



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 22-105

Board Meeting Date: 2/8/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise F. Rogers, Chief, San Mateo County Health
Stephen Dean, Chief Information Officer, San Mateo County Health

Subject: Amendment to Agreement with PerfectServe, Inc. to Provide Secure Text Messaging

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with PerfectServe, Inc. to provide secure text messaging, extending the term of the agreement through February 12, 2024, and increasing the amount by \$240,000, to an amount not to exceed \$398,000.

BACKGROUND:

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

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.

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. PerfectServe's solution includes Secure Text Messaging and streamlines the coordination of patient care delivery and simplifies how the medical care team communicates.

DISCUSSION:

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. By increasing the amount of the current contract by \$240,000 and extending the term by two years, this amendment provides continued

maintenance for the PerfectServe solution. This amendment is going to your Board late due to prolonged negotiations with the PerfectServe.

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

The resolution contains the County's standard provisions allowing amendment of the County fiscal obligations by a maximum of \$25,000 (in aggregate).

ISD has reviewed and approved the IT component of this amendment.

It is anticipated that this amendment will enable the adoption of secure texting to 180 active users by allowing workflow members to exchange confidential data without risk to regulatory mandates or security best-practices. This includes secure texts shared both internally, with partner organizations outside the County government and County clients.

PERFORMANCE MEASURE:

Measure	FY 2021-22 Actual	FY 2022-23 Estimated
Number of active users enabled to adopt secure texting by allowing workflow members to exchange confidential data without risk to regulatory mandates or security best-practices	100 Active Users	180 Active Users

FISCAL IMPACT:

The term of the amended agreement is February 13, 2021 through February 12, 2024. The amount of the amended agreement is not to exceed \$398,000 for the three-year term. Funding for this agreement is covered by all Health Divisions: Aging and Adult Services; Behavioral Health and Recovery Services; Correctional Health Services; Environmental Health Services; Emergency Medical Services; Family Health Services; Health Administration; Health Coverage Unit; Public Health Policy and Planning; and San Mateo Medical Center; and has been included in the amount of \$120,000 in HIT FY 2021-22 Adopted Budget. Funds in the amount of \$120,000 are included in HIT FY 2022-23 Recommended Budget.