



**COUNTY OF SAN MATEO**  
**Inter-Departmental Correspondence**

Information Services Department

**DATE:** July 20, 2009  
**BOARD MEETING DATE:** August 25, 2009  
**SPECIAL NOTICE/HEARING:** None  
**VOTE REQUIRED:** Majority

**TO:** Honorable Board of Supervisors  
**FROM:** Chris Flatmoe, CIO/Director Information Services  
**SUBJECT:** Purchase of BigFix Perpetual License and Support

**RECOMMENDATION:**

Adopt a Resolution:

- 1) Waiving the Request for Proposal Process; and
- 2) Authorizing the County Purchasing Agent to issue a Purchase Order to Accuvant, Inc., to provide a perpetual license for a BigFix System Lifecycle Management Platform and associated support, for the term August 25, 2009, to August 24, 2012, with a total fiscal obligation not to exceed \$348,000.

**BACKGROUND:**

In 2004, in recognition of the damage caused by the Slammer Worm Virus to County computer systems, the County purchased and installed a countywide Patch Management System—known as “BigFix,” purchased from Accuvant, Inc.—to facilitate fighting any virus outbreaks in the future. The County purchased the initial software patch solution on a subscription basis, which meant the County purchased a product license each year.

In 2008, in response to Cool County initiatives and the Green Team efforts, a PC Power Management Module was purchased for the BigFix system, saving the County energy costs while lowering the County’s carbon footprint. The PC Power Module was purchased as a perpetual license, meaning the County owns the software and pays a maintenance cost per seat for upgrades and ongoing support.

**DISCUSSION:**

The initial cost of perpetual licensing for software of this kind can be high in the short-term but results in lower ongoing costs for use of a product year-after-year. BigFix, Inc. has offered the County the opportunity to purchase its full product suite



as a perpetual license at a substantial discount (\$50,000.00), which will increase functionality of the product while lowering out-year support costs by \$25,000.00 per year. BigFix, Inc. will allow the licensing cost to be paid over a three-year period with no interest charges for additional savings to the County. In addition to these savings, BigFix, Inc. is in the visionary column of Gartner's 2009 Magic Quadrant report for endpoint protection platforms. Gartner is a respected, independent third party research and consulting firm that evaluates technology solutions and its 'Magic Quadrant' is a research report that compares product lines from different vendors. Based on the savings and the quality of this necessary software product, it is in the best interest of the County to waive the Request for Proposal process.

With the full Patch Management System product suite, the County will continue to benefit from the substantial investment in training and labor expended to distribute and install the product for virus patch and power management, while also gaining the ability to do hardware and software asset management, allowing countywide visibility into license compliance should the need arise from litigation. Additionally, the full product suite will offer the County the ability to explore alternative support / warranty products based upon accurate inventory counts and simplifying remote support, with the reporting computers' hardware and software asset information being visible to support technicians. These added features of the produce suite will therefore benefit the County and foster its efforts to minimize expenditures for necessary services.

County Counsel has reviewed and approved the Resolution as to form.

Approval of this Purchase Order contributes to the Shared Vision 2025 outcome of a Collaborative Community by allowing County departments access to patches that are quickly and efficiently distributed, while also allowing cost savings through energy efficiency and increasing the accuracy of future support and maintenance agreements.

**Performance Measure(s):**

<b>Measure</b>	<b>FY 2008-09 Actual</b>	<b>FY 2009-10 Projected</b>
<b>Percent of time information and technology services are available</b>	<b>99.8%</b>	<b>99.8%</b>
<b>Percent of County PC's using Server-based PC Power-Management Software</b>	<b>95%</b>	<b>95%</b>

**FISCAL IMPACT:**

The license being purchased is perpetual, and the term of the service portion of this Purchase Order is August 25, 2009, to August 24, 2012. The total obligation for this Purchase Order is not to exceed \$348,000, of which \$116,000 is included in ISD's Fiscal Year 2009-10 Tentatively Adopted Budget, with future payments to be included in future year's recommended budgets.