



Board Report

File #: A 19-098, **Version:** 1

- a. Approve and authorize the Director of Health or the Assistant Director of Health to sign a Secure Texting Service Subscription Agreement with QliqSOFT, Inc. for the provision of secure Health Insurance Portability and Accountability Act (HIPAA) compliant messaging as needed in the amount not to exceed \$7,200 for Fiscal Year (FY) 2018-19, \$7,200 for Fiscal Year (FY) 2019-20, and \$7,200 for Fiscal Year (FY) 2020-21 for a total Agreement amount not to exceed \$21,600; and
- b. Approve the non-standard to county Agreement language to include risk terms regarding limitation of liability and indemnification as recommended by the Director of Health; and
- c. Approve and authorize the Director of Health or Assistant Director of Health to approve one (1) future amendment that will not exceed ten percent (10%) or \$2,160 of the original Agreement and will not significantly alter the scope of the secure texting service subscription.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of Health or the Assistant Director of Health to sign a Secure Texting Service Subscription Agreement with QliqSOFT, Inc. for the provision of secure Health Insurance Portability and Accountability Act (HIPAA) compliant messaging as needed in the amount not to exceed \$7,200 for Fiscal Year (FY) 2018-19, \$7,200 for Fiscal Year (FY) 2019-20, and \$7,200 for Fiscal Year (FY) 2020-21 for a total Agreement amount not to exceed \$21,600; and
- b. Approve the non-standard to county Agreement language to include risk terms regarding limitation of liability and indemnification as recommended by the Director of Health; and
- c. Approve and authorize the Director of Health or Assistant Director of Health to approve one (1) future amendment that will not exceed ten percent (10%) or \$2,160 of the original Agreement and will not significantly alter the scope of the secure texting service subscription.

SUMMARY/DISCUSSION:

QliqSOFT, Inc. is a vendor that provides a HIPAA compliant end to end encryption solution for communications using mobile devices. This solution enables the program staff that provide outreach services to the community, coordinate care, and share restricted information needing immediate response, a secure solution that protects the content while enabling mobility. This solution enables efficiency for health staff without compromising the privacy of the clients served often in uses cases that are time sensitive requiring multi-disciplinary program staff communications.

The Secure Texting Subscription Agreement will provide an agile solution that enables the Health Department staff to download the application on their mobile devices as needed and County is not required to have a minimum number of individual subscriptions. The staff and programs that will utilize this solution will be the Sexual Assault and Response Team (SART), the Whole Person Care program, Public Guardian, and Privacy/Compliance.

The QliqSOFT mobile application solution encrypts and decrypts data on the mobile device and does not store data in the cloud but within the mobile application. End users will text using the mobile application vs. the texting solution embedded on the mobile device. As such, the department application administrator will be able to remotely lock and wipe out the data on the mobile device remotely should the device be lost, stolen, or

compromised since the application and content is managed down to the end point.

Based upon the privacy and security provision of this HIPAA compliant mobile application solution, and the efficiency provided to the program staff that require mobility while exchanging time sensitive information, it is the recommendation of the Director of Health Services to approve this recommended action.

This software solution supports the Monterey County Health Department 2018-2022 Strategic Plan initiative: 4. Engage MCHD workforce and improve operational functions to meet current and developing population health needs and supports two of the ten essential public health services, specifically: 4) Mobilize community partnerships and action to identify and solve health problems, 7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable, and 8) Assure competent public and personal health care workforce.

OTHER AGENCY INVOLVEMENT:

County Counsel, Information Technology and Auditor-Controller have reviewed and approved this Subscription Agreement as to legal form, technology form and fiscal provisions respectively. Risk Management cannot approve due to the non-standard terms.

FINANCING:

Funding for this agreement is included in Health Department's Administration Bureau Unit 8438, Appropriation Unit HEA014 Fiscal Year's 2018-19 Adopted budget and will be included in Fiscal Year's 2019-20 and Fiscal Year's 2020-21's requested budgets.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisor's 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: Sarah House, Departmental Information Systems Manager II, x4531

Approved by: Elsa M. Jimenez, Director of Health, x4526

Attachment:

Service Agreement is on file with the Clerk of the Board.

