

An aerial view of a city skyline at sunset, with a colorful square graphic in the center. The square has a multi-colored border (green, blue, yellow, pink) and a white center. The text "Marketplace.city" is overlaid on the square.

Marketplace.city

Where Local Governments Find, Validate and Procure Great Technology

*IT Service Management Solution
Aurora, IL*

Project Overview

BUSINESS CHALLENGE

With the growing importance of modernized IT and digital services, The City of Aurora is seeking an IT Service Management (ITSM) Solution that reduces costs and risks, and improves internal user and external customer service.

PROJECT BACKGROUND

The City of Aurora's Information Technology Division has a mission to deliver innovative smart solutions, services and provide a first-class customer service. With a goal to be the strategic IT business partner for the City and the region, the City is seeking a ITSM solution to overcome obstacles with modernizing IT infrastructure while driving efficiencies and improving service delivery.

Project Background (1/3)



The City of Aurora is seeking an IT Service Management (ITSM) Solution that reduces costs and risks, and improves internal user and external customer service.

Process Overview:

- Reviewed Market Landscape with 30+ Companies
- [Created Opportunity and Scope Document](#) based on needs described by IT
- Posted Opportunity on Marketplace and Aurora Website 10/25/21 with responses due 11/12/21.
- Publicly posted and distributed the Opportunity for vendors to complete in order to be included in the reporting and selection process
 - 20 companies responded by Deadline - [Raw Data File Here](#)
- Team developed Initial Filter Criteria to bring universe of 20 vendors down to a qualified 6 for deeper review

Initial Filter Criteria

With 20 responses, Marketplace.city went through to determine ways to segment and differentiate vendors in order to focus the stakeholders' time in a deep dive.

Potential Initial Screening Criteria :

- Integrates with Microsoft single sign on and 3rd party partners for access and updating – ALL
- Clearly proposed ITSM Solution
- Solution/Software as a Service
- Clear, scalable Pricing model

Other Potential Initial Screening Criteria:

- Government Experience
- Estimate Price Point*
- Proposed applicable type (OEM vs SI)
- Implementation Timeline?
- Proposed Application?

Application of Initial Filter Criteria (1/2)

With 20 responses, Marketplace.city went through to determine ways to segment and differentiate vendors in order to focus the stakeholders' time in a deep dive.

	<i>Solution Narrative</i>	Marketplace Column - Clear ITSM Solution	<i>State and Local Gov't Engagements</i>	<i>Pricing Model</i>	Marketplace Column- Clear Pricing and Approach?	<i>Pricing Approach Overview*</i>
ALEMBA GROUP INC	Solution Narrative	Yes	25-100	Solution as a Service	Yes	Pricing Documents
American Filing Solutions	Solution Narrative	Not specifically proposed	None	Solution as a Service	No	Pricing Documents
Business Oriented Software Solutions, Inc	Solution Narrative	Yes	100 or more	Solution as a Service	Yes	Pricing Documents
Cloudaction LLC	Solution Narrative	Yes- Salesforce	1-10	Solution as a Service	Yes	Pricing Documents
Dell Marketing, LP	Solution Narrative	Yes- BMC Helix	100 or more	Solution as a Service	No	Pricing Documents
Freshworks	Solution Narrative	Yes	100 or more	Solution as a Service	Yes	Pricing Documents
Ivanti	Solution Narrative	Yes- Cherwell	25-100	Software Sale and Maintenance	Yes	Pricing Documents
Ivanti (formerly Cherwell)	Solution Narrative	Partial - Cherwell	25-100	Solution as a Service	No	Pricing Documents
Online Business Systems	Solution Narrative	Yes- BMC Helix	25-100	Solution as a Service	Yes	Pricing Documents
Prescient Solutions	Solution Narrative	No	25-100	Solution as a Service	No	Pricing Documents

Application of Initial Filter Criteria (2/2)

With 20 responses, Marketplace.city went through to determine ways to segment and differentiate vendors in order to focus the stakeholders' time in a deep dive.

	<i>Solution Narrative</i>	Marketplace Column - Clear ITSM Solution	<i>State and Local Gov't Engagements</i>	<i>Pricing Model</i>	Marketplace.city Column- Clear Pricing and Approach?	<i>Pricing Approach Overview*</i>
SDI Presence LLC	Solution Narrative	Yes - ServiceNow	1-10	Software Sale and Maintenance	Yes	Pricing Documents
Sherweb	Solution Narrative	Yes- C2 Atom	25-100	Solution as a Service	Yes	Pricing Documents
SMART IT PROS INC	Solution Narrative	Yes - Jira Service Management	10-25	Usage Based Model	Yes	Pricing Documents
SolarWinds	Solution Narrative	Yes	100 or more	Solution as a Service	Yes	Pricing Documents
StrataCom Inc	Solution Narrative	Partial- Cherwell	100 or more	Solution as a Service	Yes	Pricing Documents
Symphony SummitAI	Solution Narrative	Yes	1-10	Solution as a Service	Yes	Pricing Documents
T4S Partners, Inc.	Solution Narrative	Yes- Cherwell	100 or more	Solution as a Service	Yes	Pricing Documents
TeamDynamix Solutions LLC	Solution Narrative	Yes	25-100	Solution as a Service	Yes	Pricing Documents
TOPdesk USA, Inc	Solution Narrative	Yes	100 or more	Solution as a Service	Yes	Pricing Documents
Vivantio	Solution Narrative	Yes	10-25	Solution as a Service	Yes	Pricing Documents

Filtered Summary Results

With 20 responses, Marketplace.city went through to determine ways to segment and differentiate vendors in order to focus the stakeholders' time in a deep dive. These six vendors were deemed most qualified by Aurora stakeholder review.

	Solution			Technical Questions	Prior Experience	Pricing & Model				Implementation
	Solution Narrative	Marketplace Column - Clear ITSM Solution?	Which capabilities does your solution have	How is your solution hosted?	# of State/local engagements?	Pricing Model	Pricing Drivers	Yearly Price Estimate	Marketplace Column - Clear Pricing and Approach?	Timeline
Dell Marketing, LP	Solution Narrative	Yes- BMC Helix	All	<ul style="list-style-type: none"> Cloud Based On Site Hybrid 	100 or more	Solution as a Service	Number of Licenses	\$207,200	No	6 - 7 Months
Freshworks	Solution Narrative	Yes	All	<ul style="list-style-type: none"> Cloud Based 	100 or more	Solution as a Service	Number of Licenses	\$73,860	Yes	3 - 4 Months
Ivanti	Solution Narrative	Yes- Cherwell	Missing: <ul style="list-style-type: none"> ITIL4 Processes Event Management Service Catalog Workflow Management Problem Management Application Management Reporting and Measurement 	<ul style="list-style-type: none"> Cloud Based 	25-100	Software Sale and Maintenance	User number	\$95,000	Yes	3 - 6 Months
Ivanti (formerly Cherwell)	Solution Narrative	Partial - Cherwell	All	<ul style="list-style-type: none"> Cloud Based On Site 	25-100	Solution as a Service	Number of Licenses	Not Provided	No	1 - 3 Months
Online Business Systems	Solution Narrative	Yes- BMC Helix	Missing: <ul style="list-style-type: none"> Access Management Application Management 	<ul style="list-style-type: none"> Cloud Based On Site Hybrid 	25-100	Solution as a Service	Number of Licenses	\$80,000 - \$115,000	Yes	6 Months
SDI Presence LLC	Solution Narrative	Yes - ServiceNow	All	<ul style="list-style-type: none"> Cloud Based On Site Hybrid 	1-10	Software Sale and Maintenance	Sale & Maintenance	\$876,589.20	Yes	9 Months

Project Background (2/3)



The City of Aurora is seeking an IT Service Management (ITSM) Solution that reduces costs and risks, and improves internal user and external customer service.

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- Posted Opportunity on Marketplace and Aurora Website 10/25/21 with responses due 11/12/21.
- Publicly posted and distributed the Opportunity for vendors to complete in order to be included in the reporting and selection process
 - 20 companies responded by Deadline - [Raw Data File Here](#)
- Team developed Initial Filter Criteria to bring universe of 20 vendors down to a qualified 6 for deeper review
- **Within the 6 qualified vendors, only 4 distinct products were offered (2 vendors offered BMC Helix, and 2 offered Cherwell)**
- **Met with 4 of these 6 to review all available products**
- **Drafted the Request for Proposal (RFP) with IT Stakeholders**
 - [Document found here](#)
- **Sent the RFP to the 4 finalists**
 - **Opened 4/1/22 and closed 4/18/22**
 - **Received 3 vendor responses – [Raw Data File Here](#)**
 - **Dell Marketing did not respond to the RFP**

Final Proposal Summary

	Solution		Functional Questions				Pricing	Implementation	
	Please provide a 2-page Solution Narrative.	Product Name	Please indicate whether your solution integrates with the services listed below.	Please list other applications with pre-built integrations to your solution.	Can integrate with common VOIP phone systems.	Inventory tracking capabilities?	5-year Pricing	Timeline	Experience implementing your solution in Government Cloud environments?
Freshworks	Solution Narrative	Freshservice	Microsoft Teams & Microsoft Azure	Over 900 integrations, including TeamViewer, Microsoft Teams, Slack, Box, Jamf, PagerDuty, Google Hangouts, Office 365, Google Calendar, Skype, Zoom, JIRA, Docusign, Bomgar, SurveyMonkey, Trello etc.	Yes	Yes	Implementation: \$18,750 Yearly: \$37,670.40 5-Year Total: \$207,102	12 Weeks	Yes
Ivanti	Solution Narrative	Ivanti Neurons	Microsoft Teams & Microsoft Azure	Ivanti Service Manager is designed to integrate with many third-party solutions right out of the box. The majority of the desired integrations are standard out of the box products that we work with everyday such as Microsoft Active Directory / Azure AD, SolarWinds, Exchange, Power BI, SCCM, Remote Support Tools, and ACD.	Yes	Yes	Implementation: \$99,900 Yearly: \$58,016.18 5-Year Total: \$376,210.90	275 Hours	Yes
SDI Presence	Solution Narrative	ServiceNow	Microsoft Teams & Microsoft Azure	ServiceNow has hundreds of prebuilt integrations developed by numerous global partners.	Yes	Yes	Implementation: \$185,290 Yearly: \$74,176 5-Year Total: \$562,130.64	30 - 90 Days	Yes

Project Background (3/3)



The City of Aurora is seeking an IT Service Management (ITSM) Solution that reduces costs and risks, and improves internal user and external customer service.

Process Overview:

- Reviewed Market Landscape with 30+ Companies
- [Created Opportunity and Scope Document](#) based on needs described by IT
- Posted Opportunity on Marketplace and Aurora Website 10/25/21 with responses due 11/12/21.
- Publicly posted and distributed the Opportunity for vendors to complete in order to be included in the reporting and selection process
 - 20 companies responded by Deadline - [Raw Data File Here](#)
- Filtered list down to qualified 6
- – only 4 distinct products within these 6 vendors
- Met with 4 of these 6 to review all available products
- Drafted the Request for Proposal (RFP) with IT Stakeholders
 - [Document found here](#)
- Sent the RFP to the 4 finalists
 - Opened 4/1/22 and closed 4/18/22
 - Received 3 vendor responses – [Raw Data File Here](#)
 - Dell Marketing did not respond to the RFP
- **Scored the three final proposals to select recommended vendor**

Scoring Overview

Scoring Criteria	Weight	Vendor Evaluation		
		Freshworks	Ivanti	SDI Presence
Capabilities / Solution	25%	6.25	8.5	6.5
Experience and Qualifications	20%	6.5	8.75	7.75
Approach, Services, Implementation Methodology	10%	5.25	7.5	6.5
Pricing and Contract Model	20%	6.5	7.5	4.5
Additional Services / Innovation	25%	5.5	8.5	7.75
Weighted Scoring		6.06	8.25	6.66

Summary & Final Selection – Ivanti

After using the Marketplace.city process, the City of Aurora Project Stakeholders have selected Ivanti as their partner for the IT Service Management project. Ivanti was the selected leader across all scoring categories and individual scoring submissions, providing the consensus choice.

DECISION FACTORS

- **Ease-of-Use:** The platform is administered entirely through point-and-click, drag-and-drop interfaces with intuitive layouts and a manageable learning curve. Changes to the UI, background business rules, and its integration with external systems do not require a specially trained software team or long development cycles.
- **No-Code Workflow Model:** Ivanti provides the market’s most advanced Workflow and Automation model that requires no coding or scripting in order to build complex & scalable workflows quickly.
- **Pricing:** Far from the most expensive option available (see slide 9), Ivanti provides the right tool at the right price.
- **Experience:** Rated a top vendor in the ITSM tool arena by multiple research firms such as Forrester & Gartner.

CONTRACT DETAILS

CONTRACT TYPE	Software as a Service (SaaS)
CONTRACT DURATION	5 Years
PRICING SUMMARY	5 Year Total: \$391,893.39
CONTRACT DOCUMENTS	Ivanti Contract Documents

Appendix

Marketplace.city



Service Overview

Company	Please upload an overview of your proposed implementation including approach and timeframe for Aurora. (RFP)	Implementation & Services Details Extracted from Implementation Document (RFP)	Please provide an estimated timeline for implementation from contract signature for a City of Aurora's size. (RFQ)	Please briefly describe resources or information needed from the City during implementation. (RFQ)
Freshworks	Implementation Documents	<p>We deliver the scope of the project in two-week sprint cycles. A tentative sprint outline is prepared to help gauge the timeline (and a total number of sprints) to complete the onboarding effort. Each two-week sprint is structured as follows:</p> <ul style="list-style-type: none"> • Sprint planning meeting, to pull stories based on priority from the backlog and determine each story's complexity by recording a story-point • Determine and execute story tasks • The daily stand-up meeting, to review past-day accomplishments, current day plan and raise any impediments • Mid-sprint checkpoint meeting, to ensure we can handle the stories outlined in the sprint, and if not, move stories that cannot be implemented to the next sprint. • End of sprint demo, to show the stakeholders progress, i.e., working code and configuration • Sprint retrospective meeting, to gather lessons learned, what worked, what did not, and to adjust strategy accordingly for the following sprint 	12 to 14 weeks	<ul style="list-style-type: none"> • Availability of resources at the customer for Freshworks to get required data and discuss configuration requirements. • A system admin for every Freshworks product. • Project Manager type of resource to coordinate the customer's internal meetings related to implementing the solution. • Configuration requirements • If applicable, the export of existing tickets to migrate to our products, including formatting the data.
Ivanti	Implementation Documents	<p>Planning Meeting: Meet with Customer key stakeholders to determine prioritized objectives for the allotted amount of time</p> <p>Create Agenda: Determine and agree upon a suitable agenda</p> <p>Perform Activities: Engage with Customer to perform mutually agreed upon agenda items.</p> <p>Managing Weekly Status Reports: Distribute WSRs detailing project progress, scope modifications, and outstanding issues, to designated project stakeholders.</p> <p>Project Closure Document Signing: Consultant will present Customer with Project Closure Document at the end of the engagement.</p> <p>Transition to Ivanti Support: Identify Customer's current maintenance subscription level and describe and discuss associated features and benefits. Review Ivanti Support Transition documentation with Customer and discuss and demonstrate support policies, methods, and best practices for obtaining Ivanti technical support.</p>	3 - 6 months	Project Champion, others from internal IT team.
SDI Presence	Implementation Documents	<p>Initiation: Advisory/Discovery workshop focused on overall project planning to drive appropriate business outcomes.</p> <p>Plan: Create overall value management plan that includes Organizational Change Management Plan and Technology Change Management Plan addresses communication, training and overall practice needs and timings relative to advisory plan.</p> <p>Execute and Deliver Technology: ServiceNow Initial architecture, install and configuration.</p> <p>Execute and Deliver Integration: ServiceNow integration with current ticketing system.</p> <p>Execute and Deliver Migration and adoption existing system to ServiceNow: Migration efforts will address complete shutdown of old system and replacement with ServiceNow, including enhanced features and capabilities.</p> <p>Plan, Execute and Deliver Phased implementation of other ServiceNow modules: Order of implementation is dependent on outcome of advisory workshop to determine best order to deliver needed value to City.</p>	9 months	Project Manager

Functional Overview

Company	Please provide a Solution Narrative describing your final proposal to the City.	Product Name	Please indicate whether your solution integrates with the services listed below.	Please list other applications with pre-built integrations to your solution.	Please describe whether and how your solution can integrate with common VOIP phone systems.	Please describe your solution's inventory tracking capabilities.	Please describe your solution's Mobile Device Management capabilities.
Freshworks	Solution Narrative	Freshservice	Microsoft Teams & Microsoft Azure	<p>please see attached response document</p> <p>-----</p> <p>Over 900 integrations, including TeamViewer, Microsoft Teams, Slack, Box, Jamf, PagerDuty, Google Hangouts, Office 365, Google Calendar, Skype, Zoom, JIRA, Docusign, Bomgar, SurveyMonkey, Trello etc.</p> <p>App Marketplace: https://www.freshworks.com/apps/freshservice/ API Documentation: http://api.freshservice.com/</p>	<p>please see attached response document</p> <p>-----</p> <p>Freshworks ITSM solution, Freshservice can support answering and making calls from within the service desk instance. Calls are directly added to the customer timeline, and can even be created as tickets—Freshservice supports native integration with our PBX solution, Freshdesk Contact Center.</p>	<p>please see attached response document</p> <p>-----</p> <p>Monitoring all the software and hardware purchases by your various teams usually means maintaining multiple repositories for IT tracking — a complex process. Freshservice makes it simple, with inventory management capabilities that help you track and evaluate all your IT assets in stock and in use, such as contracts, hardware, software, and other configuration items.</p>	<p>please see attached response document</p> <p>-----</p> <p>The productivity centric Freshservice mobile app has been designed keeping in mind an IT agent's flexibility to stay connected, 'on the go'.</p>
Ivanti	Solution Narrative	Ivanti Neurons	Microsoft Teams & Microsoft Azure	<p>Reference material in RFP response.</p> <p>-----</p> <p>Ivanti Service Manager is designed to integrate with many third-party solutions right out of the box. The majority of the desired integrations are standard out of the box products that we work with everyday such as Microsoft Active Directory / Azure AD, SolarWinds, Exchange, Power BI, SCCM, Remote Support Tools, and ACD.</p>	Yes there are VOIP phone system integrations available.	Full asset capabilities along with inventory down to specific software and hardware options.	There is a full mobile device management capability offered by Ivanti that is also able to be integrated into the service management platform.
SDI Presence	Solution Narrative	ServiceNow	Microsoft Teams & Microsoft Azure	ServiceNow has hundreds of prebuilt integrations developed by numerous global partners.	The ServiceNow VoIP integration is a Computer Telephony Integration (CTI).	ServiceNow Includes cataloging and streamlining the purchase/production of products, manage inventory in storage, and controls the inventory to assure proper handling.	The mobile platform delivers tailored mobile experiences, workflows, and business logic for self-help. Included in Pricing.

Pricing Overview

Company	3-year Pricing	Please complete the pricing template for City of Aurora.	Please upload any additional or standard pricing you would like to share.	Part of the Marketplace.city process is contract validation. Please upload comparable public sector contracts or quotes for pricing validation.
Freshworks	Implementation: \$18,750 Yearly: \$37,670.40 5-Year Total: \$207,102	Pricing Template	Additional Pricing Documents	Contract Documents
Ivanti	Implementation: \$99,900 Yearly: \$58,016.18 5-Year Total: \$376,210.90	Pricing Template	Additional Pricing Documents	Contract Documents
SDI Presence	Implementation: \$185,290 Yearly: \$74,176 5-Year Total: \$562,130.64	Pricing Template		Contract Documents

Implementation Overview

Company	Please upload an overview of your proposed implementation including approach and timeframe for Aurora.	Do you have experience implementing your solution in Government Cloud environments?	Please provide an editable version of your Terms & Conditions document for the City of Aurora's review.
Freshworks	Implementation Documents	Yes	Terms & Conditions Documents
Ivanti	Implementation Documents	Yes	Terms & Conditions Documents
SDI Presence	Implementation Documents	Yes	Terms & Conditions Documents

Security Overview

Company	Please describe your solution's approach to data security.	Please describe how your solution compartmentalizes sensitive support ticket notes.	If selected, will you be able to provide a Record of Compliance to Aurora stakeholders?
Freshworks	<p>please see attached response document</p> <p>----</p> <p>Freshservice is a cloud-based solution hosted on AWS. We maintain a history of two kinds of data: application logs from the system, and application and customers' data. All data is stored in Amazon's state of the art cloud computing platform, AWS.</p>	<p>please see attached response document</p> <p>----</p> <p>Through HIPAA, PCI and our security controls in place, Freshworks helps you secure sensitive information stored on the instance.</p>	Yes
Ivanti	<p>See attached response included in final document.</p> <p>----</p> <p>Ivanti has a physical security program for our offices, data centers, and other facilities. Neurons is hosted on Azure. Microsoft Azure has many certifications that include audits on physical security. Please see https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings for more information.</p>	<p>See attached response included in final document.</p> <p>----</p> <p>Access to data, modules and features (security rights) and access to business objects and fields (business object rights) are based on the user's role. You can customize these roles or create entirely new ones. This prevents an agent from one department from accessing another.</p>	Yes
SDI Presence	<p>ServiceNow security program of policies, procedures and controls align to ISO27002, and equivalent standards, governing processing, storage, transmission, and security of Data.</p>	<p>You can restrict support tickets that contains sensitive information. By marking a support ticket as restricted, you limit its access for the agents.</p>	Yes

RFQ Vendor Response Analysis

Solution Overview

Company	Solution Narrative	Marketplace Column - Clear ITSM Solution?	Key Differentiation	Capabilities List	Any other capabilities your service offers?	Please list any additional products, or services outside of Service Management	Please upload any overview of additional services
Dell Marketing, LP	Solution Narrative	Yes - BMC Helix	Please see attached document in I1 for more information.	ITIL4 Processes.Service Request Management.Event Management.Incident Management.Access Management.Service Asset and Configuration Management.Change Management.Knowledge Management.Service Catalog.Workflow Management.Service Level Management.Problem Management.Application Management.Reporting and Measurement.Self Service Tool (chat and automation)	We are helping customers accelerate their digital transformations to improve and strengthen business and workforce productivity. We offer secure, integrated solutions that extend from the edge to the core to the cloud.	BMC offers a wide range of product offerings to help organizations in their journey to becoming an autonomous digital enterprise. A list of these products can be found on BMC's website, in the "Products" section.	Additional Services Documents
Freshworks	Solution Narrative	Yes	Please see attached RFP response	ITIL4 Processes.Service Request Management.Event Management.Incident Management.Access Management.Service Asset and Configuration Management.Change Management.Knowledge Management.Service Catalog.Workflow Management.Service Level Management.Problem Management.Application Management.Reporting and Measurement.Self Service Tool (chat and automation)	Please see attached RFP response	Please see attached RFP response	Additional Services Documents
Ivanti	Solution Narrative	Yes - Cherwell	Discover hardware and software assets automatically—both managed and unmanaged—that are connected to your network.	Access Management.Service Request Management.Service Asset and Configuration Management.Change Management.Knowledge Management.Service Level Management.Incident Management.Self Service Tool (chat and automation)	Optimize the performance of your IT assets across their lifecycle, while tracking contracts, warranty, and financial information to ensure assets are efficiently managed and secured.	Make your IT, and your user experiences, more efficient and secure with real-time visibility of your assets.	Additional Services Documents
Ivanti (formerly Cherwell)	Solution Narrative	Partial - Cherwell	Truly codeless solution, service delivery throughout your entire organization is built and managed without a single line of code allowing seamless solution upgrades and integrations with any of your other tools.	ITIL4 Processes.Service Request Management.Event Management.Incident Management.Access Management.Service Asset and Configuration Management.Change Management.Knowledge Management.Service Catalog.Workflow Management.Service Level Management.Problem Management.Application Management.Reporting and Measurement.Self Service Tool (chat and automation)	Configuration Management Database, Asset Lifecycle Management, Approval Engine, Reporting and Dashboards, Codeless Workflow Designer, Integration Services, HR Service Management Facilities Management, Information Security Management, External Customer Service Management, Release Management	Enterprise Service Management, Unified End Point Management, Security, Supply Chain	Additional Services Documents
Online Business Systems	Solution Narrative	Yes - BMC Helix	<ul style="list-style-type: none"> - BMC Helix is the leader on 8 out of 13 ITSM use cases according to Gartner - BMC gives customers the choice of implementation strategies: on-prem, on BMC Cloud or private cloud - BMC provides several options for licensing: named, concurrent, active 	ITIL4 Processes.Service Request Management.Event Management.Incident Management.Service Asset and Configuration Management.Change Management.Knowledge Management.Service Catalog.Workflow Management.Service Level Management.Problem Management.Reporting and Measurement.Self Service Tool (chat and automation)	Proactive Problem Management and Real-time Incident Correlation uses Artificial Intelligence and Natural Language Processing to identify trending issues and cluster them into a dashboard. Service Desk Managers gain instant visibility on emerging issues and hot spots in real time.	BMC Software offers products and services in the following areas: <ul style="list-style-type: none"> - Virtual Agent & Chatbot - Business Workflows - Platform as a Service - Operations Management - Network & Server Automation - Vulnerability & Remediation 	Additional Services Documents
SDI Presence LLC	Solution Narrative	Yes - ServiceNow	Advantages of deploying ServiceNow ITSM <ul style="list-style-type: none"> • Effective integration • Higher efficiency and productivity • Better visualization • Reduced costs • Increased ROI • Unified cloud access • Simplified data acquisition • Increased employee satisfaction 	ITIL4 Processes.Service Request Management.Event Management.Incident Management.Access Management.Service Asset and Configuration Management.Change Management.Knowledge Management.Service Catalog.Workflow Management.Service Level Management.Problem Management.Application Management.Reporting and Measurement.Self Service Tool (chat and automation)	ITOM - Service Mapping ITOM - Cloud Management and Provisioning	ITSM Service Desk <ul style="list-style-type: none"> • IT Infrastructure Managed Services • Enterprise Application Managed Services • Managed Security • Services • Public Safety Systems Managed Services • Real Estate Data Managed Services 	Additional Services Documents

Pricing Overview

Company	Please describe your proposed pricing model	If Other, Please briefly describe.	Please describe your pricing drivers	Are the capabilities described above	Based on your understanding of Aurora's needs, please provide a yearly price estimate.	Please upload standard pricing documents	Marketplace.city Column- Clear Pricing and Approach
Dell Marketing, LP	Solution as a Service	Not Applicable	Our pricing structure is based on number of technician licenses needed, either named or concurrent licenses. We use the number of potential end users who would need access to submitting tickets.	All included in your service?	As final technician counts were not provided, we used a best guess to give a range. As we progress in the RFP process, we can update license structure and costs to the determined specified needs of the City of Aurora.	Pricing Documents	No
Freshworks	Solution as a Service		Please see attached bid response https://freshservice.com/pricing	All included in your service?	Please see attached bid response	Pricing Documents	Yes
Ivanti	Software Sale and Maintenance		User number.	All included in your service?	\$95,000	Pricing Documents	Yes
Ivanti (formerly Cherwell)	Solution as a Service	The pricing will depend on the agent licenses required. That will quickly be determined after a quick 30 min call with your appropriate team and our AE and SE	The pricing will depend on the agent licenses required. That will quickly be determined after a quick 30 min call with your appropriate team and our AE and SE	All included in your service?	I will need to know how many IT agents will be utilizing the system at one time. One license is for up to 15 agents.	Pricing Documents	No
Online Business Systems	Solution as a Service	Not Applicable	BMC Helix ITSM and Digital Workplace (self-service) are licensed per named user, concurrent user or active user. BMC Helix Discovery is licensed per server endpoint.	All included in your service?	We estimate the license ACV in the range of USD 80,000 to USD 115,000. This includes: 35 support users in BMC Helix ITSM, 250 servers to be scanned by BMC Helix Discovery and 300 active users to connect to BMC Helix Digital Workplace (self-service)	Pricing Documents	Yes
SDI Presence LLC	Software Sale and Maintenance	None	The SDI Team solution is provided on a Software Sale and Maintenance basis.	All included in your service?		Pricing Documents	Yes

Technical Overview

Company	How is your solution hosted?	Please describe your ability to support integrations with third-party solutions, including APIs.	Does your solution integrate with Microsoft Single Sign?	Does your solution allow integration of outside, existing, or 3rd Party ticketing/service solution?	Does your system allow for 3rd party access to update or manage tickets?	Please upload any any technical overview
Dell Marketing, LP	Cloud Based, On Site, Hybrid	In the following links you will see detailed information regarding our integration abilities: API docs: https://docs.bmc.com/docs/itsm2105/integrating-itsm-with-third-party-applications-by-using-the-rest-api-1002902812.html [docs.bmc.com] https://docs.bmc.com/docs/bmcapis [docs.bmc.com]	Yes	Yes	Yes	Technical Documents
Freshworks	Cloud Based	Please see attached RFP response	Yes	Yes	Yes	Technical Documents
Ivanti	Cloud Based	View real-time software usage information to optimize licenses. Drill deeper for specifics about device names, when the software was last used, how many times it was launched, and duration of use.	Yes	Yes	Yes	Technical Documents
Ivanti (formerly Cherwell)	On Site, Cloud Based	We will have a trusted agent assigned to you throughout all integrations. Your regional Account Executive and Sales Engineer will walk you through the current services. You are our Partners throughout the life of the product.	Yes	Yes	No	
Online Business Systems	Cloud Based, On Site, Hybrid	The BMC Helix platform supports the most common integration technologies: REST API, C API, Java API, Web Services. The optional BMC Helix iPaaS (powered by Jitterbit) enables integrations with 3rd party products offers connectors, a simplified UI, graphical mapping and transformational capabilities.	Yes	Yes	Yes	Technical Documents
SDI Presence LLC	Cloud Based, On Site, Hybrid	The SDI Team leverages the ServiceNow IntegrationHub to easily configure integrations with third-party solutions. IntegrationHub enables execution of third-party APIs as a part of a flow when a specific event occurs in ServiceNow.	Yes	Yes	Yes	Technical Documents

Experience & Implementation

Company	How many state and local government engagements do you currently have for your proposed Solution?	Please Provide References for the City of Aurora	Please provide an estimated timeline for implementation from contract signature for a City of Aurora's size.	Please briefly describe resources or information needed from the City during implementation.
Dell Marketing, LP	100 or more	References Document	Actual time is around 1,036 hours, or 26 weeks; elapsed time will be longer as people have other projects to work on.	It is expected that the City of Aurora will appoint a project manager to work with the RightStar project manager; the City will also need to appoint one or more people who will become administrators; these people will help determine inputs such as categories and templates.
Freshworks	100 or more	References Document	12 to 14 weeks	Please see attached bid response
Ivanti	25-100	References Document	3 - 6 months	Project Champion, others from internal IT team.
Ivanti (formerly Cherwell)	25-100		30-90 days	IT manager, director, or project lead
Online Business Systems	25-100	References Document	A typical implementation would take around 6 months.	The following resources will be required: - Project Sponsor - Project Manager - Technical & Business Liaisons - Technical & Business Subject Matter Experts
SDI Presence LLC	1-10	References Document	9 months	Project Manager

Company Overview

Company	Please indicate any Business Designations you have	Anything else you want to tell us?
Dell Marketing, LP	Local to Aurora, Illinois	For more information regarding all questions above, please see attachment 1.1 for more information. Section 6.1 above does not apply to this response.
Freshworks		
Ivanti		
Ivanti (formerly Cherwell)		https://www.cherwell.com/ We look forward to working with you Heather Haenes 801-727-5732 heather.haenes@ivanti.com
Online Business Systems		Since 2008, Online has become a leading provider of BMC product consulting, implementation, support and education services. The breadth and depth of our service offerings related to BMC's best-of-breed product suite supports client initiatives that are focused on the deployment of advanced Service Management capabilities. These capabilities enable organizations to achieve highly optimized and cost-effective operations, quality of service enhancements, and business outcome improvements.
SDI Presence LLC	Minority Owned Business Women Owned Business	

Full Capabilities List

- ITIL4 Processes
- Service Request Management
- Event Management
- Incident Management
- Access Management
- Service Asset and Configuration Management
- Change Management
- Knowledge Management
- Service Catalog
- Workflow Management
- Service Level Management
- Problem Management
- Application Management
- Reporting and Measurement
- Self Service Tool (chat and automation)

Initial Filter Criteria

With 20 responses, Marketplace.city went through to determine ways to segment and differentiate vendors in order to focus the stakeholders time in deep dive

Potential Initial Screening Criteria :

- Integrates with Microsoft single sign on and 3rd party partners for access and updating – ALL
- Clearly proposed ITSM Solution
- Solution/Software as a Service
- Clear, scalable Pricing model

Other Potential Initial Screening Criteria:

- Government Experience
- Estimate Price Point*
- Proposed applicable type (OEM vs SI)
- Implementation Timeline?
- Proposed Application?