



Virtual Private Network Solution
Final Briefing Packet
Aurora, IL

Project Overview

BUSINESS CHALLENGE

The City of Aurora, Illinois is seeking a Virtual Private Network (VPN) solution for all citywide employees, focused on their workforce in mobile vehicles (public safety and public works).

PROJECT BACKGROUND

The City is using Checkpoint solutions today citywide. Traditionally the majority of the users are public safety resources (police, fire, ambulance) who are frequently remote and need to be connected to core application in their vehicles and other remote locations. Some key pain points today include application persistence, minimal diagnostic for disconnection and a solution that requires the user to take action each time to connect to the VPN.

Process Overview

Process Overview:

- Created Market Landscape with 30 companies
- 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
- Posted 11/29/21 – Closed 12/17/21
- 6 companies responded by Deadline – [Raw Data File Here](#)
- Upon group discussion, one vendor was removed from the review
- Aurora stakeholders scored the 5 vendors and returned this data to Marketplace.city by 1/7/22
- Compiled scoring chose Netmotion as the vendor

Vendor Response Summary

	Solution	Technical Questions		Prior Experience and Case Studies		Pricing and Model					Implementation
	<i>Solution Narrative</i>	<i>How is solution hosted?</i>	<i>Integration with Microsoft Single Sign?</i>	<i>No of prior government engagements for Solution</i>	<i>References</i>	<i>Proposed pricing model</i>	<i>Other pricing model</i>	<i>Pricing drivers</i>	<i>Pricing template for Aurora</i>	<i>Estimated Price</i>	<i>Proposed timeline for implementations</i>
Carahsoft Technology Corporation	Solution Narrative	Cloud Based	Yes	100 or more	State of Illinois, Boston MA, Los Angeles CA	Solution as a Service		Number of users and length of license term.	Pricing Template	3- year price: \$305,962 5-year price: \$532,440	1-3 weeks
Kyndryl Inc.	Solution Narrative	Cloud Based	Yes	100 or more	References upon downselection	Solution as a Service		Flat monthly fee based on User Tier of 650 or 1250 users. Per user fee for user count in excess of the tier selected.	Pricing Template	3-year price: \$526,000 5-year price: \$859,000	<1 week
NetMotion by Absolute	Solution Narrative	On Site	Yes	100 or more		Other	NetMotion is licensed per device. It is an annual subscription. For this solution we propose a 3 year paid annually agreement	Pricing is based on size of deployment and is licensed per device.	Pricing Template	3-year price: \$293,760 5-year price: \$504,288	TBD
Netskope	Solution Narrative	Cloud Based	Yes	25-100		Solution as a Service		Netskope's solutions are licensed on a per user, per service, per year basis.	Pricing Template	3-year price: \$115,000 5-year price: \$192,000	Within 13 weeks
Optiv Inc.	Solution Narrative	Cloud Based,Hybrid, On Site	Yes	1-10	References upon downselection	Software Sale and Maintenance	Software sale with annual subscription	Pricing is based on number of people (users) and sites (logical group of resources i.e. datacenter)	Pricing Template	3-year price: \$523,800 5-year price: \$873,000	2-4 weeks
Xerox	Solution Narrative	On Site	Yes	1-10	City of Whiting IN, City of LeClaire IA, Macomb Park District IL	Other	This is a flat fee for equipment, licensing and installation services. The licensing is a 3-year term.	Number of users, for hardware and licensing. For services, pricing driven by installation configuration for the entire solution.	Price Template	3-year price: \$47,119, support services not included	TBD

Scoring Process

Five Aurora stakeholders submitted scoring on the five potential solutions. The full compiled scoring results are available in the [Clearbox](#).

Scoring Criteria	Weight	Vendor Evaluation				
		Carahsoft Technology (Zscaler)	Kyndryl	NetMotion	Netskope	Optiv
Capabilities / Solution	25%	6	6.2	8.8	6.2	6.6
Experience and Qualifications	20%	5	6.8	8.8	5.4	4.2
Approach, Services, Implementation Methodology	10%	5.2	6	7.6	4.6	5
Pricing and Contract Model	20%	4.6	5	7.6	5.8	3.6
Additional Services / Innovation	25%	2.8	3.2	8.2	3.8	3.6
Notes / Additional Information		Insert notes / additional information here	Insert notes / additional information here	Insert notes / additional information here	Insert notes / additional information here	Insert notes / additional information here
Weighted Scoring		4.64	5.31	8.29	5.20	4.61

Summary & Final Selection

SUMMARY

After using the Marketplace.city process, the City of Aurora Project Stakeholders have selected NetMotion by Absolute as their vendor for this project. It was the winner of each scoring category (Capabilities, Experience, Approach/Implementation, Pricing, and Additional Services) resulting in a clear selection for the City.

DECISION FACTORS

- **Connection Resilience:** The solution offers application persistence through coverage gaps, areas of weak signal strength, or when users suspend their devices. Transparent transitions between cellular, Wi-Fi, and wired networks means users can always find the best connection.
- **Robust Diagnostics:** The reporting model provides insights with ease and sets NetMotion apart. This allows the city to monitor areas where connection is frequently lost and may need to improve coverage.
- **Tested:** Broad usage across 100+ government engagements.

CONTRACT DETAILS

CONTRACT DURATION	3 Years
PRICING SUMMARY	Selected Modules: \$307,645
CONTRACT DOCUMENTS	NetMotion Final Quote Documents

An aerial photograph of a city skyline, likely New York City, taken from a high vantage point. The image shows a dense cluster of skyscrapers and buildings, with the sun setting in the background, creating a warm, golden glow over the city. The sky is a mix of orange, yellow, and blue. The city extends to the water's edge, with a body of water visible in the distance.

Marketplace.city

Detailed Vendor Response Analysis:

Solution Overview

	<i>Solution Narrative</i>	<i>What is your key differentiating factor from other solutions on the market?</i>	<i>Solution support for mobile employees</i>	<i>VPN capabilities</i>	<i>Additional products, services or outside of VPN.</i>	<i>Overview of additional services</i>
Carahsoft Technology Corporation	Solution Narrative	With ZPA, applications are never exposed to the internet, making them completely invisible to unauthorized users. The service enables the applications to connect to users via inside-out connectivity versus extending the network to them.	Mobile Employee Support	Users have access to private apps without the need to access the network; Micro-tunnels enable network admins to segment by application with no need to segment networks or manage ACLs or FW policies; IP addresses are never exposed and DDoS is impossible; and 100% cloud-delivered ZTNA as a service	Please reference below for more detail: https://www.zscaler.com/resources/data-sheets/zscaler-zero-trust-exchange-at-a-glance.pdf?utm_source=google&utm_medium=cpc&utm_campaign=google-ads-na	Additional Services
Kyndryl Inc.	Solution Narrative	Our solution provides application access only, there is no access provided to network segments. The user never even crosses the perimeter firewall, as applications are presented from the inside of the network out to the properly authorized user.	Mobile Employee Support	EAA is an identity aware proxy service that provides a single sign on experience for users, giving them access to applications and resources they have been assigned. Access is provided for applications in the datacenter, cloud, and can be used as an iDP for SaaS apps such as MS365, SNow, etc.	Kyndryl is the world's largest IT infrastructure provider that integrates development, security, and operations. Our 90,000 professionals deliver world-class advisory, implementation, and managed services to more than 4,600 global customers.	Additional Services
NetMotion by Absolute	Solution Narrative	NetMotion's complete solution has application and tunnel persistence which ensures applications will not disconnect based on connectivity. NetMotion also provides visibility into the root cause of any challenges faced by end users.	Mobile Employee Support	NetMotion has a variety of features with the VPN. The persistence piece referenced above is a key differentiator, but the policy engine is unmatched in the industry. NetMotion allows IT to control what end users have access to, and can allow split tunneling and content filtering.	NetMotion offers professional services and training courses for certification that are not a part of this bid; however, the complete solution offers Mobile IQ. This provides great visibility for IT into user experience and behavior.	Additional Services
Netskope	Solution Narrative	Embracing a secure access service edge (SASE) architecture, NewEdge is the world's largest, highest-performing security private cloud and powers the real-time, inline security services of the Netskope Security Cloud	Mobile Employee Support	Netskope Private Access (NPA) is a cloud-based Zero Trust Network Access (ZTNA) solution that is a fully integrated component of the Netskope Security Cloud platform and delivered through the global Netskope NewEdge network.	SASE (Secure access Services Edge) Solution or SSE (Secure Services Edge)	Additional Services
Optiv Inc.	Solution Narrative	The key differentiation is the Appgate SDP architecture. It is designed to be an overlay network to work with any network, providing deployment flexibility to suit nearly any complex hybrid environment and design requirements.	Mobile Employee Support	Infrastructure under customer controlSecure, simultaneous access to all resources (on-prem, cloud)Universal protocol tunnelingCloaks infrastructure - no exposed ports to internetmTLSBuilt-in step-up MFADevice posture checkSupports almost all OS and IaaSSupports SAML, LDAP and RADIUS	<ul style="list-style-type: none"> Fraud Protection is a suite of risk-based authentication and digital threat protection capabilities Immunity is a range of offense-oriented software and adversary simulation services 	Additional Services
Xerox	Solution Narrative	Factors come from custom modules in AnyConnect. VPN Network Visibility Module allows monitoring of endpoint application usage. Cisco Umbrella Roaming protects off corporate network. Secure remote access can be device-based/select per-application VPN.	Mobile Employee Support	Whole device VPN via Management VPN Tunnel, Per-application VPN, Cisco Umbrella Roaming (separate subscription), Network Access Manager, Integration with Cisco Secure Endpoint (separate subscription), Network Visibility Module, VPN Posture scanning, Next generation Suite-B encryption, SAML authentication	Managed IT Services, IT Procurement, Information System, Consulting, Data Center Services, Network Engineering Services, Voice & Video Collaboration, Wireless/Mobility, Data Security	Additional Services

Pricing Overview

	<i>Proposed pricing model</i>	<i>Other pricing model</i>	<i>Pricing drivers</i>	<i>Pricing template for Aurora</i>	<i>Standard pricing documents</i>
Carahsoft Technology Corporation	Solution as a Service		Pricing is primarily based on number of users and length of license term.	Pricing Template	Standard Pricing
Kyndryl Inc.	Solution as a Service		Flat monthly fee for platform based on User Tier of 650 or 1250 users. Per user fee for user count in excess of the tier selected.	Pricing Template	Standard Pricing
NetMotion by Absolute	Other	NetMotion is licensed per device. It is an annual subscription. For this solution we propose a 3 year paid annually agreement	Pricing is based on size of deployment and is licensed per device.	Pricing Template	Standard Pricing
Netskope	Solution as a Service		Netskope's solutions are licensed on a per user, per service, per year basis.	Pricing Template	Standard Pricing
Optiv Inc.	Software Sale and Maintenance	Software sale with annual subscription	Pricing is based on number of people (users) and sites (logical group of resources i.e. datacenter)	Pricing Template	Standard Pricing
Xerox	Other	This is a flat fee for equipment, licensing and installation services. The licensing is a 3-year term.	The pricing drivers, in this instance, were focused on the number of users, for hardware and licensing. For services, pricing was driven by installation configuration for the entire solution.	Price Template	Standard Pricing

Technical Overview

	<i>How is solution hosted?</i>	<i>How does solution handle application persistence?</i>	<i>Diagnostics tools solution provides administrators</i>	<i>Approach to integrations including any APIs</i>	<i>Integration with Microsoft Single Sign?</i>	<i>Technical Overview</i>	<i>Security features and capabilities</i>
Carahsoft Technology Corporation	Cloud Based	The Zscaler Private Access solution provides a seamless, always-on connection that requires the user to periodically re-authenticate with an identity provider. The administrator has the ability to control the application timeout on a granular level based on your needs.	The Zscaler Private Access solution provides a seamless, always-on connection that requires the user to periodically re-authenticate with an identity provider. The administrator has the ability to control the application timeout on a granular level based on your needs.	We support integrations with over 80 vendors including Identity, Endpoint, Security Operations Cloud Providers (AWS, Azure, Google Cloud).	Yes	Technical Overview	Security Features
Kyndryl Inc.	Cloud Based	Since Enterprise Application Access does not depend on tunnels to operate, application availability persists as long as the user has access to the internet. The experience is the same as accessing the application from an internal network.	Application connector VMs are installed in the data center have debugging tools to test app and network service connectivity. GUI interfaces indicate any disruptions in the data flow. Robust dashboards provide system status and indicators of any issues with system components	Built-in Carbon Black and Crowdstrike integrations are used as device posture signals. Duo is an integrated MFA. EAA also integrates with SAML (i.e. Azure AD, OKTA, Ping) for iDP services. EAA API integrates data path protection, SSSO, ID Access, app security, and management visibility.	Yes	Technical Overview	Security Features
NetMotion by Absolute	On Site	NetMotion has patents as it created application persistence. While some solutions can ensure the VPN tunnel doesn't disconnect, NetMotion is unique in that it can ensure applications never lose connectivity and negatively impact an end user.	The dashboards include: • Device activity maps • Cellular Coverage Map • Battery Status • Connection Status • Wifi Coverage Map • User and Device Filters • Device Location and Health • VPN Tunnel Usage • Quarantined Connections	NetMotion integrates with all MDMs and can send data to splunk via syslog. Refer to Sys admin guide for more info.	Yes	Technical Overview	Security Features
Netskope	Cloud Based	Netskope Private Access is a stateless service and does not maintain application persistence. Netskope will maintain user persistence meaning the service will keep the users session active and if a TCP Reset or TCP session timer expires the persistence token will be removed.	Actionable insights to ensure performance Visibility provides customers critical insights and control for Netskope services and the NewEdge infrastructure to deliver end-to-end user and application availability and performance.	Netskope is partnering with the strongest companies in enterprise technology. From integrations with cloud storage services to delivering cloud forensics to your SIEM.	Yes	Technical Overview	Security Features
Optiv Inc.	Cloud Based, Hybrid, On Site	Appgate communicates with directory services/IAM tools to understand context around user/device during the authorization process to resources. If context changes (i.e. network) in session, it dynamically changes user access with token refreshes allowing the client to persist without interruption.	Appgate SDP gathers logs on each users attempted and completed logins. The information gathered is during the comply to connect process. This includes all devices, location, time, IP, MAC ID, patch levels, etc. The information is available locally via ELK stack. It can also be sent to a SIEM.	Appgate SDP is 100% API first security platform, the entire Admin UI is built from API calls. It supports robust inbound & outbound API calls. It can also run as code, programmatically establishing new appliances, remove, update, or create policy, entitlements, conditions, etc. when required.	Yes	Technical Overview	Security Features
Xerox	On Site	Utilizes management VPN tunnel, for network patching, scanning and VPN	Cisco AnyConnect utilizes Diagnostic And Reporting Tool (DART) Details about DART can be found here:	It will integrate with Duo MFA and any other MFA provider that uses SAML or radius. I am not aware of any API integrations currently.	Yes	Technical Overview	Security Features

Experience & Implementation

	<i>No of prior government engagements for Solution</i>	<i>References</i>	<i>Attachments</i>	<i>Proposed timeline for implementations</i>	<i>Resources or information needed from the City during implementation</i>
Carahsoft Technology Corporation	100 or more	State of Illinois, Boston MA, Los Angeles CA	References	Implementations generally take between 1-3 weeks.	We supplements your technical team in conducting a successful launch across all points of user access and all teams involved in managing your policies and security.
Kyndryl Inc.	100 or more	References upon downselection	References	EAA access can be set up and providing access to an application in a matter of 2-3 hours. Additional applications can be set up in a matter of minutes.	Ability to download, install and configure the required virtual machine(s). Have access to AD or applicable authentication source. Have IP address or FQDN of each application. Someone from the application team to assist in any troubleshooting of the application behavior.
NetMotion by Absolute	100 or more		-	Our Engineering team will work with City of Aurora on implementation timeline.	Technical document attached above has specs. As long as those are in place we would work with a city resource.
Netskope	25-100		References	Can be fully deployed within 90 days, provided that the client deliverables are met and all prerequisites are completed.	In general, Netskope's team delivers all tasks expected for your company to onboard Netskope's solution with your company's team at our side. As we work through questions and decisions, it is Netskope's goal to ensure that your team is fully engaged in configurations.
Optiv Inc.	1-10	References upon downselection	References upon downselection as needed	Please see attached Implementation PDF	At least one (1) resource with knowledge to work with Appgate implementation team
Xerox	1-10	City of Whiting IN, City of LeClaire IA, Macomb Park District IL	References	The Xerox Project Manager will work with the City to arrange suitable lead times, project start date, and completion date.	City of Aurora must designate a single point of contact and a backup contact for communications with Xerox personnel.

Company Overview

	<i>Please indicate any Business Designations you have</i>	<i>Link to your Marketplace.city Profile Page</i>	<i>Additional Information</i>
Carahsoft Technology Corporation		-	No. All pertinent information has been summarized above. We would love to talk more over a scheduled call.
Kyndryl Inc.		https://marketplace.city/c/kyndryl-inc/	
NetMotion by Absolute		-	Discount structure assuming NetMotion has an order prior to end of year 12/31
Netskope		-	Your Netskope Account Team – Mark Hanson, Regional Sales Manager and Ale Cadena, Systems Engineer – have 40+ years of combined cyber security experience. In meeting with us we can help provide additional details for your current RFP and to discuss our platform for future use case needs on how we can help the City of Aurora, IL.
Optiv Inc.		-	Appgate's vision isn't merely "secure remote access," it's "secure access" for all users and resources. Appgate has a demonstrated capability to innovate and deliver high-quality solutions, which is evident in approximately 70 patents published and granted across multiple countries. Lastly, Appgate is recognized as an industry leader in both The Forrester Wave™: Zero Trust eXtended Ecosystem Platform Providers, Q3 2020 and The Forrester New Wave™: Zero Trust Network Access, Q3 2021.
Xerox	(Local to Aurora, Illinois)	-	Xerox Business Solutions (XBS) Midwest sincerely appreciates the opportunity to provide the City of Aurora with this critical service. XBS has extensive experience with all the technologies presented in this proposal. We look forward to enhancing our relationship with the City of Aurora.