

An aerial view of a city skyline at sunset, with a colorful square graphic (green, blue, yellow, pink) centered over the text.

Marketplace.city

Where Local Governments Find, Validate and Procure Great Technology

***City: Aurora, IL
eSignature / CLM Overview***

Project Background

The City of Aurora is seeking a cloud-based eSignature solution to be used internally and externally with the potential to scale to a Contract Lifecycle Management (CLM) system for certain departments. The initial use case is to electronically route, sign and store documents between City departments and external parties. Marketplace.city analyzed the market and comparable contracts to ensure Aurora could make the best choice.

Clearbox Process Summary:

- Created the Market Landscape with 30+ companies
- Filtered & Evaluated providers based on:
 - Public Sector Experience
 - Scalability of capabilities and features (eSignature→ robust CLM Platform)
 - Industry Rankings
- Mass-distributed the [Aurora, Illinois- eSignature - CLM Opportunity and Scope Document](#) to 11 Highest Fit vendors
- Confirmed contract structure and pricing for Highest Fit Vendors who responded following our outreach process (multiple follow-ups and introductory calls)
 - 8 Vendor Responses
 - 4 Vendor provided quotes / pricing
- The City of Aurora conducted 3 Vendor Demos to assess usability, integrations capabilities, and best fit.

eSignature / CLM Market Landscape– Best Fits*

Basic Information			Experience	Criteria			
Company Name	Response	Solution	Public Sector Case Studies	Public Sector Offering	Stand-alone eSignature	CLM	Industry Rankings
DocuSign	Y	<ul style="list-style-type: none"> eSignature CLM 	<ul style="list-style-type: none"> North Carolina San Francisco Tri-Counties Reg. Center 				
SignNow	Y	<ul style="list-style-type: none"> eSignature CLM 					
Formstack	Y	<ul style="list-style-type: none"> Forms Documents eSignature 	<ul style="list-style-type: none"> Tennessee Indiana Office of Tech 				
PandaDoc		<ul style="list-style-type: none"> Documentation Automation eSignature CLM 					
Conga Contracts	Y	<ul style="list-style-type: none"> CLM eSignature 					
GEP	Y	<ul style="list-style-type: none"> Procurement / Supply Chain CLM 	<ul style="list-style-type: none"> HUD Tennessee IMF 				
ZorroSign		<ul style="list-style-type: none"> eSignature Digital Transaction Management 	<ul style="list-style-type: none"> USPS 				
OneSpan	Y	<ul style="list-style-type: none"> Digital identity Anti-fraud eSignature 	<ul style="list-style-type: none"> USDA GSA JCS 				
SimpliGov	Y	<ul style="list-style-type: none"> Workflow Automation eSignature 	<ul style="list-style-type: none"> CA Secretary of State Sonoma County 				
Agiloft		<ul style="list-style-type: none"> CLM No eSignature 	<ul style="list-style-type: none"> Hillsborough County PA Dept of Transp. NASA USAF 				
Icertis	Y	<ul style="list-style-type: none"> CLM No eSignatur 					

* Full report can be [Found Here](#)

eSignature / CLM Quotes- Pricing

Company	Differentiating Capabilities	Security	Potential Gaps	Pricing	Documentation
DocuSign	<ul style="list-style-type: none"> Customer Service (Premier Support + Dedicated Account Manager) Scalability – have robust CLM Solution Integrations Included 	<ul style="list-style-type: none"> ISO27001:2013 SOC-1 Type 2 and SOC-2 Type 2 FedRAMP Moderate 	<ul style="list-style-type: none"> Document Volume Limitations 	User Licenses <ul style="list-style-type: none"> \$62.25 / mo per user \$37K / yr (50 Users) Other Costs: <ul style="list-style-type: none"> Support: \$8K Custom Engagement: \$7K Total: \$53K / yr	DocuSign Quote
Sign Now (Part of airSlate Business Cloud)	<ul style="list-style-type: none"> Scalability – as part of airSlate Business Cloud, have products that include contract management, contract negotiation, workflow automation, etc. 	<ul style="list-style-type: none"> SOC-2 Type 2 21 CFR Part 11 PCI 	<ul style="list-style-type: none"> Limited / unknown functionality with AirSlate Products 	User Licenses <ul style="list-style-type: none"> \$50 / mo per user \$30K / yr (50 Users) 	Did not provide formal quote but confirmed website pricing is accurate
Formstack	<ul style="list-style-type: none"> Unlimited Documents, signatures, and templates Send via Text Integrations Included 	<ul style="list-style-type: none"> PCI HIPAA AWS Secure Hosting 	<ul style="list-style-type: none"> Limited Scalability Less robust customer support Main service is formbuilder 	User Licenses <ul style="list-style-type: none"> \$39.95 / mo per user \$24K / yr (50 Users) Other Costs: <ul style="list-style-type: none"> No Additional Implementation Costs Limited # of Custom Add-ons Optionality to build in SLA for Support Total: \$24K / yr	FormStack Quote
Icertis	<ul style="list-style-type: none"> Cloud Based E2E CLM Solution Intelligent workflow and built-in analytics and reporting capabilities 	<ul style="list-style-type: none"> SAE 18, SOC 2 Type II, HIPAA, and GDPR 		<ul style="list-style-type: none"> 100K+ / Yr 100k+ Implementation Custom No e-signature 	Did not provide formal quote
Agiloft	<ul style="list-style-type: none"> Cloud Based E2E CLM Solution 	<ul style="list-style-type: none"> Azure Cloud Platform Hosted ISO/IEC 2700 		<ul style="list-style-type: none"> 100K+ / Yr 100k+ Implementation No e-signature 	Did not provide formal quote

Vendor Demos

The three vendors below conducted demos on video conference with City of Aurora Stakeholders

Company	Benefits	Risks
DocuSign	<ul style="list-style-type: none">• Enterprise Level capabilities• Comprehensive integrations	<ul style="list-style-type: none">• Capped amount of envelopes used
Formstack	<ul style="list-style-type: none">• eSign from anywhere (text message capability)• User-Friendly document templates	<ul style="list-style-type: none">• Risk of enterprise level capabilities (focused on small business examples)• Limited Customer Support• Limited integrations with current City's Solutions (FileBound; eTrackit)• Additional costs from custom integrations / APIs
SignNow (AirSlate)	<ul style="list-style-type: none">• User-Friendly document templates	<ul style="list-style-type: none">• Workflows need to be built each time

City of Aurora’s Best Fit Determination

DocuSign

Overview:

DocuSign eSignature accelerates agreements, eliminates manual tasks, and makes it easy to connect with the tools and systems you’re already using. Because it's part of the DocuSign Agreement Cloud for Public Sector, customers can extend these benefits to other stages of the agreement process, such as preparing, acting on, and managing agreements.

Decision Factors

- **Public Sector Experience:** Over 1,300 public sector agencies in all 50 states at the federal, state, county and municipal level use DocuSign
- **Integration:** The DocuSign Agreement Cloud for Government has over 350 pre-built integrations with popular applications you already know and trust, minimizing deployment time and risk.
- **Scalability to DocuSign CLM:** The DocuSign Agreement Cloud broadens our solution beyond eSignature to the rest of the agreement process – from preparing to signing, acting on, and managing agreements.
- **Security:** DocuSign supports the Public Sector with the highest breadth and depth of security certifications
- **Customer Service:** Enterprise premier support; dedicated Account Executive and Account Manager

Contract Details

Contract Duration	3 Years
Contract Pricing	Custom Engagement one-time Fee: \$7,000 Enterprise Premier Support: \$8,217 / Year Enterprise Pro Subscription (50 Users): \$37,350 / Year <ul style="list-style-type: none">• Year 1 Pricing: \$52,567• Year 2 Pricing: \$45,567• Year 3 Pricing: \$45,567• Total Price: \$143,701
Contract Documents	MSA Updated Quote SOW

DocuSign Additional Pricing Details

DocuSign Subscription	Quantity	List Price	Discount %	Discount Price	Total Price	Occurrence	3 Year Price
DocuSign Enterprise Pro for Gov – Seat Subscription (Adoption Accelerator)	50	\$840	11%	\$747	\$37,350	Annually	\$112,050
Enterprise Premier Support	1	\$8,217	-	-	-	Annually	\$24,651
Retrieve	1	\$6,000	100%	\$0	\$0	Annually	\$0
Custom Engagement – scoped hours	40	\$10,000	30%	\$7,000	\$7,000	One-Time	\$7,000
Total			22%				\$143,701

Appendix

eSignature / CLM Market Landscape*

Basic Information		Experience	Key Criteria			
Company Name	Solution	Public Sector Case Studies	Public Sector Offering	Stand-alone eSignature	CLM	Industry Rankings
Adobe Sign	eSignature	• Sonoma County				
Apptus	CLM					
Contract Works	CLM					
Unison	CLM					
Oracle	CLM					
Coupa	Procurement / Supply Chain CLM					
JAGGAER	Procurement / Supply Chain CLM					
PactSafe	eSignature					
Concord	eSignature CLM	• City of Kenner				
SAP Ariba	CLM					
Cobblestone Software	Procurement / Supply Chain CLM	• \				
SirionLabs	CLM					
SutiSign	eSignature CLM	• New Jersey				

* Full report can be [Found Here](#)

eSignature / CLM Market Landscape*

Basic Information		Experience	Key Criteria			
Company Name	Solution	Public Sector Case Studies	Public Sector Offering	Stand-alone eSignature	CLM	Industry Rankings
Lightico	eSignature					
FileInvite	eSignature					
eSign Genie	eSignature					
SignCenter	eSignature					
eversign	eSignature Document Management					
Templafy	eSignature Document Management					
GetAccept	eSignature CLM					
OneFlow	eSignature CLM					
ContractBook	eSignature CLM					
Zycys	Procurement / Supply Chain CLM					
Scout RFP	Procurement / Supply Chain CLM					
dealhub	eSignature CLM					
Outlaw	eSignature CLM					
HelloSign	eSignature					
SignEasy	eSignature					
SignRequest	eSignature					

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