



**Contra
Costa
County**

To: Board of Supervisors
From: Karen Caoile, Director of Risk Management
Date: March 29, 2022

Subject: Contract with Experian Consumer Services

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Director of Risk Management, or designee, to execute a contract with ConsumerInfo.com, Inc., doing business as Experian Consumer Services, for the period from March 29, 2022 through June 29, 2024 for credit monitoring services of those potentially effected by a data breach in an amount not to exceed \$1,000,000.

FISCAL IMPACT:

Costs are paid through the County's Public Liability Insurance Internal Service Fund

BACKGROUND:

At various times between June 24, 2021, and August 12, 2021, email accounts of various employees at Employment and Human Services and Human Resources were accessed by an unauthorized source. It is unknown whether any emails or attachments in the accounts were accessed or downloaded by the unauthorized source.

The County's Cyber Insurance carrier was contacted and the carrier's cyber-security response team recommended entering into the agreement with ConsumerInfo.com, Inc. Under the terms of the agreement, ConsumerInfo.com, Inc. will provide credit monitoring

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **03/29/2022** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: March 29, 2022

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Antonia Welty, Deputy

Contact: Karen Caoile
925-335-1400

cc:

services to those whose information

BACKGROUND: (CONT'D)

was potentially disclosed during a data breach.

Pursuant to the terms of the agreement, ConsumerInfo.com, Inc.'s liability to the County for damages is limited and the County agrees to indemnify and defend ConsumerInfo.com, Inc., including paying attorney's fees, for matters related to the data breach or for the County's failure to meet its obligations under the parties' agreement.

CONSEQUENCE OF NEGATIVE ACTION:

Failure to approve the agreement could result in those whose information was disclosed, during a data breach of Employment and Human Services and Human Resources' email system, to not having credit monitoring.