



## Decision Memo

### Procurement Services Division

This form is required for all Professional Service Contracts over \$25,000 and as otherwise required by the Procurement Review Checklist.

Date: Feb 13, 2024

MinuteTraq (IQM2) ID #:

Department Requisition #: 924008

Requesting Department: DuPage ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupagecounty.gov	Contact Phone: 630-550-7743
Vendor Name: CDW Government LLC	Vendor #: 10667

#### Action Requested

- Identify the action to be taken and the total cost; for instance, approval of new contract, renew contract, increase contract, etc.

Recommendation for approval Purchase Order 924008 to CDW Government LLC for a CrowdStrike Services Retainer agreement per State of Illinois JPMC Crowdstrike Products Contract CMT22272200. The Tier 1 agreement is for 110 hours and will cover the period from April 13, 2024 through April 12, 2025. Total Contract: \$46,800.00.

#### Summary Explanation/Background

DuPage ETSB has a CrowdStrike monitoring services license offered through the State at no cost. In 2021, the Tech Focus Group recommended augmenting services to include the Retainer through CrowdStrike for cyber attack mitigation and assistance. This service was first procured in FY22-23 to provide professional technical assistance in the event of a cyber security breach to the 9-1-1 System network and recommends continuing the retainer agreement for FY24-FY25 ensures ETSB assistance in the event of a cyber attack.

#### Strategic Impact

Customer Service

Select one of the six strategic imperatives in the County's Strategic Plan this action will most impact and provide a brief explanation.

This is a renewal of a retainer service agreement which allows for rapid engagement if/when cybersecurity assistance is needed. This type of service ensures that technical assistance is immediately available and not delayed by the procurement process. A retainer is also more cost effective than time and material services where the wait time for such services would be detrimental to the delivery of 9-1-1.

#### Source Selection/Vetting Information

In 2021, a master contract was negotiated by the State of Illinois Department of Innovation and Technology, and allows ETSB to utilize the contract through joint purchasing as a governmental unit. The contract for CrowdStrike Retainer services between the State and CDWG was executed on February 25, 2022. A quote was obtained through CDWG referencing the master contract (JPMC Crowdstrike Products Contract CMT22272200) at a cost of \$46,800.00 for one (1) year.

#### Recommendations/Alternatives

- Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request.

1. Approve Purchase Order 924008 to allow for the service agreement.
2. Deny Purchase Order 924008 and the system have to contract professional outside technical assistance in the case of a breach delaying critical services to mitigate a breach and restore services.

#### Fiscal Impact/Cost Summary

- Include projected cost for each fiscal year, approved budget amount and account number, source of funds, and any future funding requirements along with any narrative.

This is a budgeted expense and sufficient funds exist in FY24-25 in 4000-5820-53090 in the amount of \$50,000.00.