

*Where Local Governments Source, Validate and Procure Great Technology*

An aerial photograph of a dense urban skyline, likely New York City, featuring numerous skyscrapers and buildings. Overlaid on the image is a large, multi-colored square graphic. The square's border is composed of four distinct color segments: a light blue segment at the top, a yellow segment on the right, a magenta segment on the bottom, and a green segment on the left. Centered over this graphic is the text "Marketplace.city" in a large, bold, black sans-serif font.

# Marketplace.city

# City of Aurora, IL Engagement Overview

- Marketplace.city has a Memorandum of Understanding (MOU) to support the City of Aurora (COA) with technology sourcing, validation and procurement beginning in September 2019
- There are no upfront fees to COA or direct payment; the model is Performance based whereby Marketplace.city receives 7% of initial contract value paid by the vendor following a transaction.
- Marketplace.city has worked on 23 projects to date
- Aurora and Marketplace.city continue to evolve the process together, addressing issues and capturing more efficiency for COA
- Engagement Renewed for Year 2 in September 2020

# Year 1 Project Summary:




Time Frame	Projects Completed	Contract Amount
Sept 2019-Sept 2020	7	\$3,348,617

## Year 2 Project Detail:

Status	Name	Vendor	Approval Date	Contract Amount
Complete	Managed Security Services	Data Defenders	12/22/2020	\$1,858,197
Complete	Maintenance for Security Cameras	Scientel Solutions	5/7/2021	\$1,395,829
Complete	Police Body Camera	Axon Technologies	7/29/2021	\$4,537,622
Complete	Network Infrastructure Management	Scientel Solutions	5/7/2021	\$1,600,485
<i>Final Selection</i>	<i>Website/Digital Services</i>	<i>70+ Companies</i>		
<i>Final Selection</i>	<i>Time and Attendance</i>	<i>14 Companies</i>		
<i>Final Selection</i>	<i>Fire RMS</i>	<i>7 Companies</i>		
<i>Vendor Review</i>	<i>eCitations</i>	<i>9 Companies</i>		
<i>Posted</i>	<i>IT Service Management</i>	<i>30+ Companies</i>		
<i>Posted</i>	<i>Vaccination/Testing Status Software</i>	<i>15+ Companies</i>		
<i>Planning</i>	<i>Virtual Private Network</i>	<i>30+ Companies</i>		
<i>Planning</i>	<i>Device as a Service</i>	<i>20+ Companies</i>		
<i>Planning</i>	<i>Managed Phone Service</i>	<i>15+ Companies</i>		
<i>Pending Approval</i>	<i>Connected Waste Bins</i>	<i>BigBelly</i>		
			Total:	\$9,392,133

\*Completed and Activate projects only. On hold or stopped projects removed

# Benefits Summary

-  Contract dollar savings captured by COA
-  Internal resource savings in sourcing, evaluation and reporting process
-  Shorten timelines in technology procurements; allows valuable programs to be implemented sooner and with clear path forward

# Benefits Summary By Project- Year 2

Status	Name	Contract Savings*	Other Savings** (Resource)	Total
Complete	Managed Security Services	NA	\$10,400	\$10,400
Complete	Maintenance for Security Cameras	\$225,000	\$10,400	\$235,400
Complete	Police Body Camera	\$466,991	\$10,400	\$476,391
Complete	Network Infrastructure Management	NA	\$10,400	\$10,400
<i>Final Selection</i>	<i>Website/Digital Services</i>	TBD	\$10,400	\$10,400
<i>Final Selection</i>	<i>Time and Attendance</i>	TBD	\$10,400	\$10,400
<i>Final Selection</i>	<i>Fire RMS</i>	TBD	\$8,400	\$8,400
<i>Vendor Review</i>	<i>eCitations</i>	<i>TBD</i>	\$10,400	\$10,400
<i>Planning</i>	<i>Device as a Service</i>	<i>TBD</i>	\$8,400	\$8,400
<i>Planning</i>	<i>IT Service Management</i>	<i>TBD</i>	\$8,400	\$8,400
<i>Planning</i>	<i>Managed Phone Service</i>	<i>TBD</i>	\$6,000	\$6,000
<i>Pending Approval</i>	<i>Connected Waste Bins</i>	<i>TBD</i>	\$6,000	\$6,000
<i>On Hold</i>	<i>Managed Print Service</i>	<i>TBD</i>	\$6,000	\$6,000
<i>On Hold</i>	<i>Non Emergency Public Reporting Portal</i>	<i>TBD</i>	\$6,000	\$6,000
Total		\$691,991	\$122,000	\$812,991

\*Contracted Savings is reduction from original quote or contract/quote from similar engagement

\*\* Other Savings are resource labor savings of COA staff from reduction in man hours times \$80 loaded hourly cost

# Process Improvements- Year 2

- Released Clearbox Dashboard Tool for project management, communications, including key stakeholders
- Updated Solicitation workflow and bid development tool to ensure compliant and efficient vendor engagement and managing responses.
- Tighter procurement integration for compliance, public notification, internal coordination.

# Next Steps

- Extend MOU for a term of 3 years in same construct
- Continue to streamline, automate and integrate source to procure process
- Continue to update staff on metrics on an ongoing basis and provide yearly summaries to council

# Benefits - Savings

Marketplace.city and Aurora have identified dollar savings

Project	Contract Amount	Contract Savings*	% Saved	Useful Life Savings**	Useful Life Note
Grants Management	\$9,600	\$2,400	20%	\$12,000	Same renewal price. Expect 5 years on system
Cybersecurity for Water Treatment	\$89,898	\$41,602	32%	\$41,602	
Citizen Engagement	\$144,000	-	0%	-	
eSignature	\$143,701	\$13,950	9%	\$13,950	
Next Gen 911	\$1,251,110	\$215,100	15%	\$430,200	
Police and Fire Rugged Laptops	\$1,589,599	\$254,679	14%	\$254,679	5 optional yeas with hardware refresh
FOIA Software	\$130,309	\$5,000	4%	\$5,000	
Managed Security Services	\$1,858,197	-	0%	-	
Maintenance for Security Cameras	\$1,395,829	\$225,000	16%	\$225,000	
Police Body Camera	\$4,537,622	\$466,991	10%	\$466,991	
Network Infrastructure Management	\$1,600,485	-	0%	-	
<b>Total</b>	<b>\$12,750,350</b>	<b>\$1,224,722</b>	<b>10%</b>	<b>\$1,449,422</b>	

\* Contract Savings are measured from existing/ original Aurora quote or documented quote/contract to similar municipalities

\*\*Useful life savings are additional savings beyond contract from fixed price renewals or City of Aurora option years



# Benefits - Resources

Marketplace.city's support reduced the resource effort in multiple Aurora departments in the research sourcing and procurement

Area	Description	Dept of Reduced effort	Person Hour Reduction (est)
Research	Market Landscape Provided, Outreach to potential vendors	End User Dept, IT Procurement	10 - 25 hours per project
Scope/Requirements	Scope Document, Vendor Questionnaire, Posting Information	IT, Procurement	25 - 35 hours per project
Summary Reporting	Creation of Reporting and Briefing, Follow Up Questions	Procurement, IT, End User Dept	30 - 50 hours per project
Approvals/Contracting	Final Packets, Pricing & Quoting	IT, Procurement, End User Dept	10 -15 hours per project

- Savings 75-130 Person Hours per project (est.); Projects vary in complexity
- Across 21 projects, 1575 to 2430 person hours saved over 2 years
- Using City of Aurora employee cost of \$80 per hour loaded completed projects average \$6,000 - \$10,400 in resource saving (soft benefit)

# Benefits - Other




Additional other benefits to the city of Aurora for technology procurement:

- **Holding Technology Vendors and Resellers accountable to pricing, contract standards and consistency**
- **Increase exposure to new technology vendors**
  - Market research creates potential for more vendor responses -> More choice and competitive pricing
  - Existing databases allows stakeholders to quickly get sense of market and case studies
- **Increase speed of technology procurements**
  - Average time from project initiation to target vendor identification is 3.9 months
  - Shortened search times leads to earlier implementation and value
- **Leadership statewide and national on technology procurement innovation**
- **Standards Briefing output for technology**
  - Making a sometimes difficult vertical more transparent and city leadership

# Engagement Overview Details

Category	Statistic/Value
Projects Initiated	29
Projects Completed	12
Projects In Flight	6
Projects on Hold	4
Projects in Planning	7
Total COA Spend	\$12,750,350
Total COA Contract Savings	\$1,224,722
Total COA Other Savings	\$213,400
Total COA Savings	\$1,438,122
MPC Fees (paid by vendors after COA contracts over contract life)	\$892,0524

# Benefits Summary

-  Contract dollar savings captured by the City of Aurora
-  Internal resource savings in sourcing, evaluation and reporting
-  Shorten timelines in technology procurements; allows valuable programs to be implemented sooner and with clear path forward

# Project Summary- Year 1 (Sept 2020)

Status	Name	Vendor	Approval Date	Contract Amount
Complete	Grants Management	SurveyMonkey	12/18/2019	\$9,600
Complete	Cybersecurity for Critical Infrastructure (Water Treatment)	1898	4/28/2020	\$89,898
Complete	Citizen Engagement Software	ZenCity	4/28//2020	\$144,000
Complete	eSignature	Carahsoft(Docusign)	6/23/2020	\$143,701
Complete	Next Gen 911	Intrado	7/28/2020	\$1,251,110
Complete	Police and Fire Rugged Laptops	CDW (Getac)	8/26/2020	\$1,589,599
Complete	FOIA Software	GovQA	923/2020	\$130,309
Complete	Managed Security Services	Data Defenders	12/22/2020	\$1,600,010
<i>Final Selection</i>	<i>Maintenance for Security Cameras</i>	<i>7 Companies</i>		
<i>Final Selection</i>	<i>Police Body Camera</i>	<i>30 Companies</i>		
<i>Vendor Outreach</i>	<i>Network Infrastructure Management</i>	<i>9 Companies</i>		
<i>Planning</i>	<i>Website/Digital Services</i>	<i>25 Companies</i>		
<i>On Hold</i>	<i>Connected Waste Bins</i>	<i>BigBelly</i>		
<i>On Hold</i>	<i>Managed Print Service</i>	<i>8 Companies</i>		

# Benefits Summary By Project

Status	Name	Contract Savings*	Other Savings** (Resource)	Total
Complete	Grants Management	\$2,400	\$5,600	\$8,000
Complete	Cybersecurity for (Water Treatment)	\$41,602	\$8,400	\$50,002
Complete	Citizen Engagement Software	-	\$5,600	\$5,600
Complete	eSignature	\$6,535	\$5,600	\$12,135
Complete	Next Gen 911	\$215,100	\$8,400	\$223,500
Complete	Police and Fire Rugged Laptops	\$254,679	\$8,400	\$263,079
Contracting	FOIA Software	\$5,000	\$5,600	\$10,600
Complete	Managed Security Services	TBD	\$8,400	TBD
Final Selection	Maintenance for Security Cameras	TBD	\$8,400	TBD
Final Selection	Police Body Camera	TBD	\$8,400	TBD
Vendor Outreach	Network Infrastructure Management	TBD	\$5,600	TBD
Planning	Website/Digital Services	TBD	\$4,200	TBD
On Hold	Connected Waste Bins	TBD	\$5,040	TBD
On Hold	Managed Print Service	TBD	\$4,200	TBD
Total		\$532,217	\$91,840	\$607,957

\*Contracted Savings is reduction from original quote or contract/quote from similar engagement

\*\* Other Savings are resource labor savings of COA staff from reduction in man hours times \$80 loaded hourly cost