



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 24-033

February 06, 2024

Introduced: 1/25/2024

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

- a. Approve and authorize the Director of Health Services or designee to sign a non-standard Service Agreement (Agreement) with TigerConnect, Inc. for the purchase of a secure healthcare messaging application effective upon execution of the Agreement through June 30, 2026, for a total not to exceed the amount of \$295,572; and
- b. Approve the recommendations of the Director of Health Services or designee to accept and approve all non-standard provisions in the Agreement, including the non-standard cyber liability provisions in the Business Associate Agreement as recommended by the Director of Health Services; and
- c. Authorize the Director of Health Services or designee to sign up to three (3) future amendments that do not exceed 10% of the original Agreement amount (\$29,557) and do not significantly change the scope of services for a revised total agreement amount not to exceed \$325,129.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of Health Services or designee to sign a non-standard Service Agreement (Agreement) with TigerConnect, Inc. for the purchase of a secure healthcare messaging application effective upon execution of the Agreement through June 30, 2026, for a total not to exceed the amount of \$295,572; and
- b. Approve the recommendations of the Director of Health Services or designee to accept and approve all non-standard provisions in the Agreement, including the non-standard cyber liability provisions in the Business Associate Agreement as recommended by the Director of Health Services; and
- c. Authorize the Director of Health Services or designee to sign up to three (3) future amendments that do not exceed 10% of the original Agreement amount (\$29,557) and do not significantly change the scope of services for a revised total agreement amount not to exceed \$325,129.

SUMMARY/DISCUSSION:

TigerConnect, Inc. provides one of the industry's leading platforms for secure healthcare messaging application. TigerConnect's secure healthcare text messaging apps have been implemented in more than 5,000 medical facilities and they currently process more than 150 million secure text messages every day. The application is HIPAA compliant as well as HITRUST CSF certified (global security/risk management framework) that governs health industry standards for protecting patient health information.

HIPAA compliance, HITRUST CSF certification, sync all messages from phone, computer, and other devices, platform for clients to initiate secure communication in both English and Spanish.

TigerConnect can provide this platform with no additional devices or software requirements for clients. They will be able to use their own device and have a secure platform for texting and document transmission with their clinician.

This application will allow clinicians the ability to connect/engage with their clients regarding their behavioral health needs in a secure communication platform.

This work supports one of the County of Monterey Health Department's 2018-2024 Strategic Plan Goal(s): 4. Engage MCHD workforce and improve operational functions to meet current and developing population health needs. It also supports one of the ten essential public health services, specifically 6. Enforce laws and regulations that protect health and ensure safety.

OTHER AGENCY INVOLVEMENT:

The Office of the County Counsel reviewed and approved as to form. Auditor-Controller reviewed and approved as to financial terms. RISK manager has not approved due to non-standard cyber liability provisions.

FINANCING:

The funds for this Agreement are included in the Health Department Behavioral Health Bureau (HEA012, Unit 8410) Fiscal Year (FY) 2023-24 Adopted Budget. Any unused contract authority will be fully budgeted in the subsequent FYs, through the term of the Agreement.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

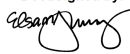
Check the related Board of Supervisors Strategic Initiatives:

- Economic Development:
 - Through collaboration, strengthen economic development to ensure a diversified and healthy economy.
- Administration:
 - Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability, and transparency.
- Health & Human Services:
 - Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.
- Infrastructure:
 - Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.
- Public Safety:
 - Create a safe environment for people to achieve their potential, leading businesses, and communities to thrive and grow by reducing violent crimes as well as crimes in general.

Prepared by: Pat Bass, Management Analyst II, 755-4538

Approved by:

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Date: 1/26/2024 | 4:14 PM PST

Elsa Mendoza Jimenez, Director of Health Services, 755-4526

Attachments:

Board Report

Agreement