

EXECUTIVE SUMMARY



01/20/2016

To: NASPO ValuePoint Management Board

From: Tim Hay for the Credit Monitoring Sourcing Team

RE: Evaluation/Award Summary and Recommendation for NASPO ValuePoint RFP 16000145 Data Breach and Credit Monitoring Services

This executive summary was prepared by NASPO ValuePoint staff for use by the Management Board. The official award documents are maintained by the Lead State in accordance with its procurement laws.

Background: The NASPO ValuePoint Management Board approved conducting a new solicitation for credit monitoring service. The resulting services would allow states to have a master agreement for necessary services in the event of a data breach. The Credit Monitoring Sourcing Team has concluded the RFP evaluation process and has made recommendations regarding the resulting proposed contract award. Accordingly, the team is seeking approval of the award by the NASPO ValuePoint Management Board. In this contract portfolio for NASPO ValuePoint, the sourcing team recommends a potential term up to five (5) years.

Sourcing Team: The RFP was led by Idaho and was developed with sourcing team involvement with members from four states: California, Connecticut, Oregon, and Washington. NASPO ValuePoint staff provided project oversight.

RFP Information: The RFP was issued on October 21, 2015. A pre-proposal conference was held October 29, 2015 and was attended by three vendors (all attending by phone). The RFP was amended three times. The RFP closed December 8, 2015.

Proposal Information: Four proposals were received. The Sourcing Team met January 5-7, 2016 in Boise, Idaho to complete evaluation and scoring of each offeror's proposal. Evaluation was based on business experience, organization and staffing, and proposed methods for providing services.

Evaluations: The RFP allowed for multiple vendor awards based on a total points out of a possible 1,000 points (600 for technical proposal; 400 for cost).

Supplier makeup: Consistent with the RFP evaluation criteria, the sourcing team recommends award to the following vendors: CSIdentity (CSID) and Identity Guard Solutions (dba ID Experts) for a total of two contractors.

Key benefits of new agreements: Below are some highlights of the benefits from the prospective contract awards:

1. Credit monitoring and associated services are often procured on an emergency basis when a breach occurs. Emergency contracts are generally far more expensive and include terms and conditions far less favorable to the public entity.
2. By awarding this contract to multiple vendors, we will significantly increase the capacity to provide services in the event of multiple large breaches at the same time, especially in the area of notifications

Conclusion: The State of Idaho management has reviewed and approved these award recommendations. I endorse the excellent work and analysis of the sourcing team and recommend your approval of the proposed awards and ask that we permit Idaho to move ahead with the recommended NASPO ValuePoint awards.