



COUNTY OF SAN MATEO
Inter-Departmental Correspondence

Information Services Department

DATE: August 11, 2009
BOARD MEETING DATE: August 25, 2009
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors

FROM: Chris Flatmoe, CIO/Director of Information Services

SUBJECT: An Agreement with Forward Advantage, Inc. for installation and maintenance of Imprivata's "OneSign" Single Sign-On

RECOMMENDATION:

Adopt a Resolution:

- A. Authorizing the President of the Board to execute an Agreement with Forward Advantage, Inc. to provide installation and maintenance of Imprivata's "OneSign" Single Sign-On solution for the term September 1, 2009, to August 31, 2012, for a total maximum obligation of \$503,741.50; and
- B. Authorizing the Chief Information Officer or his designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate) and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

BACKGROUND:

The County's IT security policies include password length, strength and frequency of required changes. While the requirement for an effective IT security strategy is clear, making it easy for the user community to support our IT security policies is critical. Presently, users of the County's IT infrastructure have multiple user IDs and passwords for different systems. The requirement to remember several passwords as well as manage unsynchronized password change dates leads to user frustration, productivity loss, or lessened security. For these reasons, ISD conducted RFP # 1221 to select an Enterprise Single-Sign-On (ESSO) solution.

This solution, along with a recommendation of proximity card reader technology, will reduce and/or eliminate the number of passwords County users must remember, allowing us to securely provide access to applications supported by the County and



by other jurisdictions. The recommended solution will provide self service password reset capability, and in a pilot form has shown to increase end-user satisfaction.

DISCUSSION:

An enterprise single-sign on solution will provide a more cohesive log on process across multiple applications. Additionally, ESSO will enhance existing security and provide increased auditing capability. IT security will be enhanced as ESSO should reduce, and even eliminate, the sharing of network/application credentials.

As mentioned in the Countywide Information Technology Strategic Plan (ITSP) – May 2008, implementation of a Single Sign-On solution will allow the creation of a user profile allowing secure access to multiple applications without having to log into applications separately. In addition, bio-metric technologies, to include proximity readers, can be incorporated, eliminating the need for frequent password changes while still ensuring the use of “hardened” passwords. Various Gartner Group studies have estimated that 25% to 35% of calls made to IT Service Desks are related to password resets. For some organizations, the number is much higher. The Agreement includes a Volume Purchase Agreement that permits other California municipalities and government agencies to pool their purchasing power with the County’s in order to reduce the cost of related equipment to all participants.

The Contractor has assured compliance with the County’s Contractor Employee Jury Service Ordinance, as well as all other contract provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination, and equal benefits. County Counsel has reviewed and approved the Agreement and Resolution as to form.

Approval of this Agreement contributes to the Shared Vision 2025 outcome of a Collaborative Community by providing more effective County Support Services by reducing the number of calls made to the County’s ISD Service Desk and by making application log-in more efficient.

Performance Measure(s):

Measure	FY 2008-09 Actual	FY 2009-10 Projected
Number of Application Password Reset Requests to County IT Help Desk	7,153	3,500
Profiled (Password Process ESSO-Enabled) Applications	10-15	100+

FISCAL IMPACT:

The term of this Agreement is from September 1, 2009, to August 31, 2012. The total maximum obligation under this Agreement is \$503,741.50. Funds for this Agreement are included in ISD’s Tentatively Approved FY 2009-10 Budget, and future years’ costs will be included in subsequent years’ recommended budgets.

REQUEST FOR PROPOSAL PROCESS MATRIX

1.	General description of RFP	Enterprise Single-Sign On solution for the County with following goals: Increase end-user productivity and experience; Provide more automated, secure, auditable and responsive security access; Reduce the issue of password clutter; Provide capability for self-service password resets; Provide security policy enforcement; Reporting capabilities supporting security audit
2.	List key evaluation criteria	<p>General –</p> <p>Support for the following: Active Directory, eDir, MS Windows 2000, XP, Vista Resuming session, multiple accounts Ability to respond to mandatory PW changes County PW standards compliance Biometrics support Ease of installation, implementation and maintenance/support Provisioning Administration/Configuration Environment/Infrastructure requirements Redundancy/Security</p>
3.	Where advertised	County of San Mateo web-site San Mateo County Times
4.	In addition to any advertisement, list others to whom the RFP announcement was sent	<p>Actividentity Corp – Fremont, CA Citrix Systems – San Francisco, CA CA, South San Francisco, CA Courion -Framingham, MA Dataway, Inc. – San Francisco, CA IBM – Sunnyvale, CA Imprivata – Lexington, MA KIS – Fremont, CA Meridian IT – Mt View, CA Novell – San Jose, CA Microsoft – Bellevue, WA Oracle – Redwood Shores, CA PassLogix – New York, NY Quest Software – San Francisco, CA</p>
5.	Total number of RFP's sent to prospective proposers	14
6.	Number of proposals received	13

7.	Who evaluated the proposals	Stormy Maddux Jim Beaumont Tamara Seney Ignacio Guerrero Andrew Allee Belle Sierra Robert Anaya Phillip Bissada Clarisa Soriano Shawn Yu Erik Larson Glenn Dela Cruz Michael Aratow
8.	In alphabetical order, names of proposers (or finalists, if applicable) and location	Forward Advantage, Inc., Fresno, CA Sentillion, Inc., Andover, Massachusetts