



# County of Monterey

**Item No.39**

## Board Report

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

**Legistar File Number: A 26-293**

July 07, 2026

**Introduced:** 6/16/2026

**Current Status:** Health Department -  
Consent

**Version:** 1

**Matter Type:** BoS Agreement

- a. Approve and authorize the Director of Health Services or designee to sign a retroactive non-standard Service Agreement with TigerConnect, Inc. for a subscription to a secure healthcare messaging platform for the term July 1, 2026 to June 30, 2027 for a total not to exceed amount of \$100,425;
- b. Approve the recommendation of the Director of Health Services or designee to accept and approve all non-standard provisions in the Agreement; and
- c. Authorize the Director of Health Services or designee to sign up to three future amendments that do not exceed 10% (\$10,042) of the original Agreement amount, do not significantly change the scope of services, and do not increase the total not to exceed amount of \$110,467.

### RECOMMENDATION:

It is recommended that the County of Monterey Board of Supervisors:

- a. Approve and authorize the Director of Health Services or designee to sign a retroactive non-standard Service Agreement with TigerConnect, Inc. for a subscription to a secure healthcare messaging platform for the term July 1, 2026 to June 30, 2027 for a total not to exceed amount of \$100,425;
- b. Approve the recommendation of the Director of Health Services or designee to accept and approve all non-standard provisions in the Agreement; and
- c. Authorize the Director of Health Services or designee to sign up to three future amendments that do not exceed 10% ( \$10,042) of the original Agreement amount, do not significantly change the scope of services, and do not increase the total not to exceed amount of \$110,467.

### SUMMARY:

This Agreement is to purchase a subscription to a secure healthcare messaging platform from TigerConnect, Inc. to allow for direct communication between clinicians and their clients that complies with all federal and state privacy and confidentiality laws and regulations applying to protected health information.

### DISCUSSION:

TigerConnect, Inc. provides one of the industry's leading platforms for secure healthcare messaging application. The application is compliant with the Health Insurance Portability and Accountability Act (HIPAA) as well as HITRUST CSF certified (global security/risk management framework) that governs health industry standards for protecting patient health information.

The platform syncs 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. Monterey County Behavioral Health (MCBH) clients will be able to use their own device and have a secure platform for texting and document transmission with their clinician.

MCBH has been using the service for several years and this Agreement will enable the Bureau to continue to connect and engage with their clients regarding their behavioral health needs in a secure communication platform.

This Agreement is being brought late to the Board due to lengthy negotiations with the vendor.

This work supports the following County of Monterey Health Department's 2025-2028 Strategic Plan Goal(s): Goal 2: Provide exceptional person-centered care through accessible, community-focused health services. It also supports two of the ten essential public health services, specifically 2. Communicate Effectively to Inform and Educate and 7. Ensure Equitable Access.

OTHER AGENCY INVOLVEMENT:

The Office of the County Counsel and Auditor Controller have reviewed and approved as to legal form and fiscal provisions, respectively. This agreement contains limits on liability, deviations of the standard indemnification language, and lacks a termination for convenience clause.

FINANCING:

The funds for this Agreement are included in the Health Department Behavioral Health Bureau (Fund 1310, Department 400005) Fiscal Year (FY) 2026-2027 Adopted Budget.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This agreement will provide Behavioral Health staff and providers with a secure healthcare messaging system to promote and enhance client engagement.

Mark a check next to the related Board of Supervisors Strategic Plan Goals:

- Well-Being and Quality of Life
- Sustainable Infrastructure for the Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy

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Approved by: Elsa Mendoza Jimenez, Director of Health Services, 755-4526

Attachments:

Board Report

Agreement