



## Board Report

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**File #:** A 19-140, **Version:** 1

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- a. Approve and authorize the Director of the Information Technology Department (ITD) to execute a non-standard Entrust Datacard Maintenance and Support Plan agreement with Entrust Inc. (Entrust) for renewal of County-owned Entrust licenses used for public safety communications, and for support and maintenance of County-owned Entrust products, for a term retroactive to August 1, 2018 through July 31, 2020 in an amount not to exceed \$16,128;
- b. Approve and authorize the Director of ITD to execute a non-standard Letter of Engagement with Entrust for upgrade of County-owned Entrust products to incorporate two-factor authentication, effective May 22, 2019 through December 31, 2019, in an amount not to exceed \$17,300; and
- c. Authorize the Director of ITD to renew the Entrust Datacard Maintenance and Support Plan agreement for up to three (3) renewal periods of one (1) year each, subject to County Counsel review, provided the total additional costs do not exceed 10% of the original cost and the terms of this support and maintenance agreement remain substantially the same.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Information Technology Department (ITD) to execute a non-standard Entrust Datacard Maintenance and Support Plan agreement with Entrust Inc. (Entrust) for renewal of County-owned Entrust licenses used for public safety communications, and for support and maintenance of County-owned Entrust products, for a term retroactive to August 1, 2018 through July 31, 2020 in an amount not to exceed \$16,128;
- b. Approve and authorize the Director of ITD to execute a non-standard Letter of Engagement with Entrust for upgrade of County-owned Entrust products to incorporate two-factor authentication, effective May 22, 2019 through December 31, 2019, in an amount not to exceed \$17,300; and
- c. Authorize the Director of ITD to renew the Entrust Datacard Maintenance and Support Plan agreement for up to three (3) renewal periods of one (1) year each, subject to County Counsel review, provided the total additional costs do not exceed 10% of the original cost and the terms of this support and maintenance agreement remain substantially the same.

**SUMMARY/DISCUSSION:**

It is critical as part of the Criminal Justice Information Services (CJIS) compliance that public safety users in the County have a supported multifactor authentication mechanism in place.

Two products were tested. Entrust Identity Guard was the preferred choice as it provides a more user-friendly experience. Accordingly, ITD recommends the Board consider and approve (1) an agreement for renewal of 1,400 County-owned Entrust licenses, with 2 years of support and maintenance and (2) an agreement to upgrade the County's existing Entrust products to incorporate the latest Entrust multifactor authentication product, thereby satisfying the CJIS requirement. Further, ITD recommends that the Board authorize up to three one-year renewals of the Entrust support and maintenance agreement, subject to County Counsel review and provided the terms of the agreement remain substantially the same.

Previously, the Board approved an agreement for purchase of Entrust licenses and support from a third-party seller, Quick PC Support (QPCS). QPCS is no longer participating as a third-party seller of these services;

therefore, the County must now contract directly with Entrust for the necessary licenses and support. The current Entrust products utilized by the County and other public safety agencies in the County are obsolete and will no longer be supported by Entrust.

In addition to the Sheriff's Office, the King City Police Department, Greenfield Police Department, Gonzales Police Department, Marina Police Department, California State University Monterey Bay Police Department, Presidio of Monterey Police Department, Carmel Police Department and Pacific Grove Police Department use Entrust products for public safety communications.

The Entrust agreements contain terms that are non-standard to the County but are common in the information technology industry. The Director of ITD recommends that the Board approve these agreements in order to achieve the important purpose of facilitating secure and legally compliant communications by the public safety agencies located in Monterey County. Per their business practice, Entrust will sign second to the County and provide fully executed agreements for ITD contracts files.

**OTHER AGENCY INVOLVEMENT:**

County Counsel does not approve the following non-standard provisions:

Entrust Datacard Maintenance and Support Plan agreement: auto-renewal of yearly terms, payment in advance for services, late payment fees, limitations on warranty obligations, limitations on the type of and amount of damages available to the County for breach, force majeure provisions, disputes governed by New York law, and venue of disputes in Minnesota.

Letter of Engagement for Multifactor Authentication Upgrade: limitations on the type and amount of damages available to the County in the event of breach, force majeure provisions, and applicability of New York law to disputes.

**FINANCING:**

Costs for these agreements are included in the FY 2018-19 Adopted Budget, Appropriation Unit INF002, Budget Unit 8434. Future year costs and matching reimbursement will be included in respective fiscal year budget submittals.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

This project will enable County law enforcement and public safety agencies, as well as other public agencies in Monterey County, to stay in compliance with the Criminal Justice Information Services (CJIS) requirements of multifactor authentication and supported/up to date software.

- Economic Development
- Administration
- Health and Human Services
- Infrastructure
- Public Safety

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Approved by:

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Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: Entrust Datacard Maintenance and Support Plan Agreement; Entrust Letter of Engagement for multifactor authentication upgrade