchase go through a bid process? Yes ☐ No ☒

Goods: Bids required if $\geq \$30,000$, BOCC approval if $\geq \$90,000$

Services: Bids required if $\geq \$30,000$, BOCC approval if $> \$40,000$

Construction/Repair work: Bids required if $\geq \$30,000$, BOCC approval if $\geq \$500,000$

If yes, attach a copy of bid tab and the minority and women business enterprise (MWBE) compliance review form provided by the Purchasing Division.

If no, why?

- ☐ Sole source exemption
- ☐ Cooperative purchasing program exemption
- ☒ State and federal contract exemption
- ☐ Contract is an amendment to an existing contract
- ☐ Other (please explain)

If exempted from bidding, has this request been reviewed and approved by the Purchasing Division in the agenda Legistar system? Yes ☒ No ☐

If no, why?

Fiscal Impact

This contract will result in an annual savings of approximately \$50,000 that can be used to address other capabilities gaps within the program to better protect and serve the community.

Recommendation

The County Manager recommends that the BOCC authorize the County Manager to execute a contract with LYME Technology Solutions for the RAVE Alert Pro mass notification platform for emergency management in the amount of \$55,389.