ANOKA COUNTY

AGENDA

INFORMATION TECHNOLOGY (IT) COMMITTEE
Commissioner Gamache (Chair)
Commissioner Schulte
Commissioner West

FOR THE, WEDNESDAY, MARCH 20, 2019 MEETING, at 11:00 a.m.
Or immediately following the Transportation Committee meeting, whichever is later.

Conference Room #772 - Anoka County Government Center

ACTION ITEMS:

*1. Consider recommending that the County Board approve Master Contract #C0006756 with Superion LLC, a Central Square company, for professional services, software licensing and maintenance related to supporting the County’s Enterprise Resource Planning (ERP) system - see attached Action Item from Susan Vreeland.

*2. Consider recommending that the County Board approve Resolution #2019-IT01 – “Appointing Security Official Pursuant to HIPAA Regulations and Data Privacy Concerns” - see attached Resolution.

*3. Consider recommending that the County Board approve the acquisition of a replacement user authentication platform from CDW Government LLC and Insight Public Sector, Inc. in the amount of $374,125.00, with a change order of $10,000.00, for a total five-year cost not to exceed $384,125.00 - see attached Action Item from Susan Vreeland.

*4. Consider recommending that the County Board approve the purchase of a replacement secure document transport system from Software House International (SHI) in the amount of $433,465.00 with a change order of $10,000.00, for a total five-year cost not to exceed $443,465.00 - see attached Action Item from Susan Vreeland.

*5. Consider recommending that the County Board approve the acquisition of a DNS and URL filtering solution from CDW Government LLC in the amount of $243,900.00 with a change order of $20,000.00, for a total five-year cost not to exceed $263,900.00 - see attached Action Item from Susan Vreeland.

*6. Consider recommending that the County Board approve Master Contract #C0007072 with All State Communications, Inc for purchase of services related to cabling projects for three (3) years having the option to renew for two (2) additional one-year terms, for a maximum possible contract term of five (5) years - see attached Action Item from Susan Vreeland.

*Requires board approval
*7. Consider recommending that the County Board approve Master Contract #C0007078 with Applied Business Communications of Minnesota, LLC for purchase of services related to cabling projects for three (3) years having the option to renew for two (2) additional one-year terms, for a maximum possible contract term of five (5) years - see attached Action Item from Susan Vreeland.

*8. Consider recommending that the County Board approve Master Contract #C0007073 with Hardwire Technology Company, LLC for purchase of services related to cabling projects for three (3) years having the option to renew for two (2) additional one-year terms, for a maximum possible contract term of five (5) years - see attached Action Item from Susan Vreeland.

**ADDITIONAL ITEMS:**

9. Public comments are welcome at this time. In consideration of others wishing to speak, please limit comments to two minutes.

10. Next scheduled meeting will be Monday, April 15, 2019 at 11:00 a.m. in Conference Room #772.

11. Adjourn

*Requires board approval
### ACTION REQUESTED
The IT Director is requesting that the Committee consider recommending the County Board approve the award of Master Contract #C0006756 with Superion LLC, a Central Square company, for professional services, ongoing software licensing and maintenance related to supporting the County’s Enterprise Resource Planning (ERP) system.

### BACKGROUND
In 2012, the County entered into a contract with Superion LLC, a Central Square company, (formerly SunGard) that provided the terms, costs, and ongoing maintenance structure for services, licensing, and other items related to the implementation of a new ERP system.

Since that time, there has been a change in the company’s ownership, our use of the system, and enhancements to the application. The current contract also contains language that is no longer applicable to the County’s needs and requirements.

As a result of those changes, we identified the need for a new Master Contract with Superion LLC, a Central Square company, that will allow us to ensure cost effective ongoing services and support.

### SOLUTIONS
A new Master Contract will define a predictable hourly rate for various areas of expertise, updated insurance requirements, and additional expectations of the vendor related to changes in the technical environment.

After the Master Contract is established and when professional services work is desired, the County will negotiate a Statement of Work for the services to be performed for each engagement; subject to the hourly rate, terms and conditions, and insurance requirements defined in the Master Contract.

### CONCLUSION
A Master Contract with Superion LLC, a Central Square company, will give the County a greater ability to acquire needed services and new technologies in a timely manner.

### RECOMMENDATIONS
Consider recommending that the County Board approve Master Contract #C0006756 with Superion LLC, a Central Square company, for professional services, ongoing software licensing and maintenance related to supporting the County’s Enterprise Resource Planning (ERP) system. Final approval as to form and content will be completed by the Anoka County Attorney’s Office.
RESOLUTION #2019-IT01
APPOINTING SECURITY OFFICIAL
PURSUANT TO HIPAA REGULATIONS
AND DATA PRIVACY CONCERNS

WHEREAS, the 1996 Health Insurance Portability and Accountability Act (HIPAA), and its implementing regulations, impose a variety of requirements on public and private entities that are considered covered entities to protect the privacy of individually identifiable health information; and,

WHEREAS, the Minnesota Government Data Practices Act, Minnesota Statutes §13.05 subd. 5 requires the Anoka County Responsible Authority to ensure the privacy and security safeguards for all private, confidential and non-public data; and,

WHEREAS, Anoka County has determined it is a covered entity for purposes of HIPAA because some county departments, units, or programs involve covered functions with individually identifiable health information that must comply with HIPAA requirements. Anoka County is a Hybrid Entity; and,

WHEREAS, Anoka County as a covered entity must designate an individual as the security official under the federal HIPAA regulations and the responsible authority requires assistance in ensuring the privacy and security for all Anoka County data:

NOW, THEREFORE, BE IT RESOLVED by the Anoka County Board of Commissioners that Susan Vreeland is hereby designated under 45 C.F.R. section 164.308 as the Security Official for Anoka County responsible for the development and implementation of policies and procedures required by the Security Standards for the Protection of Electronic Protected Health Information for Anoka County as well as general security standards for all Anoka County data. Dan Lekatz is hereby designated as backup Security Official for Anoka County.

BE IT FURTHER RESOLVED that the Anoka County Board of Commissioners delegate authority to the Anoka County Security Official to implement and periodically evaluate security policies and procedures developed for Anoka County generally and under the Security Standards for the Protection of Electronic Protected Health Information.

BE IT FINALLY RESOLVED that a copy of this resolution be forwarded to the Anoka County Attorney, Anoka County Administrator, Anoka County Division Managers, Anoka County Employee Resources Director, Anoka County Security Official, and Anoka County Privacy Official.
### ACTION REQUESTED
The IT Director is requesting that the Committee consider recommending to the County Board the acquisition of a replacement user authentication platform from CDW Government LLC and Insight Public Sector, Inc. in the amount of $374,125.00, with a change order of $10,000.00, for a total five-year cost not to exceed $384,125.00.

### BACKGROUND
MFA (Multi-Factor Authentication) is a technology to help confirm a user’s identity using two or more pieces of evidence (factors). This technology is widely recognized as the best way to secure information technology systems and data from unauthorized access.

The County has utilized an MFA solution for many years to secure access to systems for employees and vendors. However, as our needs continue to grow, the current solution does not provide for the County’s requirements for ease of use, ease of user support management, and the ability to easily integrate with the County’s various applications.

### SOLUTIONS
Alternate solutions provide the ability to meet the demand for growth, the capability to support all County staff and vendors, easier and faster logins for users, and the ability to respond to rapidly changing business needs.

After investigating multiple alternatives, including a new solution from our current provider, we narrowed the field down to three options. We then performed ‘proof of concept’ evaluations to determine the best solution for the County.

### CONCLUSION
The technology platform selected will provide a secure and reliable authentication method for County staff and vendors. The new solution will be able to grow and adapt to changing needs for many years to come.

### RECOMMENDATION
Consider recommending that the County Board approve the acquisition of a replacement enterprise Multi Factor Authentication solution from CDW Government LLC and Insight Public Sector, Inc. in the amount of $374,125.00, with a change order of $10,000.00, for a total five-year cost not to exceed $384,125.00.
## ACTION REQUESTED

The IT Director is requesting that the IT Committee consider recommending the County Board approve the purchase of a replacement secure document transport system from Software House International (SHI) in the amount of $433,465.00 with a change order of $10,000.00, for a total five-year cost not to exceed $443,465.00.

## BACKGROUND

County data, such as video, photos, and documents are shared through multiple processes – both internally and externally. In our current state of technology, the County adds tools and enhancements to continue to ensure information is transported in a secure, reliable manner.

## SOLUTIONS

An evaluation of the current processes was conducted. Comparisons were made to evaluate our current strategy to new technologies, and the evolving business needs of the County.

Other government entities were also interviewed to leverage their experiences with the enhancements we have been exploring. This research determined that a replacement secure transport system was an appropriate and timely solution.

## CONCLUSION

The solution that addressed County needs is a well-developed, reliable system that will help continue to facilitate secure sharing of data with our critical partners.

## RECOMMENDATIONS

Consider recommending that the County Board approve the purchase of a replacement secure document transport system from Software House International (SHI) in the amount of $433,465.00 with a change order of $10,000.00, for a total five-year cost not to exceed $443,465.00.
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<th><strong>ACTION REQUESTED</strong></th>
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<td><strong>BACKGROUND</strong></td>
<td>Malicious threats against the systems and data in all organizations continue to evolve at a rapid pace. An analogy is to picture the first bi-planes that over time evolved into the faster and more potent planes of WWII, then continued evolving into fighter jets, and now into stealth fighter jets that are super-fast, incredibly maneuverable, and difficult to detect.</td>
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| **SOLUTIONS** | A security layer, known as a DNS and URL filtering, would provide a front-facing protective layer to existing County security systems that will help ward off malicious threats before entering the County.  
To discover this solution, we investigated multiple filtering options, discussed and read experiences of other County and State users, and determined this technology is a necessary investment to help secure County data. |
<p>| <strong>CONCLUSION</strong> | The recommended solution will provide an additional line of defense against malicious threats to our systems, users, and data. Not only will a DNS and URL filtering solution protect a user while on the County network, but it will also protect mobile users when working from home or public places such as a coffee shop. |
| <strong>RECOMMENDATIONS</strong> | Recommend to the County Board the acquisition of a DNS and URL filtering solution from CDW Government LLC in the amount of $243,900.00 with a change order of $20,000.00, for a total five-year cost not to exceed $263,900.00. |</p>
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<td>BACKGROUND</td>
<td>We have a need for a Master Contract with All State Communications, Inc. that will allow us to more easily obtain purchase of services related to cabling projects associated with technology initiatives.</td>
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<td>SOLUTIONS</td>
<td>This Master Contract defines a predictable hourly rate for various areas of expertise, terms and conditions, and insurance requirements that adhere to the County's purchasing, financial policies, and operating procedures. When purchase of service work is desired after the Master Contract is established, the County will negotiate a Statement of Work for the actual work to be performed for each engagement, subject to the hourly rate, terms and conditions, and insurance requirements defined in the Master Contract.</td>
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<td>CONCLUSION</td>
<td>A Master Contract with All State Communications, Inc. will give the County a greater ability to acquire needed services in a timely manner.</td>
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<td>RECOMMENDATIONS</td>
<td>Consider recommending that the County Board approve Master Contract #C0007072 with All State Communications, Inc. for purchase of services related to cabling projects associated with technology initiatives. This contract is for three (3) years, with the County having the option to renew the Master Contract for two (2) additional one-year terms, for a maximum possible contract term of five (5) years.</td>
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### ACTION REQUESTED
The IT Director is requesting that the Committee consider recommending the County Board approve the award of Master Contract #C0007078 with Applied Business Communications of Minnesota, LLC for purchase of services.

### BACKGROUND
We have a need for a Master Contract with Applied Business Communications of Minnesota, LLC that will allow us to more easily obtain purchase of services related to cabling projects associated with technology initiatives.

### SOLUTIONS
This Master Contract defines a predictable hourly rate for various areas of expertise, terms and conditions, and insurance requirements that adhere to the County’s purchasing, financial policies, and operating procedures.

When purchase of service work is desired after the Master Contract is established, the County will negotiate a Statement of Work for the actual work to be performed for each engagement, subject to the hourly rate, terms and conditions, and insurance requirements defined in the Master Contract.

### CONCLUSION
A Master Contract with Applied Business Communications of Minnesota, LLC will give the County a greater ability to acquire needed services in a timely manner.

### RECOMMENDATIONS
Consider recommending that the County Board approve Master Contract #C0007078 with Applied Business Communications of Minnesota, LLC for purchase of services related to cabling projects associated with technology initiatives.

This contract is for three (3) years, with the County having the option to renew the Master Contract for two (2) additional one-year terms, for a maximum possible contract term of five (5) years.
## ANOKA COUNTY IT COMMITTEE ACTION ITEM

**MARCH 20, 2019**

### INFORMATION TECHNOLOGY DEPARTMENT

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<td>We have a need for a Master Contract with Hardwire Technology Company, LLC that will allow us to more easily obtain purchase of services related to cabling projects associated with technology initiatives.</td>
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| SOLUTIONS        | This Master Contract defines a predictable hourly rate for various areas of expertise, terms and conditions, and insurance requirements that adhere to the County’s purchasing, financial policies, and operating procedures.  

When purchase of service work is desired after the Master Contract is established, the County will negotiate a Statement of Work for the actual work to be performed for each engagement, subject to the hourly rate, terms and conditions, and insurance requirements defined in the Master Contract. |
| CONCLUSION       | A Master Contract with Hardwire Technology Company, LLC will give the County a greater ability to acquire needed services in a timely manner. |
| RECOMMENDATIONS  | Consider recommending that the County Board approve Master Contract #C0007073 with Hardwire Technology Company, LLC for purchase of services related to cabling projects associated with technology initiatives.  

This contract is for three (3) years, with the County having the option to renew the Master Contract for two (2) additional one-year terms, for a maximum possible contract term of five (5) years. |