



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** INFORMATION SERVICES

**File #:** 18-111

Board Meeting Date: 2/13/2018

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Jon Walton, CIO/Director, Information Services Department  
Louise Rogers, Chief, Health System  
**Subject:** Agreement with Telmediq for Secure Text Messaging Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Smart Pager Systems Inc. d/b/a "Telmediq" to provide a secure communications system service, for the term of February 13, 2018 through February 12, 2021, for a not to exceed amount of \$482,000.

**BACKGROUND:**

On May 15, 2017, the Health System released a Request for Proposals (RFP), RFP HIT-2017-610-001, seeking proposals for secure texting services for the County. Eleven proposals were received and reviewed by a combination of Health and ISD staff. Telmediq was selected as the most qualified vendor because the company's service offering best met all of the County's requirements. This includes simplicity of deployment, security of confidential data, message archiving, outreach to external community members, cost, and integration with current health system applications.

**DISCUSSION:**

Text and instant messaging is becoming a de-facto protocol for communication. The County is witnessing an explosion of Short Message Service (SMS) use for business purposes. This is particularly true in the Health System, where clinical exchanges that involve electronic protected health information and other sensitive information are known to occur. This raises considerable security concerns, as standard SMS has little or no data protection.

Admin Memo B-19, which has been in place since 2014, states that users should not use SMS for business, but this is not deterring users. Further, the California Supreme Court ruled in March 2017 that texts are a matter of public record. Without a technology product that captures and secures SMS use, the County cannot expect to comply with this ruling.

This agreement will provide all users, in all departments with access to a centrally managed secure text messaging platform.

County Counsel has reviewed and approved the resolution and agreement as to form.

Approval of this agreement contributes to the Shared Vision 2025 of a Collaborative Community by providing secure platform to exchange instant messages with other County users. This agreement will enable the County of San Mateo to greatly extend the purposes of mobile use by allowing workforce members to exchange confidential data without risk to regulatory mandates or security best-practices. This includes secure texts shared both internally and with partner organizations outside County government.

**PERFORMANCE MEASURE:**

<u>Measure</u>	<u>FY 2017-18</u>	<u>FY 2018-19</u>	<u>FY 2019-20</u>	<u>FY 2020-21</u>
<u>Secure Texting User Adoption</u>	<u>1000</u>	<u>2500</u>	<u>4000</u>	<u>5000</u>
<u>Existing County Software Integrated with Secure Texts</u>	<u>1</u>	<u>2</u>	<u>4</u>	<u>5</u>
<u>Extending Secure Texts to Health System Patients</u>	<u>No</u>	<u>Yes - select programs</u>	<u>Yes - select programs</u>	<u>Yes - most care -coordination programs</u>

**FISCAL IMPACT:**

The term of this agreement is February 13, 2018 through February 12, 2021, for an amount not to exceed \$482,000. Funding for this agreement is included in ISD's FY 2017-18 Adopted Budget and will be included in future budgets. The ongoing cost is included in the Core IT charges that are distributed to all customer departments.