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Remote Desktop Solution
Aurora, IL

Project Overview

BUSINESS CHALLENGE

The City of Aurora, Illinois (City) seeks to mature its remote desktop access capability for its IT professionals, allowing them to access & assist the City's broader employee base.

PROJECT BACKGROUND

As part of its Technology Strategic Plan, the City of Aurora is identifying and replacing its outdated and underperforming systems. Currently, IT stakeholders simply use the standard issue connection capabilities built into their machines: Remote Desktop Connection. This method only works when a user is on the Aurora network, is not secure, and does not provide full User Access Control. This access method is usually supplemented with communications sent through Microsoft Teams.

Process Overview

The City of Aurora, Illinois seeks to mature its remote desktop access capability for its IT professionals, allowing them to access & assist the City's broader employee base.

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 – [Raw Data File Here](#)

- 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 vendor – [Scoring File Here](#)

Proposal Summary

Company	Product Name	Solution		Functional Questions		Prior Experience	Pricing & Model	
		Please provide a 1 page overview of how your solution fits the City's need.	Typical timeline to implementation?	Does your solution support Microsoft Single Sign-On?	Aurora is identifying a new vendor for an IT Service Management solution. Please indicate whether your solution can integrate with the following three ITSM solutions:	How many comparable government engagements do you currently have for your proposed solution?	Which best describes your pricing model?	Pricing
Indecium Consulting LLC	ninjaOne	Solution Narrative	1-2 Weeks	Yes	ServiceNow Ivanti Neurons Freshservice Other	10-25	Solution as a Service	$20,160
Mindsight	Azure Virtual Desktop	Solution Narrative	3-4 Weeks	Yes	ServiceNow Ivanti Neurons Freshservice Other	1-10	Other	$1500-2500 per month ($18,000 - $30,000 annualized)
NetSupport Inc	NetSupport Manager	Solution Narrative	No timeline, "minimal amounts of time"	Yes	Other	100+	Software/Hardware Sale and Maintenance	Year 1: $33,000 Subsequent Years: $8,600
Optiv Security, Inc.	BeyondTrust	Solution Narrative	4-6 Weeks	Yes	ServiceNow Ivanti Neurons Freshservice Other	100+	Software/Hardware Sale and Maintenance	33,659.09
RjR Innovations	BeyondTrust	Solution Narrative	3 Days	Yes	ServiceNow Ivanti Neurons Freshservice Other	25-100	Solution as a Service	$42,830
Sayers Technology Services, LLC	Nutanix Frame	Solution Narrative	~1 Week	Yes	ServiceNow Ivanti Neurons Freshservice Other	25-100	Use-based pricing	$10,234.96
VMware	Workspace ONE Assist	Solution Narrative	2-3 Weeks	No	ServiceNow Ivanti Neurons Freshservice	100+	Solution as a Service	~$85,000.

Scoring Overview

Scoring Criteria	Weight	Indecium Consulting LLC	Mindsight	NetSupport Inc	Optiv Security, Inc.	RjR Innovations	Sayers Technology Services, LLC	VMware
Capabilities / Solution	*25%*	5	1.67	3	9	8.33	1.67	2.33
Experience and Qualifications	*20%*	5	1.67	3	9	8.33	1.67	2.33
Approach, Services, Implementation Methodology	*10%*	5	1.67	3	6.33	5.67	1.67	2.33
Pricing and Contract Model	*20%*	7.67	1.67	3	6.33	3	1.67	2.33
Additional Services / Innovation	*25%*	5	1.67	3	9	8.33	1.67	1.67
Number of Scorers		3	3	1	3	3	3	3
Weighted Scoring		5.53	1.67	3.00	8.20	7.00	1.67	2.17

*Scoring totals were averaged across the number of scores submitted – not every project leader could score every solution, in case they missed a demo

[Full Scoring Document Found Here](#)

Summary & Final Selection – Optiv Security

After using the Marketplace.city process, the City of Aurora Project Stakeholders have selected Optiv Security as their recommended partner for a Remote Desktop solution. Optiv's BeyondTrust proposal was the unanimous choice across all project stakeholders.

DECISION FACTORS

- **IT Service Management Integration:** As Aurora is in the process of replacing numerous outdated systems, it is also in the process of acquiring a new IT Service Management tool. The recommended vendor in that project is Ivanti Neurons. In product meetings and demonstrations over the summer, Aurora project leaders asked vendors if their Remote Desktop solution would integrate with Ivanti Neurons and Optiv demonstrated a pre-built connection. This will help give Aurora a cohesive, interoperative set of software tools to efficiently manage City business.

- **Session Recording:** Beyond remote desktop access, the BeyondTrust software provides the ability for session recording. These video files will provide a helpful repository of recorded information and IT processes to help Aurora employees.

- **Lower Price for BeyondTrust:** Both Optiv Security and RjR Innovations proposed the BeyondTrust solution, but through completing the Marketplace.city Pricing Template, Aurora project leaders were able to see that Optiv's proposal would cost ~$10,000 less per year.

CONTRACT DETAILS

CONTRACT TYPE	Software as a Service (SaaS)
CONTRACT DURATION	Annual
PRICING SUMMARY	Annually: $31,038.39
CONTRACT DOCUMENTS	Optiv September Quote

Appendix

Solution & Implementation

Company	Product Name	Please provide a 1 page overview of how your solution fits the City's need.	What is your product's greatest differentiation?	What is the typical timeline to implementation for your solution from contract date?
Indecium Consulting LLC	ninjaOne	Solution Narrative	NinjaOne provides an all-in-one solution to assist IT departments in day-to-day IT support services. The key feature is Remote Monitoring and Management which allows for an overview of the device to see real time machine statistics as well as hardware, software, and patch inventory.	The typical timeline for a deployment the size of the City of Aurora would be one to two weeks. Indecium and NinjaOne is offering the City of Aurora unlimited implementation support, on-boarding.
Mindsight	Azure Virtual Desktop	Solution Narrative	Increase remote work flexibility/efficiency by providing the same look and experience regardless of device. Leverage conditional access/MFA policies for additional security controls. No management of connection brokers, gateways, session hosts and licensing servers like traditional RDS deployment.	3 to 4 weeks from time of acceptance. That includes testing and rollout to production.
NetSupport Inc	NetSupport Manager	Solution Narrative	Manager offers an on-prem solution that doesn't require any dedicated servers or that your data be shared/hosted with third parties. It operates securely over WAN, LAN, and HTTP without the need for firewall configuration. Our built-in security tools are incredibly robust as well.	Depending on your network and access to devices, implementation can be done remotely via deployment in minimal amounts of time. With AD integration, configuration can be pushed out via deployment.
Optiv Security, Inc.	BeyondTrust	Solution Narrative	• Remote Access & Control • Efficiency & Scale • Customization & Branding • Team & Permissions Administration • Audit & Compliance • Integrations	Services are generally scheduled 4-6 weeks from PO and RS deployment takes less than 8 hours in most cases
RjR Innovations	BeyondTrust	Solution Narrative	• Security & Remote Support Without Compromise. Advanced authentication and permissions controls, remote session logging and forensics, securely accessed remote connections. • Once a session is done, the program is completely removed from the customer workstation as if never installed.	there are three Tiers but we are proposing Tier 1 as your implementation plan. It is normally less than 3 days. And cost is factored in the pricing
Sayers Technology Services, LLC	Nutanix Frame	Solution Narrative	Key differentiators: Simplicity, Great administrator experience, Quick to deploy & easy to manage, Great End-user experience, Access from any device, High performance, particularly with graphic intensive workloads, Multi Cloud & Hybrid-Cloud choice, Flexible Consumption Models, Enterprise features	Pre-services call to ensure networking, account, and pre-config reqs identified. 1-day to get solution live & gold-images / user-groups setup and identified &1-2 days knowledge transfer for your team.
VMware	Workspace ONE Assist	Solution Narrative	Workspace ONE UEM greatest differentiation through the ability of having a Unified Endpoint Management Solution (UEM) that can manage every device and support all use cases while being multi tenancy. It can manage the full lifecycle of any mobile, desktop or IOT device.	With VMware's professional services, implementation can take between 2-3 weeks from the contract date.

Functionality

Company	Product Name	Does your solution provide a file transfer capability?	If you responded "yes" to 2.1, please indicate whether this file transfer capability can be temporarily blocked.	Please explain how your remote access solution navigates access to end-users with multiple screens.	Please describe any current or planned capabilities regarding mobile device remote connections.	Does your solution support Microsoft Single Sign-On?	Please provide an overview of any additional Value Added Services that you have in this space.
Indecium Consulting LLC	ninjaOne	Yes	File transfer can be blocked or filtered.	When connected to a machine vis Remote Access in the top left corner is an option to switch monitors so everything can be viewed.	NinjaOne will support Android devices in July and Apple IOS devices in September.	Yes	Indecium offers a full range of cybersecuity, compliance, governance and audit services.
Mindsight	Azure Virtual Desktop	Yes	Yes, file transfer can be blocked.	You can enable or disable presenting the session on multiple screens. You can also minimizes the session if needed.	AVD provides the same look and feel across all devices. This includes Mobile devices.	Yes	We offer full DaaS management and monitoring. No need to purchase end user CAL's or purchase/refresh expensive hardware every couple of years like a traditional deployment. AVD licenses may already be included in your current Office 365 plan today providing you with even more ROI.
NetSupport Inc	NetSupport Manager	Yes	Client config can be updated to block file transfer or to disable when no user is logged on. Access rights to directories/files explicitly allows/denies access to individual drives/directories/files.	If the client uses multiple monitors, the control will be able to switch between desktops by clicking the tabs displayed beneath the View window toolbar. Otherwise the primary/active monitor will be the main one visible via the thumbnail view.	Manager provides an app allowing for Controls using iOS/Android to remote in and support end user devices. Currently we do not support an iOS client, but we do support Android clients for end-users.	Yes	Manager provides the option for 24/7 support for manned/unmanned machines, multiple connection options including PIN connect and added security measures, and our training platform (School) included free to support onboarding/training.
Optiv Security, Inc.	BeyondTrust	Yes	The ability to utilize file transfer can be enabled or disabled via policy within Remote Support	Remote Support supports up six (6) monitors and the technician can switch by just clicking on the monitor desired or view all at once	Remote Support support iOS devices and Android	Yes	Recording of all sessions which present training opportunities for new employees. Ability to go to 8-bit, black & white, for low bandwidth needs, i.e. when people are in remote areas, such as patrol officers, or personnel working with poor internet services. Privileged Remote Access
RjR Innovations	BeyondTrust	Yes	The customer, by policy, can be given control to allow or not allow file transfers. By policy, you can restrict which representatives can initiate a file transfer	Using the display icon, the agent can see a layout of all the screens and easily choose one or view all. To change the view, you just choose a different rectangle of the appropriate monitor	Remote Support Representative application can run on Android, iPad and iPhone, iPod Touch. Remote support can remotely view, use file transfer and chat on Android, iPad, iPhone and iPod	Yes	Additional services and applications available are "Privileged Password Management", "Cloud Security Management", "Privileged Access Discovery Application", "Endpoint Privilege Management"
Sayers Technology Services, LLC	Nutanix Frame	Yes	Is the question referencing file blocking from VM to end-user/internet/files server? Or EU to VM file blocking? With additional information, we can answer more extensively	Frame's multi-monitor feature allows users to connect up to 4 displays at a time. Users may configure the display order as desired while in session. This feature is built into Frame App & easily enabled for the browser-based Frame Terminal. docs.frame.nutanix.com/session-conduct/multi-monitor.html	Frame is developed to deliver users interface through any HTML5/WebGL compatible browser. Supporting the latest versions of Chrome, Firefox, Safari, and Edge on various desktops/mobile devices.	Yes	Ability to deliver apps to end users in public/private clouds, access from any device & to deploy/deliver desktops & apps in hours. Frame cloud control plane is managed & maintained by Nutanix as a service. Frame services on VMs upgrade automatically. Desktop as-a-Service for Azure & AWS GovClouds
VMware	Workspace ONE Assist	Yes	Yes, the file transfer capability can be temporarily blocked by the end user. When request is asked via Workspace ONE UEM, the end user must grant the ability to grant permissions to the IT admin.	Workspace ONE is capable of multi monitor support on MacOS and Windows 10 devices. The Multi-Monitor button appears when your host machine has more than one monitor attached. It allows you to select which monitor you want to view or control.	Workspace ONE UEM can remote into mobile devices and can perform the same remote tasks as a desktop.	No	Workspace One UEM can enroll devices with the user's Azure Credentials, however there is no integration into Microsoft's Single Sign On.

Technical Overview

Company	Product Name	Aurora is currently in the process of identifying a new vendor for an IT Service Management solution. Please indicate whether or not your solution can integrate with the following three ITSM solutions:	For each solution that you selected in 4.3.1, please provide a detailed explanation of that particular integration.	Please describe your solution's privacy features.	Please highlight any automated features or pre-built scripts contained within your solution.
Indecium Consulting LLC	ninjaOne	ServiceNow,Ivanti Neurons,Freshservice,Other	Native interation for ServiceNow is available now. Ninja can send alerts and information to any tool via webhooks, email forwarding, or our open API. NinjaOne also has it's own ITSM capability that can be deployed.	NinjaOne requires MFA for all users and also has a SOC2 Type 2 report that can be provided with a Security NDA. Otherwise, Ninja follows NIST frameworks which covers forms of access to the system	NinjaOne offers roughly 70 scripts out of box, as well as many native software deployment options. Built in monitoring templates make specific alerts easy to configure.
Mindsight	Azure Virtual Desktop	Other,ServiceNow,Ivanti Neurons,Freshservice	Would need more information on whether its support for backend infrastructure for virtual desktops and/or support for the end-user? Need to understand specifics of need, ticketing system etc. Will work to customize solution to the City of Aurora's specific needs.	Ensure sensitive data never leaves the environment through MFA/Conditional Access Policies to restrict ability to save data locally. Hub/Spoke topology creates a 0-trust model connection to current on-prem environment. Microsoft Defender for Malware/Virus protection. Comprehensive backup solution.	Scaling plan ensures cost efficiency without any performance impact to end users. Run only necessary CPU & RAM during various workloads. Automation via GPO or Intune for scripting within user sessions
NetSupport Inc	NetSupport Manager	Other	Integrates with NetSupport Service Desk (helpdesk ticketing) and NetSupport DNA (ITAM). You can configure 3rd party systems to launch Manager as the preferred remote control solution, if an applicable setting within the 3rd party tool.	Manager offers a secure gateway which requires matching IP and gateway keys in order to authorize connections. Integration with AD also allows for additional protection and security. User authentication, encryption, smartcard, and access privileges included.	Manager includes a powerful scripting language and scheduler that allows you to automate tasks. Scripting contains a wealth of desktop management functions.
Optiv Security, Inc.	BeyondTrust	Freshservice,ServiceNow,Other	see links 1. - https://www.beyondtrust.com/docs/remote-support/how-to/integrations/servicenow/installation/index.htm, 2. - https://www.beyondtrust.com/docs/remote-support/how-to/integrations/servicenow/auto-create/index.htm, 3. - https://www.beyondtrust.com/remote-support/integrations/freshservice, 4. - https://www.beyondtrust.com/remote-support/integrations	Remote Support only grants access for what's been configured, everything else is an implicit deny-all There is no external access for Remote Support by default.	see links too many characters 1. - https://www.beyondtrust.com/docs/remote-support/getting-started/admin/special-actions.htm, 2. Special Actions: Create Custom Special Actions (beyondtrust.com)
RjR Innovations	BeyondTrust	Freshservice,Ivanti Neurons,ServiceNow,Other	Fresh Service – initiate a session directly from the incident management form. Ivanti Neurons – initiate a session directly from a Incident, Change or Service Request. ServiceNow – initiate a session from an open ticket with details of the session appended to ticket. BMC Helix ITSM – initiate a session from an open ticket with details of the session appended to ticket.	Authentication & Permissions – AD, LDAPS, Kerberos, RADIUS, Smart Card Authentication, Two Factor Authentication. Remote Connection Security – user receiving support must approve agent actions. Architectural Security – Unique Configuration by customer, No VPN, Military-Grade Data Encryption	With the canned scripts feature, you can send one click commands, run patches or apps on remote desktops and servers. Simply select the script from a list and run it through our command line interface
Sayers Technology Services, LLC	Nutanix Frame	ServiceNow,Ivanti Neurons,Freshservice,Other	Nutanix Frame has several integration points with many software solutions in the industry. ServiceNow, FreshService, Ivanti, and Ivanti Neurons included. However, depending on which features or products in each of these portfolios you want to integrate with, or what type of integration is required, we would need to discuss further.	Security/Privacy is crucial to Nutanix's Frame Desktop as a Service (DaaS) platform. Security&compliance team, along with Nutanix Legal, determines the necessary deployment models, responsibilities, & actions a Covered Entity/Business Associate of Nutanix must follow for Nutanix to execute BAAs.	Frame's deployment allows customers production-ready in hours, Automatic upgrade of Frame client enhances performance&features, Automate Monitoring of Production Capacity Utilization in Frame
VMware	Workspace ONE Assist	Freshservice,Ivanti Neurons,ServiceNow	Through the WS1 integration, Freshservice manages and scans computers, printers, scanners, and other network equipment in your organization. Ivanti Neurons: The WS1 connector will gather data about the devices and software from WS1 UEM. With the ITSM Connector for ServiceNow, help desk and support organizations face can access WS1 UEM + Assist actions from within the ServiceNow portal.	WS1 will notify employees when their screen is visible and has full access to accept or reject access requests to their devices. They can also pause and end remote sessions at any time. WS1 encompasses user, endpoint, application, data and network through conditional access and compliance policies.	Workspace One UEM has a Decision Engine that acts based on a rich set of parameters. With UEM you can automate policies on contextual triggers. The automation can extend to 3rd- party services.

Vendor Experience

Company	Product Name	How many comparable government engagements do you currently have for your proposed solution?	Please provide up to 3 similar engagements based on size and scope.
Indecium Consulting LLC	ninjaOne	10-25	NinjaOne RMM has been purchased and deployed at the following, Kansas City, MO, Cape Coral, FL, Venango PA, County Sarpy, NE, County of Queen Anne, ME. All deployments are equal or larger in scope and size to the RFQ requirements.
Mindsight	Azure Virtual Desktop	1-10	Superior Ambulance Logis Environment, City of St. Charles Virtual Desktop Deployment, Lake County Sheriff's Office (WVD for Sheriff's office and WVD for 911 Dispatch)
NetSupport Inc	NetSupport Manager	100+	Imperial Irrigation District (CA), New York City Department of Human Resources (NY), City of Houston (TX)
Optiv Security, Inc.	BeyondTrust	100+	Please refer to the following link to view some of our case studies: https://www.beyondtrust.com/resources/case-studies#cardP=43848&cardLang=en
RjR Innovations	BeyondTrust	25-100	References will be provided once we are qualified for the next round
Sayers Technology Services, LLC	Nutanix Frame	25-100	Creighton University – 500 Concurrent students on Frame to address COVID restrictions. Jostens – Uses Frame to provide yearbook editing software to high school students via Frame. Maryland Lottery – 100 user to work safely from home with Frame. University in Aurora is evaluating Frame as well.
VMware	Workspace ONE Assist	100+	We have a city customer who was struggling to keep their police officers in the field due to device issues and had low first call resolution (FCR) rates due to help desk staff escalations. After the deployment the mean time to resolution decreased by 98% and FCRs increased by 90%.

Pricing Overview

Company	Product Name	Which best describes your pricing model?	Please describe your proposed pricing model. Please be clear to outline what drives pricing.	Based on Aurora's size and need, please provide Pricing for the City of Aurora.	Please upload any standard pricing documents or Quotes that you would like to share.
Indecium Consulting LLC	ninjaOne	Solution as a Service	NinjaOne is priced on the number of users being monitored and is deployed as a SaaS platform. Indecium Consulting and NinjaOne is offering the City of Aurora unlimited implementation support, on-boarding and training during the contract period.	We are offering a discounted rate of $16.80 per user. This is a all-in cost with no support or implementation costs to the City of Aurora.	[Pricing Documents](#)
Mindsight	Azure Virtual Desktop	Other	To ensure maximum cost efficiency, pricing is driven by user count and licensing, access frequency, peak concurrent users, size of instance workload per user, data egress charges and connectivity. This solution ensures a predictable cost model.	Infrastructure, licensing, usage and fees for 20-30 users running in Azure between $1500-2500/month. That includes required domain controller/file server to support FSLogix profiles. Assumes average desktop usage and approx 50GB profile per employee.	
NetSupport Inc	NetSupport Manager	Software/Hardware Sale and Maintenance	Perpetual licensing model based on number of devices (control and client) with one-time purchase fee and optional annual maintenance plan for upgrades to new versions, support included	Up to $33K for year one, up to $8600 for subsequent years (maintenance plan) assuming 1250 devices (1200 end user, 20 techs, buffer of 10 devices)	[Pricing Documents](#)
Optiv Security, Inc.	BeyondTrust	Software/Hardware Sale and Maintenance	Annual subscription Licensing based on concurrent users. One-time cost for any Admin or user training. One-time cost for implementation services provided by BeyondTrust.	See attached pricing document for the BeyondTrust solution.	[Pricing Documents](#)
RjR Innovations	BeyondTrust	Solution as a Service	Pricing is based upon concurrent representatives logged into the appliance. It doesn't matter the number of agents; it only matters how many are logged in at a specific time	Based on the amount of IT staff we have provided you with the amount of licenses needed and also the amount of training per IT staff. Note that you can add more IT staff for training but that will add the cost at $2,200 additional per IT staff	[Pricing Documents](#)
Sayers Technology Services, LLC	Nutanix Frame	Use-based pricing	There are 2 primary costs associated with Frame DaaS. Either concurrent-user or named-user license costs, and the second is infrastructure – which will be your IaaS costs for consumption in your choice of public cloud (AWS, Azure, or GCP)	This proposal includes 20 Named-User Frame subscription (1-Year term) and Nutanix FastTrack Frame Services. Pricing will be ~$10,450.00. The assumption is that Aurora will leverage it's choice of public cloud for IaaS, and pricing will need to be provided by their cloud partner of choice.	[Pricing Documents](#)
VMware	Workspace ONE Assist	Solution as a Service	VMware pricing can be by user or by device. We recommend by device when the user, on average, has 2 devices or less and by user when the users on average have more than 2 devices. We also recommend Professional services for a smooth implementation.	MSRP Pricing for Workspace One UEM and Assist will be around ~$85,000. VMware also offers added professional services that help with deployment and training. Professional services costs can range between $10,000 - $50,000 depending on the level of assistance needed.	

Company Overview

Company	Product Name	Please indicate any Business Designations you have.	Link to your Marketplace.city Profile Page	Anything else you want to tell us?
Indecium Consulting LLC	ninjaOne	Veteran Owned Business		Indecium Consulting Group is a registered Veteran Owned Small Business (VOSB) that specializes in cybersecurity, compliance, governance and audit solutions and services. We have added our Insurance Certificate to this proposal, however it's not showing when we try to submit. We are happy to provide our Insurance Certificate if it doesn't come through.
Mindsight	Azure Virtual Desktop	Local to Aurora, Illinois	https://secure.procurenow.com/vendors/75456/proposals/40933/edit?section=company-profile	Mindsight's approach to supporting the City of Aurora is entirely based upon building a custom solution, or combination of solution, that fits with the unique environment/needs of the City. Instead of picking a solution and finding a way to make it fit the City's needs - our goal is to understand the totality of what the City plans to utilize remote desktop work for. Only once we've developed that understand will we propose solutions. Each organization/municipality is different - with vast amounts of experience both the technology and in the sector, we know that we can deliver and exceed the City's expectations. As far as pricing model, we are able to offer fixed-fee, time and materials, desktop as a service and/or usage based pricing per the City's discretion. At this early stage, without discussing the environment more specifically with the Aurora team, it is difficult to estimate pricing or share an example quote. Once we've met and understand the City's needs more intimately we will be able to provide everything and answer any questions specific to the scope.
NetSupport Inc	NetSupport Manager	Small Business Classification	https://secure.procurenow.com/vendors/86464/profile	NetSupport has been providing secure solutions for organizations since 1989, with Manager being our flagship product. Manager is trusted around the world for its incredibly secure, easy to use, and feature-rich remote desktop support and is trusted by key organizations including the Navy, multiple city/state government offices, US Coast Guard, financial institutions, and retail. Our support team is second to none, with access available via phone, email, online ticketing, live chat, and remote support and we never charge for our support services (beyond the maintenance contract) regardless of time needed to resolve an issue. Our customer feedback is highly valued and drives our development.
Optiv Security, Inc.	BeyondTrust			The Optiv partnership with BeyondTrust mission is to revolutionize the way the world secures and manages privileged access. In teaming with Optiv, BeyondTrust solutions address the most prevalent and pervasive security challenges facing today's enterprises, and we have in partnership seized the opportunity to help our customers secure privileged access while empowering their businesses.
RjR Innovations	BeyondTrust		N/A	
Sayers Technology Services, LLC	Nutanix Frame	Minority Owned Business	https://marketplace.city/c/sayers-technology-service/	Nutanix Frame really has changed how DaaS is deployed, managed, and scaled. What was once a complicated use-case for IT organizations to plan for and implement, can now me stood-up in a matter of hours. A perfect demonstration of how easy it is to deploy can we viewed in the below video tutorial. We believe it would be the perfect fit for the City of Aurora, and hope to have the opportunity to speak with you more about it. https://youtu.be/691wVD-Ydsg
VMware	Workspace ONE Assist		N/A	The VMware account team that supports the City of Aurora is directly responding to this RFI; however, the city will need to procure indirectly through an authorized VMware partner. VMware has existing relationships with local/small businesses and partners that are Minority Owned, Women Owned, and Veteran Owned Businesses.