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[www.sanbenitocountyca.gov](http://www.sanbenitocountyca.gov)

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COUNTY COUNSEL:  
Gregory Priamos

CLERK OF THE BOARD:  
Vanessa Delgado

**Agenda Item  
Regular Meeting of the  
Board of Supervisors  
Tuesday, January 13, 2026**

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**Item Number: 2.2**

**MEETING DATE:** 01/13/2026

**DEPARTMENT:** BEHAVIORAL HEALTH

**AGENDA ITEM PREPARER:** Noelle Magner-Figueroa

**DEPT HEAD/DIRECTOR:** Rachel White

**SUBJECT:**

**BEHAVIORAL HEALTH DEPARTMENT - R. WHITE**

1. Approve contract between All Access Transfer Center and Behavioral Health Department for full-service patient placement and transportation services under a tailored database and software platform, as the only specialized service in the county, for the term of January 13, 2026 through June 30, 2028 for a total amount not to exceed \$137,000.00; and
  2. Authorize Chair, County Administrative Officer, or designee to sign said contract.
- SBC FILE NUMBER: 810

**AGENDA SECTION:**

CONSENT AGENDA

**BACKGROUND/SUMMARY:**

San Benito County Behavioral Health is seeking to execute a sole source contract with All Access Transfer Center (AATC) for the term January 13, 2026, through June 30, 2028. This vendor provides a comprehensive suite of services for patient placement and transportation into other medical facilities. No other vendor is known to provide the full scope of services in a database and software platform, both domestically and internationally. Behavioral Health Department requires a system that can manage patient placement, transportation logistics, document tracking, and multi-level communication securely and efficiently, which AATC's platform provides.

AATC has been operating as an operations command center for hospitals and counties since 2012, providing 24/7 patient placement and logistics support. AATC is the only known vendor that can provide these services for San Benito County as AATC has done for other counties. They have extensive experience coordinating with multiple California facilities, managing complex patient placements, and supporting emergency operations such as hospital evacuations and COVID-19 patient transport under

state contracts.

AATC provides their services 24/7 which ensures immediate responsiveness to patient placement needs. Their established systems, experience, and personnel allow them to meet time-sensitive requirements that other vendors could not match without extensive ramp-up time.

**FISCAL IMPACT:**

No RFP was completed for this contract; a sole source justification has been provided. All Access Transfer Center (AATC) has a proprietary suite of patient placement and transportation services that are unique in the field, both domestically and internationally. No other vendor is known to provide the full scope of services in a tailored database and software platform. AATC has made substantial investments in specialized infrastructure, including proprietary software and databases, highly trained staff, secure communications capabilities, Tier 3 data centers, and redundant backup systems. Replicating these capabilities would require significant investment by the County or another contractor.

This contract will be paid from non-general funds specifically GL string: 228.90.2520.1000.619.250 under Specialty Mental Health Services and Supplies Special Dept - Contracts.

**STAFF RECOMMENDATION:**

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2. Authorize Chair, County Administrative Officer, or designee to sign said contract.

**ATTACHMENTS:**

[Agenda Fact Sheet - All Access Transfer Center](#)  
[All Access Transfer Center Contract](#)  
[Sole Source- Justification](#)