



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

Office of Early Care  
and Education

P.O. Box 7988  
San Francisco, CA  
94120-7988  
[www.SFHSA.org](http://www.SFHSA.org)



**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

<b>TO:</b>	HUMAN SERVICES COMMISSION				
<b>THROUGH:</b>	TRENT RHORER, EXECUTIVE DIRECTOR				
<b>FROM:</b>	DAN KAPLAN, DEPUTY DIRECTOR ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS				
<b>DATE:</b>	APRIL 22, 2022				
<b>SUBJECT:</b>	NEW CONTRACT: <b>MOBISTREAM SOLUTIONS (FOR PROFIT)</b> TO PROVIDE SECURE INSTANT MESSAGING				
<b>CONTRACT TERM:</b>	05/01/22 – 4/30/25				
<b>CONTRACT AMOUNT:</b>	<u>New</u>	<u>Contingency</u>			<u>Total</u>
	\$770,564	\$77,056			\$847,620
<b>ANNUAL AMOUNT:</b>	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>	
	\$461,000	\$103,188	\$103,188	\$103,188	
<b>Funding Source</b>	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>FUNDING:</b>	\$577,923	\$92,468	\$100,173	\$77,056	847,620
<b>PERCENTAGE:</b>	75%	12%	13%	100%	

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The Human Services Agency (HSA) requests authorization to enter into a new contract with MobiStream Solutions (MobiStream) for the period of May 1, 2022 through April 30, 2025, in an amount of \$770,564 plus a 10% contingency for a total amount not to exceed \$847,620. The purpose of the contract is to provide a secure instant messaging solution.

## **Background**

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.

HSA would like to enter into a new contract with MobiStream for a secure IM solution that shall be tailored to meet HSA business requirements.

## **Services to be Provided**

MobiStream will design, implement and deploy a Secure Instant Messaging (SIM) service which will include these three phases:

1. Design phase will involve engaging with HSA staff to collect, analyze and design user interface and other end-user functional requirements for customization of the mobile app. (4 weeks)
2. Implementation phase will include Development, configuration and optional intermediate testing by HSA staff, along with a mandatory user acceptance testing. (10-12 weeks)
3. Deployment phase will include operational integration of the SIM service with HSA infrastructure, including user authentication, reporting and end user support. (4 weeks)

For a detailed breakdown of service components, please see Appendix A: Scope of Service.

## **Selection**

Contractor was selected through Request for Proposals (RFP) # 1012, which was competitively bid on March 11, 2022.

## **Funding**

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

**ATTACHMENTS**

Appendix A – Services to be Provided

Appendix B – Budget

## **Appendix A – Services to be Provided**

### **MobiStream Solutions Secure Instant Messaging May 1, 2022 – April 30, 2025**

#### **I. Purpose of Contract**

The purpose of this contract is a secure Instant Messaging solution.

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

#### **IV. Description of Services**

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:

- Supports real-time, short-message text "messenger"-style communications among internal and external users.
- HSA clients do not pay for access to or use of this solution.
- 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., no need for creating new email accounts.
- External user accounts must be self-administered or must have the option for administration by a third party.
- 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.

- 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).
- External users cannot identify other external users of the service.
- All users can attach files to their messages.
- Mobile application must be supported on Google Android and Apple iOS/iPadOS operating systems.
- Desktop application must be supported on Windows operating systems.
- Communications must be encrypted using Advanced Encryption Standard (AES), using a minimum 128-bit encryption but preferably 256-bit encryption.
- Access control must protect messages from unauthorized disclosure. This may mean a password-protected app at least for internal users.
- Ability to restrict/control what devices can be used with internal user accounts.
- Provides self-service password reset for external users, or the solution provider must provide support for password resets.
- Internal users who use the service in the field are not required to log into VPN.

The mobile app can be branded and customized per HSA specification.

Contractor work will include these three phase and is projecting a total of 20 weeks to complete the project, as detailed below:

1. Design phase will involve engaging with HSA staff to collect, analyze and design user interface and other end-user functional requirements for customization of the mobile app. (4 weeks)
2. Implementation phase will include Development, configuration and optional intermediate testing by HSA staff, along with a mandatory user acceptance testing. (10-12 weeks)
3. Deployment phase will include operational integration of the SIM service with HSA infrastructure, including user authentication, reporting and end user support. (4 weeks)

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, 2022 – April 30, 2025**

**Option 1 – Build & Perpetual License**

This option includes the use of MobiStream core secure messaging product with customizations specific to internal use cases and 3rd party internal subcontractors. This option also includes an external application which is shared IP and completely built to HSA design specs.

Internal user licenses to use the software is unlimited however, are subject to Stream System Access and Licensing Fees.

<b>Build &amp; Deploy</b>	<b>500 Users</b>	<b>2,500 Users</b>
<b>HSA Communications Platform</b> (Desktop & Mobile) <ul style="list-style-type: none"> <li>Internal Applications (Desktop (Web), Android, iOS)</li> <li>Custom External Application (Android, iOS)</li> <li>Admin Portal &amp; Archiving</li> <li>Environment design &amp; Setup</li> <li>Product roll out support</li> </ul>	405,000	405,000
<b>New Feature: GPS Location Share for onsite visits</b>	<b>Included</b>	<b>Included</b>
<b>New Feature: DocuSign integration for digital signature</b>	<b>Included</b>	<b>Included</b>
Training	Included	Included
Knowledge Transfer	Included	Included
<b>User Licenses</b> Unlimited Site License for HSA Dept including subcontractors and partners. Unlimited external clients	Included	Included
<b>Sub-Total</b>	<b>405,000</b>	<b>405,000</b>
<b>Social Responsibility Discount</b> <i>At MobiStream we believe in using technology in positive ways to improve the quality of people's, families' and children's lives. We want to continue our contributions and be a part of any positive change our technology can bring to others.</i>	(40,000)	(40,000)
<b>HSA Software License – Total</b>	<b>\$ 365,000</b>	<b>\$ 365,000</b>

<b>Annual Fees</b>	<b>500 Users</b>	<b>2,500 Users</b>
Annual Messaging Service up to 35,000 monthly active users	25,000	30,000
Annual Software Support & Maintenance	30,000	30,000
Optional Annual Audio/Video for 12,000 monthly video users	36,000	36,000

<b>ShadowHQ Options Annual Fees</b>	<b>20 Users</b>	<b>50 Users</b>
Optional – ShadowHQ Year 1	No Charge	No Charge
Optional – ShadowHQ Year 2 & 3 & 4	3,588	7,188

<b>Total Cost – 4 Years</b>	<b>Base</b>	<b>Base + Video/Voice + ShadowHQ</b>
Total Cost Estimate – Base 500 Users Base = Messaging and Annual Support & Maintenance	<b>\$ 585,000</b>	\$ 750,564
Total Cost Estimate - 2500 Users Base = Messaging and Annual Support & Maintenance	<b>\$ 605,000</b>	\$ 770,564

**APPENDIX B – Budget  
MobiStream Solutions  
Secure Instant Messaging  
May 1, 2022 – April 30, 2025**

The table below summarizes the total cost by component by fiscal year.

Item	FY21/22	FY22/23	FY23/24	FY24/25
Item 1: HSA Software License	\$365,000			
Item 2: Annual Messaging Service up to 35,000 monthly active users	\$30,000	\$30,000	\$30,000	\$30,000
Item 3: Annual Software Support & Maintenance	\$30,000	\$30,000	\$30,000	\$30,000
<b>Total cost for each fiscal year:</b>	<b>\$ 425,000</b>	<b>\$60,000</b>	<b>\$60,000</b>	<b>\$60,000</b>
Item 4 (Optional): Annual Audio/Video for 12,000 monthly video users	\$36,000	\$36,000	\$36,000	\$36,000
Item 5 (optional): ShadowHQ Year 1	No Charge			
Item 5 (optional): ShadowHQ Year 2 & 3 & 4		+\$7,188	+\$7,188	+\$7,188
<b>Total cost for each fiscal year, including Options:</b>	<b>\$ 461,000</b>	<b>\$103,188</b>	<b>\$103,188</b>	<b>\$103,188</b>