



# City of Aurora

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## Cover Memorandum

File Number: 23-0177

**Agenda Date:** 4/25/2023

**Version:** 1

**Status:** Passed

**In Control:** City Council

**File Type:** Resolution

**Agenda Number:**

**TO:** Mayor Richard C. Irvin

**FROM:** Michael R Pegues, Chief Information Officer  
Jeff Anderson, Deputy Chief Information Officer  
Erick Davis, IT Service Desk Coordinator

**DATE:** March 3, 2023

**SUBJECT:**

A Resolution to award a one-year contract for remote desktop connectivity software to Optiv Security, Inc., of Denver, CO, for \$38,771.43.

**PURPOSE:**

The City IT Department currently manages over 1,200 computing devices, most of which is done manually. This leads increased downtime for City staff and increased support time for IT staff as service of these devices is currently performed in person .

**BACKGROUND:**

Currently, when corrective action is needed on city staff computing devices, either IT staff travels to employee locations or city staff bring the device to City Hall.

This leads to unnecessary downtime for the staff member and increased employee travel time between City Hall and employee location

The IT Department desires to utilize secure methods to connect remotely to computing devices and perform the corrections necessary. This will significantly decrease downtime, increase efficiency and reduce travel to and from City Hall.

**DISCUSSION:**

The city engaged Marketplace.city to find a Remote Desktop connectivity software provider.

Process Overview:

-- Created Market Landscape with 25+ companies

-- Created Opportunity and Scope document based on Aurora IT needs

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

-- It was posted and distributed on 5/4/22 and closed 5/25/22.

-- There were 7 responses completed by the deadline

-- After reviewing their proposals, Aurora stakeholders met with a subset of these respondents to get a better sense of their solution capabilities.

-- Stakeholders submitted final scoring resulting in the recommended solution - BeyondTrust from Optiv Security

IT Staff selected the BeyondTrust solution delivered by Optiv Security as it was the leader across all scoring categories and individual scoring submissions, providing the consensus choice.

Additionally, the BeyondTrust solution integrates seamlessly with the previously purchased IT Service Management (ITSM) solution from Ivanti that was approved in R23-004

IT staff is requesting a one-year pilot of the BeyondTrust solution. If deemed successful by IT staff, a decision package will be submitted for a multiple year contract for 2024 and beyond.

Funds are available in 101-1280-419.38-11 - Computer Software - for this purchase.

**IMPACT STATEMENT:**

The City IT Department currently manages over 1,200 computing devices, most of which is done manually. This leads increased downtime for City staff and increased support time for IT staff as service of these devices is currently performed in person.

**RECOMMENDATIONS:**

Request the proposed resolution be adopted.

cc: Finance Committee

CITY OF AURORA, ILLINOIS

RESOLUTION NO. \_\_\_\_\_

DATE OF PASSAGE \_\_\_\_\_

A Resolution to award a one-year contract for remote desktop connectivity software to Optiv Security, Inc., of Denver, CO, for \$38,771.43.

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, the City's IT staff currently manages over 1,200 computing devices.; and

WHEREAS, the City's IT staff currently takes corrective action on these devices in person, resulting in increased travel time and increased downtime for City staff; and

WHEREAS, a remote desktop connectivity solution will allow IT staff to take corrective action without travel; and

WHEREAS funding for this purchase is available in 101-1280-419.38-11.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: awards a one-year contract for remote desktop connectivity software to Optiv Security, Inc., of Denver, CO, for \$38,771.43.