



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** Information Technology  
**Department No.:** 067  
**For Agenda Of:** July 11, 2023  
**Placement:** Administrative  
**Estimated Time:** N/A  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors  
**FROM:** Information Technology Department  
Contact Info: Chris Chirgwin, CIO (805) 568-2608  
Andre Monostori, Deputy CIO (805) 568-2606  
**SUBJECT:** Agreement for Professional Services of Independent Contractor with Critical Start, Inc., for Cybersecurity End-Point Protection Services, All Districts.

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**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Other Concurrence: Risk**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Approve and authorize the Chair to execute the Agreement with Critical Start, Inc., to procure continued cybersecurity protection services for up to 5,800 County computers and 4,700 users for monitoring, in the amount not to exceed \$819,900.00 for fiscal years 2023-24, 2024-25, and 2025-26, with an option to terminate for convenience in FY 2024-25; and
- b) Approve and authorize the Chief Information Officer or their designee to order additional licenses and services in an amount not to exceed 5% of the contract amount, or \$40,995.00; and
- c) Determine that the above recommended actions are government funding mechanisms or other government fiscal activities, which do not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment and is therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA Guidelines.

**Summary Text:**

This item is before the Board to approve the agreement for cybersecurity end-point protection services with Critical Start, Inc., for fiscal years 2023-24, 2024-25, and 2025-26, with an option to terminate for convenience in FY 2024-25, in an amount not to exceed \$819,900.00 (Attachment A).

**Background:**

The County will be changing its Managed Security Service Provider (MSSP) from Kroll/Red Canary to Critical Start in July 2023. Critical Start is a leading MSSP supporting Microsoft anti-virus, endpoint detection and response (EDR) and identity protection and response. The County will be replacing Carbon Black for EDR and is expanding security services to Microsoft Defender, which are managed and monitored 7x24/365 as a part of this engagement. Licensing for the Microsoft Defender is already included in the County's M365 annual subscription. This contract for Security Operations Center (SOC) services from Critical Start brings vulnerability management to a single pane of glass and enhances visibility utilizing the County's new M365 tools.

**Performance Measure:**

To aid in the monitoring of the MDR Service, Critical Start shall provide to COUNTY specialized dashboards and reporting to pre-designated contacts. These dashboards and reports shall include:

- Situation Awareness and urgent actions
- Recent Activity for security alert, investigation, and response metrics
- Measurement and performance management improvements for COUNTY's security analysts
- Performance indicators for Critical Start SOC efficiency and Service Level Agreement metrics
- Key performance indicators for technology effectiveness of the Supported Product(s)
- Threat Content Detection and Open/Closed alerts mapped to MITRE ATT&CK Matrix framework

**Contract Renewals and Performance Outcomes:**

Critical Start will meet all Service Level Agreements (SLAs) agreed to by ensuring security events are responded to by the vendor within the defined timeframes per the SLAs. Event responses that fail to meet the SLAs will be credited back to the County. Should the vendor's service levels be deemed unacceptable to the County, the County has the option to opt out of the agreement in FY24-25.

**Key Contract Risks:**

The service contract for the fiscal year is provided at a fixed cost, limiting any financial risk to the County. The services being provided are by a company with a strong history and financial background, so the overall risk of this agreement is considered low. Service level agreements are in place to refund the County money if the vendor fails to provide adequate services. In addition, the vendor agreement includes an opt out for convenience in FY24-25, giving the County the opportunity to move to another service if necessary.

**Fiscal and Facilities Impacts:**

Budgeted: Yes.

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>FY 2023-24</u></b>	<b><u>FY 2024-25</u></b>	<b><u>FY 2025-26</u></b>	<b><u>Total Three-Year</u></b>
	<b><u>Cost:</u></b>	<b><u>Cost*</u></b>	<b><u>Cost</u></b>	<b><u>Project Cost</u></b>
ITD Internal Service				
Fund 1915	\$ 273,300.00			\$ 273,300.00
ITD General Fund		\$ 273,300.00	\$ 273,300.00	\$ 546,600.00
<b>Total</b>	<b>\$ 273,300.00</b>	<b>\$ 273,300.00</b>	<b>\$ 273,300.00</b>	<b>\$ 819,900.00</b>

*\*contract includes provision to opt out in FY 24-25*

Narrative: Funding to cover the cost is included in the Internal Service Fund (ISF) rates charged to users in the approved FY 2023-2024 Information Technology Fund 1915 budget and will be included in the ITD General Fund budget in FY 2024-25 and FY 2025-26, via the Cost Allocation Plan (CAP).

**Special Instructions:**

Clerk of the Board: Please return two (2) copies of the executed contract plus the minute order of the action to the Information Technology Department, attention: Andre Monostori, Deputy CIO, Information Technology Department.

**Attachments:**

1. Attachment A—Critical Start Agreement

**Authored by:**

Jason Womack, Administrative Office Professional II, Information Technology Department