



City of Aurora

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Cover Memorandum

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Agenda Number:

TO: Mayor Richard C. Irvin

FROM: Jeff Anderson, Deputy CIO
Mariusz Gil, Director Infrastructure & Operations

DATE: February 17, 2022

SUBJECT:

A resolution requesting approval of a three-year agreement with NetMotion Software, Inc., Seattle, for virtual private network software for an amount not to exceed \$307,645.00

PURPOSE:

With the increasing number remote workers requiring access City network services when outside of City buildings, there is a need for a robust VPN solution that provides consistent connectivity and in-depth diagnostic reporting.

BACKGROUND:

To date, the City IT Department has provided VPN solutions - most recently the CheckPoint VPN solution - that were provided as cost-free add-ons to network firewall hardware. As such, the feature sets needed to effectively manage remote connectivity and diagnose staff device issues were non-existent.

Therefore, city staff engaged the services of Marketplace.City and began the RFP process to select a new VPN solution.

DISCUSSION:

Marketplace.City created an initial Market Landscape with 30 companies.

The RFP was posted on 11/29/21 and closed 12/17/21

Based on the Market Landscape and City Stakeholder review, the City publicly posted and distributed the Opportunity and Scope Document to vendors to complete in order to be included in the reporting and selection process.

Six (6) companies responded by the deadline.

Upon group discussion, one vendor was removed from the review for not meeting criteria.

Aurora stakeholders scored the solutions from the five remaining vendors and returned this data to Marketplace.city on 1/7/22.

Compiled scoring indicated Netmotion as the clear choice.

After vendor selection, City staff spent January, 2022 piloting the NetMotion solution with several employees throughout the City. This further proved NetMotion to be the correct choice as IT staff were able to determine the root cause of connectivity-related problems, whether on a mobile device, GPS unit, network servers, or across any of the private or public networks being used by city staff. These capabilities dramatically reduce the resolution time of issues with remote devices to ensure mobile staff stay productive.

Pricing for the NetMotion solution is shown below and is broken out in detail in

- Year 1 Pricing: \$111,805.00
 - Costs are broken down in attachment Exhibit A - Quote for First Year Services
- Year 2 Pricing: \$97,920.00
- Year 3 Pricing: \$97,920.00

Total Price: \$307,645

This purchase will be made from 101-1280-419.38-11 COMPUTER SOFTWARE.

IMPACT STATEMENT:

Without a robust VPN solution in place, personnel in City vehicles (including Public Safety vehicles) and field staff on location remote City facilities and job sites would not be able to access the City network. Additionally, IT staff has struggled to diagnose connectivity issues with remote staff without the type of diagnostic reporting the NetMotion solution provides.

RECOMMENDATIONS:

Approve approval of a three-year agreement with NetMotion Software, Inc., Seattle, for virtual private network software for an amount not to exceed \$307,645.00.

cc: Infrastructure and Technology Committee

CITY OF AURORA, ILLINOIS

RESOLUTION NO. _____
DATE OF PASSAGE _____

A Resolution requesting approval of a three-year agreement with NetMotion Software, Inc., Seattle, for virtual private network software for an amount not to exceed \$307,645.00 .

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, With the increasing number remote workers requiring access City network services when outside of City buildings, there is a need for a robust VPN solution that provides consistent connectivity and in-depth diagnostic reporting; and

WHEREAS, An RFP was received December 2021, with six vendors responding; and

WHEREAS, NetMotion, Inc, was determined to be the most complete solution at the completion of the RFP process; and

WHEREAS, Funding for this purchase will be using 101-1280-419.38-11.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: approves a three-year agreement with NetMotion Software, Inc., Seattle, for virtual private network software for an amount not to exceed \$307,645.00 .

PRIOR ACTION