



City of Aurora

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Aurora, IL 60505
www.aurora-il.org

Cover Memorandum

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Agenda Number:

TO: Mayor Mayor Richard C. Irvin

FROM: Michael R. Pegues, Chief Information Officer
Leela Karumuri, Director Cyber and Technology Risk

DATE: December 4, 2020

SUBJECT:

Requesting approval to award RFQ 20-28 Managed Security Services to Data Defenders LLC, 111 W. Jackson Blvd, Suite 1700, Chicago, IL 60604 for a managed security service to reduce cybersecurity risks, protect city systems and assets, and prepare for future cyber risks. Total contract amount not to exceed \$1,600,485.00 over a 5-year contract.

PURPOSE:

The City of Aurora used the Marketplace.city Clear Box Process for this procurement.

Bid Number: 20-28; <https://www.aurora-il.org/bids.aspx?bidId=234>

Bid Title: RFQ: Managed Security Services

Publication Date & Time: 04/10/2020

Publication Information: Aurora Beacon News; Demand Star; Marketplace.city.

MSS Scope Document: <<https://hubs.ly/H0qzZSI0>>

Closing Date: 06/04/20, 12:00 PM

BACKGROUND:

As part of the City of Aurora Technology Strategic Plan, the Information Technology Division is seeking to evaluate and improve Governance and Security citywide.

This strategic line of defense and arguably the most important, will be for the City to establish and maintain a comprehensive Cybersecurity for all critical assets.

The City of Aurora seeks a managed security solution reduce cybersecurity risks, protect city system and assets, and prepare for future cyber risks. The solution that can also protect city owned and managed assets related to information technology and operating technology. This includes but is not limited to computers, servers, printers, infrastructure technology, phones, deployed sensors such as cameras, environmental sensors, WI-FI

nodes etc. As the city continues to refresh technology and or add new solutions, this would also be included. Any managed security solution must be capable of evolving as Aurora's assets, technology and process evolves.

The city seeks a solution that supplements and works with existing technology solutions and processes and augments any existing gaps. Aurora recognizes this an evolving space and is open to solutions that achieve the goals of this opportunity that may look different from a traditional managed security service but proposed solutions should be a partnership with defined service levels and key performance indicators, versus a sale of technology solution that the city runs/manages with all internal resources.

A solution to achieve the City's goals may include but not limited to:

- 24/7 monitoring of security events and security-related data sources
- The administration and management of IT security technologies
- The delivery of security operation capabilities via remote security operations centers (SOCs)
- Security technology administration and management of firewalls, unified threat management (UTM), intrusion detection and prevention system (IDPS), endpoint protection platform (EPP), endpoint detection and response (EDR), secure web gateway (SWG) and secure email gateway (SEG)
- Incident response services (both remote and on-site)
- Vulnerability assessment and managed vulnerability management services (e.g., scanning, analysis and recommendations/remediation)
- Threat intelligence services (e.g., machine-readable threat intelligence feeds, customer-specific dark web and social media monitoring)
- Managed detection and response (MDR) services.

IMPORTANT NOTE: This scope does not include the Water Treatment Plant, Supervisory control and data acquisition (SCADA), control system architecture comprising computers, networked data communications and graphical user interfaces (GUI) for high-level process supervisory management.

DISCUSSION:

Data Defenders, LLC. was identified and selected as the top scorer and winning bid. Data Defenders, LLC is a Minority Business Enterprise certified by Cook County, IL and the Illinois Department of Central Management Services (CMS) Business Enterprise Program. Data Defenders' Data Shield® managed security service is a comprehensive solution that aligns with all key life-cycle components of managing a cybersecurity program, cybersecurity program development and management, cybersecurity operations, and cybersecurity/technical infrastructure management.

The managed services contract model allows for flexibility as the City of Aurora and or the cybersecurity threat landscape evolves.

Pricing / Contracting Details:

The contract is for 3 years with 2 optional years at the City of Aurora's discretion. Total amount should not exceed \$1,600,485.00

Budget Year	Amount
2021	\$320,097.00
2022	\$320,097.00
2023	\$320,097.00
Optional Years	
2024	\$320,097.00
2025	\$320,097.00

Funding is available in general fund account # 101 1383 419.32-80 Professional Fees/ Consulting Fees with a 2021 budget of \$757,600.00.

IMPACT STATEMENT:

Customer breach notifications; Post-breach customer protection; Regulatory compliance; Public relations/crisis communications; Cybersecurity improvements; Technical investigations; Insurance premium increases; Increased cost to raise debt; Operational disruption or destruction; Lost value of customer relationships; Value of lost revenue; Devaluation of City brand/image; Loss of intellectual property (IP).

RECOMMENDATIONS:

Requesting approval to award RFQ 20-28 Managed Security Services to Data Defenders LLC, 111 W. Jackson Blvd, Suite 1700, Chicago, IL 60604 for a managed security service to reduce cybersecurity risks, protect city systems and assets, and prepare for future cyber risks. Total contract amount not to exceed \$1,600,485.00 over a 5-year contract.

cc: Infrastructure & Technology Committee

CITY OF AURORA, ILLINOIS

RESOLUTION NO. _____
DATE OF PASSAGE _____

A Resolution requesting approval to award RFQ 20-28 Managed Security Services to Data Defenders LLC, 111 W. Jackson Blvd, Suite 1700, Chicago, IL 60604 for a managed security service to reduce cybersecurity risks, protect city systems and assets, and prepare for future cyber risks. Total contract amount not to exceed \$1,600,485.00 over a 5-year contract.

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, this managed security service to provide protection to city owned and managed assets related to information technology; and

WHEREAS, the plan is to implement solution to reduce cybersecurity risks, protect city system and assets, and prepare for future cyber risks; and

WHEREAS, Funding is available in general fund account #101-1383-419.32-80 Professional Fees/ Consulting Fees with a 2021 budget of \$757,600.00.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Aurora, Illinois, as follows: Requesting approval to award RFQ 20-28 Managed Security Services to Data Defenders LLC, 111 W. Jackson Blvd, Suite 1700, Chicago, IL 60604 for a managed security service to reduce cybersecurity risks, protect city systems and assets, and prepare for future cyber risks. Total contract amount not to exceed \$1,600,485.00 over a 5-year contract.

PRIOR ACTION