



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DAN KAPLAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: JANUARY 17, 2025 DS
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SUBJECT: NEW CONTRACT: **MOBISTREAM SOLUTIONS (FOR PROFIT)** TO PROVIDE SECURE INSTANT MESSAGING LICENSES, SUPPORT, AND MAINTENANCE.

CONTRACT TERM: 05/01/25 – 4/30/28

CONTRACT AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$622,475	\$62,248	\$684,723

ANNUAL AMOUNT:	<u>FY 25/26</u>	<u>FY 26/27</u>	<u>FY 27/28</u>
	\$204,00	\$207,325	\$211,150

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$466,856	\$92,468	\$80,922	\$62,248	\$684,723
PERCENTAGE:	75%	12%	13%	100%	

The Human Services Agency (HSA) requests authorization to enter into a new sole source contract with MobiStream Solutions (MobiStream) for the period of May 1, 2025 through April 30, 2028, in an amount of \$622,475 plus a 10% contingency for a total amount not to exceed \$684,723. The purpose of the contract is to provide annual subscription, support, and maintenance for secure instant messaging solution from MobiStream.



Background

HSA staff increasingly encounter clients who are unwilling to, or cannot, use email when communicating regarding benefits and case related matters. Text-messaging style communications such as Short Message Service (SMS) or consumer Instant Messaging (IM) apps are alternatives that are more acceptable to clients. However, a serious drawback is that communications conducted via SMS and IM are not well secured – information crossing these systems can be intercepted and read by third parties. As such, sensitive information (Personal Identifiable Information (PII) or Protected Health Information (PHI)) cannot be adequately protected when using SMS or regular IM. This prevents HSA staff from using SMS or IM when conducting business with clients. To fill this gap, HSA can use a secure IM application, in which communications are protected by encrypting messages and the app provider is contractually obligated to comply with state and federal security and privacy regulations.

On May 1, 2022 HSA entered a contract through a Request for Proposal with Mobistream who designed, implemented, and deployed our Secure Instant Messaging (SIM) service. This service was custom built for HSA and requires Mobistream to continue providing annual support and maintenance as well as our subscription renewal. This will also include as needed professional services for new add on and features.

Services to be Provided

Contractor will provide the following services:

1. Annual Support and Maintenance for Secure Instant Messaging
2. Annual Secure Messaging Services for up to 35,000 monthly active users
3. As-needed professional services for software customization.

Selection

The Contractor was selected through a sole source waiver # OCAWVR0010636

Funding

Funding for this contract is provided through Federal, State, and County General Funds.

ATTACHMENTS

Appendix A, Scope of Services
Appendix B, Budget
Sole Source Memo

Appendix A – Services to be Provided

MobiStream Solutions Secure Instant Messaging May 1, 2025 – April 30, 2028

I. Purpose of Contract

The purpose of this contract is to provide an annual license, support, and maintenance for Secured Instant Messaging.

II. Definitions

Contractor	MobiStream Solutions (MobiStream)
CCSF	City and County of San Francisco
HSA	Human Services Agency of the City and County of San Francisco
PII	Personal Identifiable Information
External Users	Users who are not HSA staff; i.e., partners and clients
Internal Users	HSA staff
SIM	Secure Instant Messaging

III. Target Population

The target population comprises City and County of San Francisco (CCSF) HSA staff, community partners, and clients (San Francisco residents) who receive any HSA benefits. This population is logically partitioned into two groups: internal users (HSA staff, up to approximately 2,500) and external users (other CCSF department staff, CBO staff, and clients, up to 250,000).

IV. Description of Services

The contractor will provide a solution for instant messaging in text, voice, and video formats among HSA employees, partners, and clients. This solution is supported on mobile devices (smartphones, tablets, etc.) as well as computer workstations. The solution must meet the following criteria:

1. Supports real-time, short-message text "messenger"-style communications among internal and external users.
2. HSA clients do not pay for access to or use this solution.
3. It is easy to adopt: no more complex than going to the official app store, downloading an app, and registering for a free account. In particular, the solution must work with clients' existing email accounts; i.e., there is no need to create new email accounts.
4. External user accounts must be self-administered or have the option for administration by a third party.

5. Messages must be centrally archived, retained, and retrievable for eDiscovery and government public records laws. Exports must include sender identifiers (who sent the message) and timestamps (when the message was sent). Messages must be kept for no less than 3 years.
6. End users can retrieve messages, allowing transfer of information to systems of record, or to others who may require this information for other purposes (e.g., a judge or police).
7. External users cannot identify other external users of the service.
8. All users can attach files to their messages.
9. Mobile application must be supported on Google Android and Apple iOS/iPadOS operating systems.
10. Desktop application must be supported on Windows operating systems.
11. Communications must be encrypted using Advanced Encryption Standard (AES), using a minimum 128-bit encryption but preferably 256-bit encryption.
12. Access control must protect messages from unauthorized disclosure. This may mean a password-protected app at least for internal users.
13. Ability to restrict/control what devices can be used with internal user accounts.
14. Provides self-service password reset for external users, or the solution provider must provide support for password resets.
15. Internal users who use the service in the field are not required to log into VPN.
16. The mobile app can be branded and customized per HSA specifications.

V. Licensing and Maintenance

The contractor will provide the following:

1. Annual Support and Maintenance for Secure Instant Messaging
2. Annual Secure Messaging Services for up to 35,000 monthly active users
3. As-needed professional services for software customization.

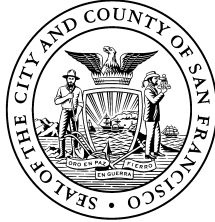
HSA may optionally engage with Contractor for ShadowHQ, an out-of-band virtual workspace for incident management. This virtual workspace is used for internal and partner communication and coordination by responders during an incident where existing HSA systems cannot be used due to disaster or compromise.

**APPENDIX B – Budget
MobiStream Solutions
Secure Instant Messaging
May 1, 2025 – April 30, 2028**

MobiStream Annual Fee Schedule	Year 1	Year 2	Year 3	Total
Annual Support & Maintenance				
Total Support & Maintenance	\$36,500	\$36,500	\$38,500	\$111,500
Annual Secure Messaging Services up to 35,000 monthly active users	\$31,500	\$33,000	\$34,150	\$98,650
Annual Audio/Video for 12,000 monthly video users	\$36,000	\$37,825	\$38,500	\$112,325
As-Needed Professional Services – Software Engineering Services				
Average Hourly Rate = \$90.00				
Total Development Hours = 1,111	\$100,000	\$100,000	\$100,000	\$300,000
Total	\$204,000	\$207,325	\$211,150	\$622,475

- I. Total Contract Amount is **\$622,475**
- II. Contingent amounts up to **\$62,248** may be available at the City’s Sole and absolute discretion
- III. Total Not-To-Exceed is **\$684,723**.

City & County of San Francisco
London N. Breed, Mayor



Office of the City Administrator
Carmen Chu, City Administrator
Andrico Q. Penick, Director of Real Estate

Sole Source Contract with Mobistream for Secure Instant Messaging Solution

The City and County of San Francisco, Human Services Agency (HSA) is seeking a sole source contract with Mobistream for our Secure Instant Messaging Solution. Our current contract, 1000025294, will end on 4/30/2025.

HSA staff increasingly encounter clients who are unwilling, or cannot, use email when communicating regarding benefits and case related matters. Instant Messaging (IM) is an alternative that works well in such circumstances; however, a serious drawback is that communications conducted via IM are not confidential – information contained in IM messages can be intercepted and read by a third party. As such, sensitive information (Personal Identifiable Information (PII) or Protected Health Information (PHI)) cannot be protected when using regular IM. This prevents HSA staff from using IM when conducting business with clients. Using a secure version of IM, known as secure IM, communications are protected by encrypting messages.

Mobistream's solution currently provides:

- Centralized retention and search of messages, including end user capability to export conversations for inclusion in systems of record, and administrators for eDiscovery and public records requests, when applicable
- Customized labeling of conversations by case number for tracking
- Customized control of initiation and termination of conversations to prevent misdirected communications and abuse
- Differentiated user interfaces and functionality for employees versus clients/customers.

Background and Justification

On March 11, 2022, HSA released RFP #1012 to receive proposals for a secure messaging solution. The awarded vendor was Mobistream, who designed, implemented, and deployed our Secure Instant Messaging (SIM) service. This service was custom built for HSA and requires Mobistream to continue providing annual support and maintenance as well as our subscription renewal. We will also require as needed professional services for new add on and features.

Approved By:  Dan Kaplan
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