

RESOLUTION NO. _____

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

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RESOLUTION AUTHORIZING AN AMENDMENT TO THE AGREEMENT WITH PERFECTSERVE, INC. TO PROVIDE SECURE TEXT MESSAGING, EXTENDING THE TERM THROUGH FEBRUARY 12, 2024, AND INCREASING THE AMOUNT BY \$240,000 TO AN AMOUNT NOT TO EXCEED \$398,000

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, text and instant messaging are becoming a de-facto protocol for communication; and

WHEREAS, the County is witnessing an increase of Short Message Service (SMS) use for business purposes; and

WHEREAS, this is particularly true in County Health, where clinical exchanges that involve ePHI and other sensitive information are known to occur; and

WHEREAS, this raises considerable security concerns, as standard SMS has little or no data protection; and

WHEREAS, San Mateo County Health Information Technology (HIT) and Information Services Department (ISD) released a Request for Proposals on May 15, 2017, for secure texting services and selected PerfectServe, Inc. (formerly Telmediq), for the implementation; and

WHEREAS, HIT processed a contract with PerfectServe, Inc. (PerfectServe) which integrates with San Mateo County Health's (SMCH) clinical, IT and telecom systems to unify communications and streamline care; and

WHEREAS, PerfectServe's solution includes Secure Text Messaging and streamline the coordination of patient care delivery and simplify how the medical care team communicate; and

WHEREAS, SMCH has an ongoing need for the PerfectServe solution and will need to be retained for the purpose of providing comprehensive and secure, communications-driven workflow solutions via integrated, cloud-based mobile application web and telephony software that is accessible to users via the internet and the Public Switched Telephone Network and sold as Software as a Service; and

WHEREAS, this amendment provides continued maintenance for the solution; and

WHEREAS, increasing the amount of the current contract by \$240,000 and extending the term by two years will help SMCH address this need; and

WHEREAS, this amendment is going to your Board late due to prolonged negotiations with the PerfectServe; and

WHEREAS, both parties now wish to amend the agreement, extending the term of the contract to February 12, 2024 and increasing the maximum amount payable under the agreement by \$240,000 to an amount not to exceed \$398,000; and

WHEREAS, this Board has been presented with a form of the amendment to the agreement and has examined and approved it as to both form and content and desires to enter into the amended agreement.

NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of the Board be and is hereby authorized and directed to execute said

amendment to the agreement for and on behalf of the County of San Mateo, and the Clerk of this Board shall attest the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief of San Mateo County Health or the Chief's designee is authorized to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

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