

## Travis County Commissioners Court Agenda Request

**Meeting Date:** October 16, 2012

**Prepared By/Phone Number:** Lori Clyde/854-4205

**Elected/Appointed Official/Dept. Head:** Cyd Grimes

**Commissioners Court Sponsor:** Judge Biscoe

**Agenda Language:** APPROVE CONTRACT AWARD FOR AN IDENTITY MANAGEMENT SOLUTION, CONTRACT NO. 4400001147, TO THE HIGHEST QUALIFIED RESPONDENT, SHI GOVERNMENT SOLUTIONS, INC.

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

A Request for Proposal was issued November 22, 2011 to Cooperative Contract Vendors for an Identity Management Solution for the Travis County. Four proposals were received January 26, 2012. After evaluating the proposals and receiving Best and Final Offers, the evaluation committee recommends awarding to SHI Government Solutions, Inc. as the highest qualified respondent for the County.

Today, most of Travis County computer systems and applications are islands unto themselves and are maintained and administered as discrete entities. This adds layers of complications when managing user access and privileges, across a myriad of unsynchronized programs that an individual employee needs to do their day-to-day duties. Some of the issues this solution will address are, but not limited to:

- **Unmanageable Number of User Accounts and Complex Provisioning:** The provisioning process monitors access right and privileges to ensure security of Travis County IT infrastructure. Currently, this process is manual and causes delays and reduced user and administrator productivity. For example, when an employee is retiring or being removed from employment, there are

- at least 15 individual assignments for ITS employees to cancel access.
- **Data Inconsistency:** This has resulted in user information found in multiple applications and systems rather than in one single location that could be shared.
- **Duplicated Development Work:** This has resulted in inconsistencies in the County's underlying user security repositories.
- **Multiple Passwords:** This is the result from systems and applications using different sources for user credentials and rights.

The solution from SHI will resolve these and other issues with regard to Identity Management. This will allow ITS staff to manage Travis County employee access in a holistic manner that will improve the administrative process through process efficiencies and automation. The following are examples of benefits that will be delivered to Travis County staff:

- **Improved user self-service capabilities** – Travis County users will be able to request access to applications and systems from a central location. The routing of these requests for approval will take place automatically (without the user's foreknowledge of whom those individuals may be) and the eventual granting of privileges will be handled without the need of support staff intervention.
- **Improved cost saving** - Improved user account administration to user account ratio, accomplished through automation, rather than the current manual effort.
- **Improved policy enforcement** – Better regulatory compliance and audit results. This is accomplished through automated logging of transactions and reporting.

The total cost of this purchase is \$1,494,547.16, of which \$162,324.64 is the maintenance fee for the initial year and \$95,000 is estimated for travel related expenses. The product maintenance for the initial year will be prorated to expire August 31, 2013 to be coterminous with our existing product maintenance. After the initial year, the contract includes a 3% cap on the annual maintenance.

- **Contract Expenditures:** Within the last 12 months \$0.00 has been spent against this requirement.

➤ **Contract-Related Information:**

Award Amount: \$1,494,547.16  
Contract Type: Purchase/Maintenance/Professional Services  
Contract Period: October 16, 2012 – August 31, 2013

➤ **Solicitation-Related Information:**

Solicitations Sent: 5                      Responses Received: 4  
HUB Information: Awarded              % HUB Subcontractor:  
vendor is a HUB.

➤ **Special Contract Considerations:**

- Award has been protested; interested parties have been notified.
- Award is not to the lowest bidder; interested parties have been notified.
- Comments:

➤ **Funding Information:**

- SAP Funds Reservation No.: 300000198
- Funding Account(s): 1128000001 511870, 1128000001 520210, 1120060001 511550
- Comments:



Travis County Courthouse, Austin, Texas

## TRAVIS COUNTY INFORMATION TECHNOLOGY SERVICES


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**DATE:** October 9, 2012

**TO:** Cyd V. Grimes, C.P.M. – Travis County Purchasing Agent

**FROM:** Walter LaGrone, Interim Chief Information Officer

**SUBJ:** Recommendation to Award the RFP P110293-LC to SHI Government Solutions for the Identity Management Project.



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### Proposed Motion:

*Recommendation to award the RFP P110293-LC to SHI Government Solutions for the Identity Management Project.*

### Summary & Staff Recommendation:

ITS is recommending that the Court award the Identity Management RFP, P110293-LC, to SHI Government Solutions. There were four respondents to this RFP and the solution presented by SHI Government Solutions provides the best value and most complete solution of the respondents.

### Issues and Opportunities:

Today, most of Travis County computer systems and applications are islands unto themselves and are maintained and administered as discrete entities. This adds layers of complications when managing user access and privileges, across a myriad of unsynchronized programs, that an individual employee needs to do their day-to-day duties. Some of the issues this solution will address are, but not limited to:

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**Budgetary and Fiscal Impact:**

The total impact of the purchase is \$1,494,547.16 and is located in the following accounts:

1128000001 511870	\$ 608,500.00
1128000001 520210	\$ 788,694.12
1120060001 511550	\$ 97,353.04

**Background:**

Each year the technology landscape of Travis County continues to grow in complexity and requires more integration points between applications and systems. This leads to several challenges amongst which are the requirements for synchronized login information, consistent information about the users of those systems, and controls over what those users are allowed to do in a given application to ensure best business practices and regulatory requirements are met. Currently, this is a 100% manual ITS staff effort. At times, this causes ITS staff to have to readdress or reset user account set-ups.

During the Better Enterprise Financial Information for Travis County (BEFIT) project planning and implementation process, it was determined that Travis County required a robust Identity and Access Management solution that could manage individual users, their authentication, authorization and privileges across Travis County enterprise system boundaries. ITS has worked with the BEFIT Team, Purchasing Office and County Attorney for the past year in an RFP process to identify a solution to provide this capabilities.

**Required Authorizations:**

LEGAL:	Tenley Aldridge, County Attorney’s Office
PURCHASING:	Lori Clyde, Purchasing Department
BUDGET:	Katie Gipson, Planning and Budget Office

Cc: Tanya Acevedo, Rod Brown, John Stark, Sheryl Holder, Bruni Cruz, Randy Lott, ITS

Evaluation Matrix  
RFS # S110195-LC Identity Management Solution

Evalautor:	EMC/Courion	SHI/NetIQ-Novell	SHI/SailPoint	Microsoft
Evaluator No. 1 Total Score	2.31	3.14	2.31	1.01
Evaluator No. 2 Total Score	2.19	2.91	2.44	0.93
Evaluator No. 3 Total Score	1.71	3.16	2.19	0.89
Evaluator No. 4 Total Score	2.31	3.25	2.44	1.43
Evaluator No. 5 Total Score	1.7	3.28	2.3	0
<b>Total Averaged Composite Score</b>	<b>2.04</b>	<b>3.15</b>	<b>2.34</b>	<b>0.85</b>