



City of Aurora

44 E. Downer Place
Aurora, IL 60505
www.aurora-il.org

Cover Memorandum

File Number: 24-0593

Agenda Date: 9/10/2024

Version: 1

Status: Passed

In Control: City Council

File Type: Resolution

Agenda Number:

TO: Mayor Richard Irvin

FROM: Michael Pegues, CIO
Jeff Anderson, Deputy CIO
Keith Wouk, Network Manager

DATE: August 26, 2024

SUBJECT:

Resolution requesting approval of an addendum to an existing Network Infrastructure Managed Services contract from Scientel Solutions LLC., 2021 N Eola Rd, Aurora, IL 60502.

PURPOSE:

At the time of the award of R21-136, the City was maintaining two physically distinct computer networks with two distinct firewall infrastructures and configurations and the decision was made to exclude firewalls from the award until the new, unified network topology was fully defined. Now that the new network is complete, this resolution will bring firewall maintenance into the existing contract.

BACKGROUND:

The Scientel agreement approved in R21-136 also includes network design, planning, procurement, monitoring and installation of devices which is not included in the former Cisco agreement. This agreement was approved as a three year term with optional two 1-year extensions upon mutual consent. The optional first year was offered and accepted in March 2024.

At the time of the approval of R21-136 it was unknown how many firewalls would remain on the newly designed unified network. Now that the networks have been merged and migration to Fortinet devices has been completed amending the contract approved in R21-136 to ensure firewall devices are covered along with all other network devices is cost-effective.

A network firewall is a security system that controls the incoming and outgoing network traffic based on predetermined security rules. It acts as a barrier between a trusted internal network and an untrusted external network, like the internet. By filtering traffic, it

helps prevent unauthorized access and potential threats from reaching your network while allowing legitimate communication to pass through. Firewalls can also be configured to protect against various types of cyber threats and attacks.

DISCUSSION:

After a competitive bidding process, City IT staff selected Scientel Solutions the Network Infrastructure Managed Services partner. Scientel's Solution offered an efficient, cost-effective, and risk-reducing approach for the City.

Scientel's global headquarters based locally in Aurora, IL is home to a 24x7x365 Network Operations Center (NOC) with a world-class dispatch process. Scientel has integrated all City networking equipment into Scientel's 24x7 NOC for monitoring to ensure that all networking equipment is operating effectively

As defined in the Illinois Prevailing Wage Act, a Certified Transcript of Payroll will be provided to the City for all applicable work completed within this program.

Based on the last year of the true up submitted in 2023 (R24-009) the cost was to be \$901,250 annually, the proposed amendment will add annual fees of \$109,833.20 to the existing contract for a new annual total of \$1,011,083.20.

Funds are available in Account Number # 101-1280-419.38-26 to pay for this purchase.

IMPACT STATEMENT:

As part of the City of Aurora Technology Strategic Plan or "IT Roadmap", the Information Technology Department is seeking to evaluate and improve efficiencies throughout the organization. This purchase is aligned with the Strategic Plan.

RECOMMENDATIONS:

Request approval to adopt the proposed resolution.

cc: Infrastructure & Technology Committee

CITY OF AURORA, ILLINOIS

RESOLUTION NO. _____
DATE OF PASSAGE _____

A Resolution requesting approval of an addendum to an existing Network Infrastructure Managed Services contract from Scientel Solutions LLC., 2021 N Eola Rd, Aurora, IL 60502.

WHEREAS, the City of Aurora has a population of more than 25,000 persons and is,

therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, the City of Aurora's Network Infrastructure is managed by the IT Department and Scientel through a network managed service provider agreement; and

WHEREAS, City IT staff wishes to reduce risk and costs while maintaining a high-performing City-wide network; and

WHEREAS, Resolution R21-136 awarded Network Infrastructure Managed Services to Scientel Solutions LLC; and

WHEREAS, Scientel has performed admirably during the contract; and

WHEREAS, the software purchases on the City's behalf to manage the network and network devices will increase the Year 4 cost to \$1,011,083.20 which billed quarterly; and

WHEREAS, funds are available in Account Number # 101-1280-419.38-26 to pay for this increase of \$109,833.20 annually.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: the Director of Purchasing is hereby authorized to issue purchase orders for services described in this resolution and as more fully set forth in the contract attached hereto.

PRIOR ACTION

City of Aurora, IL

Network Managed Services Contract – Addendum 1

August 2nd, 2024

Proposal #: SCI00876

Submitted To:

The City of Aurora
Mike Pegues
Chief Information Officer
peguesm@aurora.il.us
(630) 256-3471

Submitted By:

Scientel Solutions LLC
Joe Mayer
Chief Operating Officer
(847) 343-4402
jmayer@scientelsolutions.com

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PRIOR ACTION

1. PROPOSAL COVER LETTER

08/02/2024

Mike Pegues
Chief Information Officer
City of Aurora
44 E Downer Place
Aurora IL 60507

Subject: Modifications to Network Managed Services Contract

Dear Mr. Pegues:

The below proposal describes a proposed Addendum 1 to the current Network Managed Services Contract, Resolution R21-136 passed June 8, 2021 and annual true up resolution R24-009 approve January 9, 2024 between Scientel Solutions and the City of Aurora.

Scientel Solutions is pleased to make this offer to addend the current contract to extend the savings and efficiencies offered in the current contract. In summary, this offer includes the following:

- Inclusion of support and maintenance services for Fortinet FortiGate Firewalls

We thank you for the opportunity to provide the City of Aurora with "best in class" solutions and we hope to strengthen our relationship by continued collaboration on this contract. Our goal is to help you achieve the best results for communications, safety and security in your industry.

Sincerely,



Joe Mayer
Chief Operating Officer
Scientel Solutions LLC

2. EXECUTIVE SUMMARY

Due to the growth and prosperity of the City of Aurora, the IT infrastructure supporting the daily government operations has continued to grow. The current network infrastructure has grown larger than what is currently defined in the Network Managed Service contract. Additionally, cyber and network security considerations have created a need for additional consideration for the firewall devices included in the network that were not previously included in the current contract. Addressing this growth is important to sustain the success and future growth of the City of Aurora IT infrastructure.

This proposal extends the economies of scale of the current contract and provides the City of Aurora with continued support and services for their IT network devices for the life of the current contract and subsequent extensions. These modifications will allow the network to remain in full support and with continuous operation for the foreseeable future.

3. PROPOSED ADDENDUM

a. FIREWALLS UNDER MANAGEMENT ADDENDUM

Included below is the recommended addendum to include support and maintenance through the remaining life of the contract for Fortinet Firewalls that are owned by the City of Aurora.

This support and maintenance scope of services will include:

- Ongoing engineering support to actively manage and change firewall settings, rules and policies as required and requested by the City of Aurora and with review and approval in project team meetings.
- Continuous software maintenance and support with up to date FortiCare subscriptions
- Regular backups conducted and stored in a secure, off-site location
- Continuous device monitoring on a 24x7 basis from Scientel's Aurora based Network Operation Center
 - Monitoring will include alerting on device availability and notification of any failures within 15 minutes of a detected outage

Aurora's Existing State of Firewalls:

#	Firewall Device Support & Maintenance	Existing Qty	Notes and Comments
1	Fortinet FortiGate Model 40F – 90G	5	5 Devices in the network as of 7/31/2024
2	Fortinet FortiGate Model 100F – 900G	7	6 Devices in the Network as of 7/31/2024

- City of Aurora plans to add firewalls to additional locations in the next 6 months: Public Works building.

Firewall Maintenance, Management & Support [Through 6/30/2025]

Firewall Device Support & Maintenance	Covered Qty	Price	Extended Price per Year
Fortinet FortiGate Model 40F – 90G	5	\$12,000 Maint & support + \$5,927.74 FortiCare	\$17,927.74
Fortinet FortiGate Model 100F – 900G	7	\$25,200 Maint & Support + \$66,705.46 FortiCare	\$91,905.46
Total Year			\$109,833.20

Additional quantities added for the following FortiGate Models are priced as follows:

FortiGate Model	Maintenance, Management & Support/Year
40F	\$2,400/device*
60F	
70F	
81F	
90G	
100F	\$3,600/device*
200E	
200F	
400E	
400F	
600E	
600F	
900G	
1000F-6500F	Will Quote Separately

*Does not include FortiCare on FortiGates, as all new devices are quoted with a minimum of 1 Year FortiCare. Scientel would bring forth costs for FortiCare renewals past 6/30/2025 during Year 5 contract true ups.

Billing Milestones:

- Hardware costs and Software License fees are invoiced at start of project
- Remaining balance of Professional Services / Installation will be invoiced monthly as work is completed.

4. TERMS CONDITIONS & ACCEPTANCE

Scientel will provide an invoice to the City for services rendered and the City shall approve and thereafter pay any undisputed portions thereof in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1 et. seq). Approved, but unpaid invoiced amounts shall accrue interest in the manner and to the extent authorized by the Act. The completed document may be returned to Scientel with the necessary Purchase Order via email at Salesorder@scientelsolutions.com

Signature: _____

Date: ____/____/____

Name (Print): _____

Title: _____

THANK YOU FOR YOUR BUSINESS

PRIOR ACTION



City of Aurora

44 E. Downer Place
Aurora, IL 60505
www.aurora-il.org

Cover Memorandum

File Number: 21-0094

Agenda Date: 6/8/2021

Version: 1

Status: Passed

In Control: City Council

File Type: Resolution

TO: Mayor Richard Irvin

FROM: Michael Pegues, CIO
Jeff Anderson, Deputy CIO

DATE: March 1, 2021

SUBJECT:

Resolution to award a three-year contract with a two-year option to Scientel Solutions LLC., 2021 N Eola Rd, Aurora, IL 60502, for Network Infrastructure Managed Services of city-wide network infrastructure for a total amount not to exceed \$1,858,197.53.

PURPOSE:

The City of Aurora's Network Infrastructure is managed by the IT Division and consists primarily of city-owned hardware and a maintenance contract through Cisco SmartNet. The SmartNet maintenance contracts ended in Feb/Mar 2021, and various devices have reached end of support and are targeted for obsolescence and or replacement.

BACKGROUND:

The City sought a strategic and trusted partner to help support the network technology infrastructure. The selected partnership would include support, maintenance and monitoring of existing infrastructure as well as professional services to develop and implement a network lifecycle management plan, create effective and secure services, and evolve with the City's changing infrastructure needs.

- Publication Date: 10/21/2020
- Publication Information: Aurora Beacon News, Demand Star and the City's website
- Marketplace.city Clear Box Review
- Nine (9) vendor responses were submitted: 11/6/2020
- Four (4) vendors were determined qualified and invited to demonstrate their devices.
 - qualification was based on capabilities, approach and experience
- City Stakeholders conducted Vendor Meetings with all 4 vendors
 - RFP conducted among 4 vendors determined to be qualified: 1/12/2021-

1/26/2021

- Fujitsu Network Communications
- Peters & Associates

- Scientel Solutions
- Sentinel Technologies
- Sentinel Technologies withdrew after determining they could not provide competitive pricing
- Final Vendor Scoring: 2/1/2021 - 2/16/2021
- Final Selection made 2/18/2021

DISCUSSION:

In 2016, the IT Division received Council approval to enter into a five (5) year SmartNet maintenance agreement with Cisco that totaled \$2,159,885. Since 2016, the IT Division has received Council approval for purchase of new and replacement Cisco equipment totaling \$1,034,753. This 5-year total spend of \$3,194,638, equates to a \$638,928 average annual spend on equipment, services and support.

By selecting a Network Infrastructure Managed Services partner, the City reduces the risk of running network equipment beyond end of life as well as reduces annual expenditures to an average annual spend on equipment, services and support. If all 5 years of this agreement were to be executed, the average annual spend would be \$371,640. This would result an annual average savings of \$267,288 and a 5-year savings of \$1,336,440 if the current contract was extended at the rate of increase shown in the previous four years.

City IT staff maintains accountability and control of the network traffic and is responsible for overall network performance. With this agreement, City IT will have a co-partner to help manage physical components and develop network enhancements as the requirements of the City's network continue to expand over time.

City IT staff selected Scientel Solutions the Network Infrastructure Managed Services partner. Scientel's Solution offered an efficient, cost-effective, and risk-reducing approach for the City.

Scientel's new global headquarters based locally in Aurora, IL is home to a 24x7x365 Network Operations Center (NOC) with a world-class dispatch process. Scientel can integrate all City networking equipment into Scientel's 24x7 NOC for monitoring to ensure that all networking equipment is operating effectively.

Purchase will be made using existing funds in Account Number # 101-1380-419.38-26 which is budgeted at \$554,700 in 2021 for this purpose.

IMPACT STATEMENT:

As part of the City of Aurora Technology Strategic Plan or "IT Roadmap" for 2019, the Information Technology Division is seeking to evaluate and improve efficiencies throughout the organization. This purchase is aligned with the Strategic Plan.

RECOMMENDATIONS:

Request approval to adopt the proposed resolution.

cc: Infrastructure & Technology Committee

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WHEREAS, the City of Aurora has a population of more than 25,000 persons and is, therefore, a home rule unit under subsection (a) of Section 6 of Article VII of the Illinois Constitution of 1970; and

WHEREAS, subject to said Section, a home rule unit may exercise any power and perform any function pertaining to its government and affairs for the protection of the public health, safety, morals, and welfare; and

WHEREAS, the City of Aurora's Network Infrastructure is managed by the IT Division and consists primarily of City-owned hardware and a maintenance contract through Cisco SmartNet; and

WHEREAS, some of these SmartNet maintenance contracts have reached the end of support and IT would retire or replace items as needed; and

WHEREAS, City IT staff wishes to reduce risk and costs while maintaining a high-performing City-wide network; and

WHEREAS, City IT through Marketplace.city searched through an RFQ process to find the most responsive vendor to provide the city's requested services; and

WHEREAS, funding for this project has been budgeted in Account Number # 101-1380-419.38-26 which is budgeted at \$554,700 in 2021 for this purpose.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: Resolution to award a three-year contract with a two-year option to Scientel Solutions LLC., 2021 N Eola Rd, Aurora, IL 60502, for Network Infrastructure Managed Services of city-wide network infrastructure for a total amount not to exceed \$1,858,197.53