



**INFORMATION TECHNOLOGY
DEPARTMENT; CITY OF AURORA, IL**

**DATASHIELD MANAGED SERVICES CHANGE
ORDER**

Client Contact: Michael Pegues, CIO

Contract No: 20190213-01

Change Order Number: 004

Change Order Date: December 15, 2023

Engagement Manager: Cyrus Walker

Introduction

This Managed Security Services Change Order (MSSTC) Request is Appended to the Managed Security Services Terms & Conditions for services by and between Data Defenders and City of Aurora, IL Information Technology Division (COA) dated December 22, 2020 (“Agreement”).

Order Form: 003

Effective Date: January 1, 2024

This MSSTC Change Order Request is governed by the above referenced Agreement, the terms and conditions of which are hereby incorporated into this MSSTC Change Order Request by this reference. The terms of this MSSTC Change Order Request shall control if there is a conflict with the terms of the Agreement. The following defines the MSSTC Change Order Request to be provided by Data Defenders.

Project Name	Data Shield Managed Security Services
Requested By	City of Aurora, IL
Presented To	Leela Karumuri, Director of Cyber & Technology Risk
Change Name	Order Form Scope Change
Change Number	004
Date of Request	December 15, 2023

Description of Changes

The scope of change will include the following additions and terminations of various service items, products, and/or tasks(s) as described below:

- 1. Island Technology Management Console (700 Users) (Addition)**
- 2. DataShield Microsoft Defender for Endpoint Management (Addition)**
- 3. Okta Software Subscription (Service Termination)**
- 4. eSentire esEndpoint (Crowdstrike) Software Subscription (Service Termination)**

Reason for Change

City of Aurora, IL (COA) is requesting the changes outlined in the “Description of Changes” section of this Change Order as a continuing effort to enhance cybersecurity operation, span of control, and advance threat detection and response capabilities as recommended by Data Defenders. The service changes to COA’s current DataShield® managed security services subscription, as outlined above, will be described in detail in the following section.

Statement of Work for Change Order

STATEMENT OF WORK SUMMARY

Data Defenders is being engaged by CoA to provide the following products and service add-ons and termination of services and product components of the DataShield® MSS CyOps subscription. The specific changes to the COA DataShield® MSS CyOps subscription are outlined as follows.

PRODUCT ADDITION – Island Management Console Add-On

Data Defenders will acquire and add-on the Island Management Console for 700 users as part of the current Data Defenders DataShield® MSS Endpoint security Strategy. The management console will provide the following features:

- Privileged Access
- Anti-Exploit & Isolation Module
- Last Mile Control (Clipboard, Screenshot, Drag and Drop, etc.)
- Ransomware & Phishing protection Module
- Extension Guard
- URL Categorization & Threat Intelligence
- Document Viewer
- Secure Storage
- Analytics and Visibility
- Identity Integration, Device Posture + Network Awareness
- File Content & DLP
- IE Legacy mode
- Look and Feel customizations.
- Island Clipboard

SERVICE ADDITION – DataShield® MSS CyOps Microsoft Defender for Endpoint Management

Subscription Add-On

Data Defenders will add its Microsoft Defender for Endpoint (MDE) management service to COAs DataShield MSS CyOps® management subscription. DataShield MSS CyOps MDE management service will provide the following features:

- Enhanced Endpoint Security Threat Detection and security architecture management
- Enhanced Endpoint Incident Response capabilities
- Enhanced Security Operations Analytics and Reporting
- Enhanced Span of Control of Endpoint Security Operations
- Direct integration into COAs DataShield Analytics Tenant subscription

PRODUCT TERMINATION – Okta Identity Management Service Subscription

Data Defenders will terminate COAs Okta Identity Management Service Subscription and will replace the product function with the Microsoft Entra Identity Management function now available in the COAs Azure tenant. This replacement will result in a cost reduction to COAs DataShield® MSS CyOps subscription.

SERVICE TERMINATION – eSentire esEndpoint CrowdStrike Service Subscription

Data Defenders will terminate COAs eSentire esEndpoint CrowdStrike Service Subscription and will replace the product function with Data Defenders DataShield® MSS CyOps Microsoft Defender for Endpoint (MDE) endpoint security operations analytics and management solution. This replacement will result in an overall cost reduction to COAs DataShield® MSS CyOps subscription.

Change of Project Scope Benefits

The addition of these software and service add-ons and termination of current products and services as outlined in this Change Order will enable enhanced endpoint device security management capabilities delivered through COAs DataShield® MSS CyOps subscription.

Effect on Deliverables (Including a List of Any Affected Deliverables)

- a. No effect on deliverables

Effect on Project Schedule (Including Estimated Completion Date for This Change)

Upon approval of this Change Order 012 by the COA Purchasing Dept, Data Defenders will acquire the software and services components and add them to the COAs DataShield® MSS CyOps subscription.

Effect on DataShield® MSS CyOps Subscription Cost

This section provides a detailed explanation of the cost associated with the add-ons and terminations proposed in this Change Order 012. The section will provide an overall summation of costs for COAs DataShield® MSS CyOps service subscription and will highlight the change in costs to COA for this subscription based on the add-ons and terminations proposed in this Change Order 012. Please note the following: The costs provided in the table below include pricing for Renewal Year 1 and Year 2 of the DataShield® MSS CyOps subscription.

Item Description	Contract Year Costs						TOTAL RENEWAL COST
	CURRENT YEAR	RENEWAL CY 2024	RENEWAL CY- 2025	REDUCTION IN COST	INCREASE IN COST		
DataShield® MSS CyOps Order Form 002							
eSentire esNetwork	\$ 118,650.00	\$ 143,566.50	\$172,279.80				\$315,846.30
eSentire esEndpoint (1200 Users)	\$ 84,447.00	0.00	\$ 0.00				\$0.00
DataShield® MSS CyOps Sentinel SEIM	\$ 21,000.00	\$ 21,000.00	\$ 21,000.00				\$42,000.00
DataShield® MSS CyOps Security Device Management	\$ 9,500.00	\$ 9,500.00	\$ 9,500.00				\$19,000.00
DataShield® MSS CyOps Vulnerability Management (100 Hrs)	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00				\$30,000.00
Qualys Vulnerability Management Cloud Tenant	\$ 15,250.00	\$ 18,452.50	\$ 18,452.50				\$36,905.00
General Professional Service Hours Allocation (150 Hrs)	\$22,500.00	\$ 22,500.00	*\$ 45,000.00				\$67,500.00
Security Awareness Training Hours Allocation (50 Hrs)	\$ 7,500.00	\$ 7,500.00	\$ 7,500.00				\$15,000.00
Risk Assessment Hours Allocation (100 Hrs)	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00				\$30,000.00
DataShield® MSS CyOps Internal/External Hours Allocation (75 Hrs)	\$ 11,250.00	\$ 11,250.00	\$ 11,250.00				\$22,500.00
DataShield® MSS CyOps Order Form 003							
eSentire esNetwork	\$ 59,325.00	\$ 71,783.25	\$ 86,139.90				\$157,923.15
eSentire esEndpoint (300 Users)	\$ 21,111.00	0.00	\$ 0.00				\$0.00
DataShield® MSS CyOps Sentinel SEIM	\$ 8,400.00	\$ 8,400.00	\$ 8,400.00				\$16,800.00
DataShield® MSS CyOps Security Device Management	\$ 6,300.00	\$ 6,300.00	\$ 6,300.00				\$12,600.00
DataShield® MSS CyOps Vulnerability Management (100 Hrs)	\$ 11,250.00	\$ 11,250.00	\$ 11,250.00				\$22,500.00
General Professional Service Hours Allocation (100 Hrs)	\$ 15,000.00	\$ 15,000.00	**\$ 37,500.00				\$52,500.00
Risk Assessment Hours Allocation (50 Hrs)	\$ 7,500.00	\$ 7,500.00	\$ 7,500.00				\$15,000.00
DataShield® MSS CyOps Internal/External Hours Allocation (50 Hrs)	\$ 7,500.00	\$ 7,500.00	\$ 7,500.00				\$15,000.00
vCISO Hours Allocation (250 Hrs)	\$ 37,500.00	\$ 37,500.00	\$ 37,500.00				\$75,000.00

Item Description	Contract Year Costs						TOTAL RENEWAL COST
	CURRENT YEAR	RENEWAL CY 2024	RENEWAL CY- 2025	REDUCTION IN COST	INCREASE IN COST		
DataShield® MSS CyOps Threat Analytics Hours Allocation (300 Hrs)	\$ 45,000.00	\$ 45,000.00	\$ 60,000.00				\$105,000.00
Policy Development (135 Hrs)	\$ 20,250.00	\$ 20,250.00	\$ 20,250.00				\$40,500.00
Okta Identity Management Subscription	\$ 62,477.00	0.00	\$ 0.00				\$ 0.00
Okta Support – Premier Success Package	\$ 9,375.00	0.00	\$ 0.00				\$ 0.00
DataShield® MSS CyOps Identity Mgmt. Hours Allocation (50 Hrs)	\$ 7,500.00	\$ 7,500.00	\$ 9,000.00				\$ 16,500.00
DataShield® MSS CyOps Change Order 002							
esEndpoint Anti-Virus Module (1500 Users)	\$ 40,695.00	0.00	\$ 0.00				\$ 0.00
Knowbe4 Security Awareness Training Subscription (1100 Users)	\$ 17,820.00	\$ 21,562.20	\$25,874.64				\$47,436.84
DataShield® MSS CyOps Change Order 003							
Qualys Patch Management	\$ 17,175.00	\$ 20,781.75	\$24,938.10				\$45,719.85
eSentire esEndpoint CrowdStrike Device Management Module (1500 Users)	\$ 4,500.00	0.00	\$ 0.00				\$ 0.00
Keeper Security Password Management Subscription (1200 Users)	\$ 47,767.00	\$ 57,798.07	\$69,357.68				\$127,155.75
CURRENT DATASHIELD® MS CYOPS COSTS:	\$ 766,542.00						
DataShield® MSS CyOps Change Order 004							
DataShield® MSS CyOps Microsoft Defender for Endpoint Management Subscription Add-On		\$ 100,000.00	\$ 110,000.00				\$210,000.00
Island Management Console Tenant (700 Endpoints)		\$ 78,500.00	\$ 86,350.00				\$164,850.00
RENEWAL 2024 DATASHIELD® MS CYOPS COSTS:		\$ 780,394.27					



Item Description	Contract Year Costs						
	CURRENT YEAR	RENEWAL CY 2024	RENEWAL CY- 2025	REDUCTION IN COST	INCREASE IN COST		TOTAL RENEWAL COST
TOTAL REDUCTION RENEWAL COSTS:							
TOTAL INCREASE RENEWAL COSTS:					+ \$ 13,852.27		
Total DATASHIELD® MS CYOPS Renewal Cost		\$ 780,394.27	\$ 922,842.62				\$1,703,236.89
					Original Total Order Form 20190213-01-DS-002 Cost		\$ 1,600,485.00
					Total New Order Form 2019-01-DS-003 Cost		\$ 1,601,730.00
					Total Change Order Form 2019-01-DS-003-002 Cost		\$ 336,697.20
					Total Change Order Form 2019-01-DS-003-003 Cost		\$ 208,322.00
					Total Change Order Form 2019-01-DS-003-004 Cost		\$ 170,152.27
					Total DataShield® MSS Cost		\$ 3,917,386.47

- * \$ 45,000 cost increase represents an increase in General Professional Services Hours in CY 2024 from 150 hours as previously allocated in CY 2021-2023 to 300 hours in CY 2024.
- ** \$ 37,500 cost increase represents an increase in General Professional Services Hours in CY 2024 from 100 hours as previously allocated in CY 2021-2023 to 250 hours in CY 2024.

Signatures

DATA DEFENDERS ENGAGEMENT MANAGER

Approved **Signature:** _____

Rejected **Title:** _____ **Date:** _____

CITY OF AURORA, IL

Approved **Signature:** _____

Rejected **Title:** _____ **Date:** _____

WE ARE THE DEFENDERS OF YOUR INFORMATION WORLD!

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