

COUNTY OF ROCKLAND  
Department of General Services  
Purchasing Division

# Contract Award Notification

Title: Cisco DUO Multi-Factor Authentication Software and Renewal

Contract Period: July 1, 2023 through June 30, 2026 w/2-1 year options

Original Date of Issue: May 22, 2023

Date of Revision:

**BID No:** RFB-RC-2023-029

**Ordering Method:** Special Request

Authorized Users: County Agencies, Political Subdivisions

Address Inquiries To:

Name: Sabrina Samuels  
Title: Purchaser II  
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E-mail: [samuels@co.rockland.ny.us](mailto:samuels@co.rockland.ny.us)

**Description**

This contract is for Cisco DUO Multi-Factor Authentication Software and Renewal.

Contract #	Vendor Number	Contractor & Address	Telephone No.
RFB-RC-203-029	0000023801	Computer Integrated Services LLC 100 Park Avenue, Suite 1614 New York, NY 10017 Contact: Richard Swinyard <a href="mailto:rswinyard@cisus.com">rswinyard@cisus.com</a>	212-577-6033

**RFB-RC-2023-029 CISCO DUO MFA**

**Computer Integrated Services LLC**

\$157,824.00

#	Items	Estimated	Unit of Measure	Unit Price	Manufacturer	Product/Model Code or Part Number	Total Cost
#0-1	3 YEARS - Cisco DUO MFA(Multi-Factor Authentication) or approved equal for up to 1,600 users	1600	User	\$ 98.64	CISCO DUO	CIS-MSP-DUO	\$ 157,824.0
#0-6	Unlimited Telephony Credits	1	Each	\$ 0	CISCO DUO	CIS-MSP-DUO	<b>\$ 0</b>

**COUNTY OF ROCKLAND - DGS-PURCHASING**  
BLDG. A., 6TH FLOOR, 50 SANATORIUM RD, POMONA, NY 10970  
TELEPHONE: 845-364-3820 / TELEFAX: 845-364-3809

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## PURCHASES BY OTHER

### LOCAL GOVERNMENTS, SCHOOL DISTRICTS, AND NON PROFIT AGENCIES

As per the New York State General Municipal Law, all political subdivisions of New York State are allowed to make purchases through the resulting contract(s). As per Rockland County Procurement Policy, Non Profit Agencies approved to participate in New York State's Contract Extension Program are authorized to make purchases through the resulting contract(s).

1. The County of Rockland shall make all contract award information available to other political subdivisions and non profit agencies through our website: [www.rcpurchasing.com](http://www.rcpurchasing.com)
2. Any other political subdivision or Rockland County non profit agency will issue purchase orders directly to vendors within the specified contract period referencing the County's contract and shall be liable for any payments due on such purchase orders; and shall accept sole responsibility for any payment due.
3. All purchases shall be subject to audit and inspection by the other political subdivisions and Rockland County non profit agencies for which the purchase was made.
4. No officer, board or agency of a county, town, village, or school district shall make any purchase through the County when bids have been received for such purchase by such officer, board or agency, unless such purchase may be made upon the same terms, conditions and specifications at a lower price through the County.
5. All Bidders shall be on notice that as a condition of the award of a County contract, the successful bidder shall accept the award of a similar contract with any other political subdivision in New York State and Rockland County non profit agencies authorized to use New York State's contracts, if called upon to do so. A listing of approved Rockland County non profit agencies is available on the Purchasing Division's website at [www.rcpurchasing.com](http://www.rcpurchasing.com). The County, however, will not be responsible for any debts incurred by the participants pursuant to this or any other agreement.
6. Necessary deviations from the County's specifications in the award of a participant contract, whether such deviations relate to quantities, or delivery points shall be resolved between the successful bidder and the other political subdivisions and Rockland County non profit agencies.

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## **SPECIFICATIONS**

### **1. SCOPE**

- 1.1. The County of Rockland ITS Department is seeking to procure Cisco Duo Multi-Factor Authentication (MFA) software licenses and renewal for current licenses or approved equal. The County currently uses Cisco DUO MFA plan for 1,100 users. The current licensing agreement is in effect until June 30, 2023. The County will be adding an additional 500 users in various departments that are currently on a separate networks.

### **2. GENERAL**

- 2.1. MFA requires users to authenticate twice, once with their username and password and a second authentication using another device, such as a desk phone, cell phone or mobile app. The goal is to create a layered defense for data and access to County networks and County resources. This is needed so unauthorized users can not gain access. If a password becomes compromised, the multi-factor authentication security can keep the information safe. The County of Rockland ITS Department is committed to helping all users protect themselves from serious threats.

### **3. SYSTEMS**

- 3.1. Initially, DUO MFA will be utilized for Active Directory authentication. The ITS Department will expand the use of the multi-factor authentication to include but not limited to:
- 3.1.1. Office 365 email and Collaboration Tools
  - 3.1.2. VPN Client
  - 3.1.3. PeopleSoft

### **4. USERS**

- 4.1. The County currently has 1,100 users. The County requires the ability to increase the number of licenses on an as needed basis. An additional 500 licenses to support various County departments that are currently on separate networks will be required in response to this bid. Networks are as follows:
- 4.1.1. County IT Network- 1,100 users – current users
  - 4.1.2. Department of Social Services Network- 300 new users
  - 4.1.3. Rockland County Sheriffs Department Network- 100 new users
  - 4.1.4. Rockland District Attorney Network- 100 new users
- 4.2. Telephony credits must be unlimited to support the users.
- 4.2.1. The current provider offers unlimited telephony credits at no additional cost.

### **5. TECHNICAL SUPPORT**

- 5.1. The bidder is responsible for any implementation, assistance, or technical support that is required.
- 5.1.1. The bidder must install and configure the MFA for the County's environment.
  - 5.1.2. The bidder must provide any necessary training or services to the County's ITS Department on the use of MFA.
  - 5.1.3. The bidder must maintain and support the MFA solution during and after the implementation.
- 5.2. Installation and implementation must be installed with minimal interference to daily operations.
- 5.3. All training required for successful implementation must be included in price.

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## 6. FUNCTIONALITY

- 6.1. If submitting an approved equal software, it must be compatible with the existing Software without interruption from the current MFA.
- 6.2. The MFA is intended to combat phishing attacks and provide a second layer of security for login, requiring two different channels of authentication.
- 6.3. Program must be easy for users to navigate and use with one touch authentication or phone call verification.

## 7. PRICING

- 7.1. Pricing is to be provided for software license renewals and new users for a one (1) year , two (2) year, and three (3) year term from the start date of July 1, 2023. The County intends to award the contract for a three (3) year contract term, however the County would like to receive pricing for a one (1) year, and two (2) year term to determine what term length is in the best interest of the County.
- 7.2. Pricing is to include all costs associated with the product, implementation, technical support, and assistance.
- 7.3. Pricing for telephony credits should include an unlimited number of credits.
- 7.4. Pricing is to reflect a unit rate that includes all renewals and any additional users that may be added to the County.

## 8. PRICE ADJUSTMENT

- 8.1. The County recognizes this product or service has a price component that may changing costs. The Contractor/Supplier may request a Price Adjustment no more frequently than once each year or contract period.

A Price Adjustment request must be made in writing and include the reason for the request, documentation supporting the request (i.e., commodity increases), the current pricing, and the requested revised pricing.

The County will review the Price Adjustment request. If the Price Adjustment is deemed reasonable the Price Adjustment request will be accepted by written acknowledgement. If the request is not accepted the County may entirely reject the request or may counter with revised pricing. In either case the County will provide a written explanation in support of the decision.

The Director of Purchasing may use available indexes (e.g. CPI or PPI) to determine if the requested Price Adjustment is reasonable. Typically, a Price Adjustment that exceeds 5% will not be approved unless very unusual and significant changes have occurred in the industry.

In the event industry costs decline, the County shall have the right to receive, from the Contractor, a reasonable reduction in prices/pricing that reflect such cost changes in the industry. The County will make a written request to the Contractor for a Price Adjustment in writing with supporting documentation.

## 9. APPROVED EQUAL

- 9.1. In submitting an approved equal, bidder must submit a copy of brochures with detailed specifications. This information should be attached directly behind the detailed specifications.
- 9.2. In the event, that an alternate is bid, the County of Rockland reserves the right to request a demonstration of the specific model bid. Failure to furnish the demonstration would render the bid for this item non-responsive.
- 9.3. If the bidders submit a bid for specific equipment, equivalent or approved equal products, they must submit Manufacturer's product description and specifications along with a list of three references showing locations using the exact make and model intended to be supplied. These specifications must include all items listed in the bid specifications.

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- 9.4. Bidders must submit an item-by-item listing and explanation of any differences between their product specifications and performance and the listed bid specifications.
- 9.5. If bidders submit or bid for equivalent or approved equal products, they must submit manufacturer's product description and specifications. These specifications must include all functions listed in the bid specifications.
- 9.6. Bidder must be able to demonstrate within one week after notice and guarantee in writing that the item bid is compatible with existing software.

## **10. AWARD**

- 10.1. The award will be made to the lowest responsive responsible bidder meeting the stated requirements.
- 10.2. It is the County's intents to award this contract for a three (3) year term, however the County reserves the right to award the term that is in best interest of Rockland County.

**INSURANCE: THE BID NUMBER IS TO APPEAR ON ALL INSURANCE CERTIFICATES**

**DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION**

Dr. Robert L. Yeager Health Center  
50 Sanatorium Rd, Building A  
Pomona, New York 10970  
Phone: (845) 364-3820 Fax: (845) 364-3809  
Email: [purchasing@co.rockland.ny.us](mailto:purchasing@co.rockland.ny.us)

**Paul Brennan, FNIGP, NIGP-CPP, CPPO**  
*Director of Purchasing*

**ADDENDUM # 1**

**RFB-RC-2023-029**

**Cisco DUO Multi-Factor Authentication Software**

The information in this addendum supersedes any contradictory information set forth in the contract documents. Acknowledge receipt of this addendum in the space provided on the signature page of the bid proposal. Failure to do so, may subject the bidder to disqualification. This addendum forms a part of the contract documents.

Question #1: Please provide the subscription ID for Cisco DUO?

Response #1: The County of Rockland ITS Department will not provide this information due the risk it imposes on the security of the County network. The County of Rockland contacted Cisco and provided approval to provide pricing to vendors on behalf of Rockland County. Please contact Zachary Neal [zneal@duosecurity.com](mailto:zneal@duosecurity.com) to receive pricing information.

**SIGNED:**

*Paul J. Brennan*

**PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO**  
**DIRECTOR OF PURCHASING**

ADDENDUM

3/21/23

**DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION**

Dr. Robert L. Yeager Health Center  
50 Sanatorium Rd, Building A  
Pomona, New York 10970  
Phone: (845) 364-3820 Fax: (845) 364-3809  
Email: purchasing@co.rockland.ny.us

**Paul Brennan, FNIGP, NIGP-CPP, CPPO**  
*Director of Purchasing*

**ADDENDUM # 2**

**RFB-RC-2023-029**

**Cisco DUO Multi-Factor Authentication Software Renewal or approved equal**

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Question #1: Can you share the solicitation # and contract award tabulation for the previous contract?

Response #1: There is no previous solicitation for these services.

Question #2: In regard to providing implementation and maintenance support will the agency require the contractor to provide support in person or will remote support be allowed?

Response #2: Remote support is acceptable.

**SIGNED:**

*Paul J. Brennan*

**PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO**  
**DIRECTOR OF PURCHASING**

ADDENDUM

3/28/23



**DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION**

Dr. Robert L. Yeager Health Center  
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*Director of Purchasing*

**ADDENDUM # 3**

**RFB-RC-2023-029**

**Cisco DUO Multi-Factor Authentication Software Renewal or approved equal**

The information in this addendum supersedes any contradictory information set forth in the contract documents. Acknowledge receipt of this addendum in the space provided on the signature page of the bid proposal. Failure to do so, may subject the bidder to disqualification. This addendum forms a part of the contract documents.

**Please note a change to the Bid Table removing lines 4 & 5.**

Question #1: Cisco does not offer unlimited telephony credits, instead we can provide 100 credits per user. Would this be fine? If no, we can add an additional 1000 credits for an additional cost.

Response #1: The current provider offers unlimited telephony credits. If this option is not available, please provide a price for additional 1000 credits.

Question #2: Is your current duo model under MSP or stand-alone licensing? If under MSP, will the current MSP re-parent the existing Duo model to the company who is awarded the bid?

Response #2: The current DUO model is a standalone license.

Question #3: Do you have auto renewal setup on existing Duo Subscriptions?

Response #3: There is no auto renewal.

Question #4: From a current deployment perspective for 1100 users are you currently integrated in

- Office 365
- VPN
- Peoplesoft

Response #4: No, it is not integrated with any of the listed systems.

**SIGNED:**

*Paul J. Brennan*

**PAUL J. BRENNAN, FNIGP, NIGP-CPP, CPPO  
DIRECTOR OF PURCHASING**

ADDENDUM

3/31/23