Infrastructure Managed Service
Final Briefing Packet
Aurora, IL

Project Overview

BUSINESS CHALLENGE	Aurora's Network Infrastructure consists primarily of City owned hardware and a maintenance contract through Cisco SmartNet. Some maintenance contracts have reached the end of life and the city would retire or replace items as needed. The remainder of maintenance items end support between February and April of 2021.
PROJECT BACKGROUND	The City of Aurora seeks a partner to help manage their technology infrastructure. The partnership would include support, maintenance and monitoring of existing infrastructure and a strategic partnership to design an infrastructure technology replacement plan to manage, create effective service, and evolve with the city's changing infrastructure needs. Aurora's approach is to have a co-managed service: A successful provider would be able to partner with Aurora's internal team to manage day to day issues, provide coverage during events, and support proactive replacement and management of the infrastructure.

Process Overview

Following the Clearbox Process, Marketplace.city:

Qualification

- Created Market Landscape

- Publicly posted and mass-distributed the [Aurora, Illinois- Infrastructure Managed Service Scope Document](#)

- 9 Vendor Responses were submitted

- Aurora Stakeholders conducted qualification scoring

- 4 vendors selected to move to Proposal process based on Qualification Scoring

Proposal

- [Request for Proposal conducted:](#) sent to 4 vendors selected from qualification process:

  - Fujitsu, Peters & Associates; Sentinel Technologies; Scientel Solutions

  - Sentinel Technologies opted to not move forward after evaluating they would not be able to provide a price competitive proposal

- Aurora Stakeholders Conducted Final Scoring

- Aurora Stakeholders determined Vendor selection

Qualification Process | Vendor Response Summary

	Solution	Pricing			Experience
	Proposed Solution Overview	**Pricing Model**	**Price Estimate**	**Price Links**	**Relevant Experience**
Astadia	IT-as-a-Service solution: 24×7 Service Desk; Remote Management & Monitoring; Performance, capacity, SLA monitoring; Network & Cloud optimization; Best Practice & Standardized Processes; Utilization of Astadia (or City) toolsets; Standardize Reports/Recommendations; Vendor Mgmt	• Based on hrs of coverage, # of contacts, types / count of devices, rate of equipment refresh environment, level of support		• Not provided	CTL; LMI; Arch Resources
Catalyst Consulting Group	Solution includes network assessments, custom application development, hardware installation, network security monitoring, all other support required	• Can develop T&M contract (bill hrs as-consumed) or develop fixed fee monthly cost		• Not provided	Town of Cicero; IL State Tollway Authority; Cook County Clerk's Office
E2 Services	Integrate your environment into our SolarWinds N-Central system and run discoveries to bring devices into our monitoring system. 24x7 help desk	• Based on Device Count	$30K/month - $50K/month	• E2 Services Pricing	Oak Park River Forest H.S. District; Dolton School District; Berkeley School District
Fujitsu Network Communications	Provides Managed Network Services for mission critical networks in US NOC (through a Single Pane of Glass System for efficiency and scalability, with Proven Network Activation processes and systems, Comprehensive Network Assurance and Maintenance processes and systems to ensure quality customer experience)	• Based on a price per device.		• Not Provided	Kentucky Wired; IL State; Traverse City Light & Power
Obama Energy Corp	Specialization in "Smart Cities & Universities" has currently positioned us to work with the Rokwire interdisciplinary initiative at the University of Illinois				
Peters & Associates	Proposing 24x7 Health and Performance Monitoring, Alerting, and Support including our advanced network performance monitoring tool and services. This provides backups of network device configurations, network maps, and troubleshooting data on network bottlenecks and bandwidth use.	• Based on Device Count • Support provided at T&M • Hardware is not yet included	$11,300/month	• P&A Pricing	Will County Health Dep; City of Berwyn
Scientel Solutions	Scientel Monitoring Platform will provide alerting, service creation, reporting, analytics, and security across all deployed infrastructure assets. All services will provided be out of Scientel's 24/7 NOC	• Price Drivers: # of nodes, tech refresh, SLA, MTTR, network capacity, power redundancy, interface redundancy, MSaaS catalog options		• Scientel Pricing • Pricing Zip File • Pricing Zip File 2	City of Fort Worth, Texas; OnLight Aurora; Comed
Sentinel Technologies	Use Splunk for GUI and data warehouse, SolarWinds for ICMP/SNMP polling, Syslog/Traps for additional data sources, and custom-built correlation engines for Alerting/Ticketing, 24x7x365 NOC.	• Network portion: monthly per-device Data Center: Cloud consumption	$500/month - $120K/ month	• Sentinel Pricing	CPS; Cook County; New Trier Township H.S. District, OSF HealthCare; Popular Bank
SWK Technologies	Ongoing management and monitoring leveraging enterprise network management software staffed through US NOC> Leveraging proactive replacements, predictive failure indicative alerting, alert response services.		$20,000/month	• SWK Pricing	Hello Fresh; Sobel & Co.

Qualification Process | Vendor Scoring and Outputs

Scoring Criteria		Astadia	Catalyst Consulting Group	E2 Services	Fujitsu Network Communications	Obama Energy Corp	Peters & Associates	Scientel Solutions	Sentinel Technologies	SWK Technologies
Capabilities / Solution	25%	6.33	7.00	6.33	9.00	0.83	7.00	9.00	8.33	6.33
Experience and Qualifications	20%	6.33	6.33	6.33	9.00	0.83	7.00	9.00	9.00	5.67
Approach, Services, Implementation Methodology	10%	6.33	6.33	6.33	8.33	0.67	7.67	9.00	8.33	6.33
Pricing and Contract Model	20%	2.33	2.33	3.67	4.33	0.67	6.33	6.33	5.67	4.33
Value Added Services / Innovation	25%	5.00	5.00	5.67	7.00	0.67	6.33	9.00	9.00	4.33
Weighted Average		**5.20**	**5.37**	**5.63**	**7.50**	**0.74**	**6.77**	**8.47**	**8.10**	**5.30**

- 4 Vendors (Fujitsu Network Communications; Peters & Associates; Scientel Solutions; Sentinel Technologies) were selected to move to final proposal process based on vendor meetings, proposed solutions, and qualification Scoring

Proposal Process | Vendor Response Summary

	Solution	Pricing	
	Updated Documents	**Scope and Additional Services**	**Pricing**
Fujitsu Network Communications	• Solution Narrative • Pricing Model Description • Pricing Sheet	**Phase 1** Infrastructure Managed Service: Fujitsu Fault Management Service (200 devices) **Phase 2** Fujitsu Managed Network As A Service (100 devices planned for replacement in the Aurora CCL report) **Included in Scope** • 24/7 management and monitoring • Complete resolution of network issues **Additional Services:** Engineering Support; Proactive Performance Management' Fiber Assurance; HW Replacement; Smart Hands Onsite Support; Routine Preventive Maintenance	Phase 1: • Implementation: $7,490 • Yearly price: $73,188 • **3 Year Pricing: $227,054** • **5 Year Pricing: $373,430** Phase 2 • Implementation: $7,490 • Yearly price: $558,000 • **3 Year Pricing: $1,674,000** • **5 Year Pricing: $2,790,000**
Peters & Associates	• Solution Narrative • Pricing Model Description • Pricing Sheet • Services Description • Additional Pricing	**Included in Scope** • Monitoring / management of network infrastructure • Network design assistance • Implementation of new network equipment • Leasing of the first 102 replacement devices • Ongoing vendor support agreements. **Additional Services** • Additional devices can be purchased or leased via a separate agreement. • After initial 3-year agreement, COA can purchase remainder of network equipment and acquire ownership for $43,250	• Yearly Pricing: $405,000 • **3 Year Pricing: $1,215,000** • **5 Year Pricing: $2,025,000**
Scientel Solutions	• Scientel Solution Narrative • Pricing Sheet	**Included in Scope** • 1 full-time resource • 24x7 NOC support • Hardware **Additional Services** • Addition / Removal of Devices (tiered) • Server/Switch installation • Professional Services Support	• Year 1: $350,000.00 • Year 2: $360,500.00 • Year 3: $371,315.00 • Year 4: $383,454.45 • Year 5: $393,928.08 • **3 Year Pricing: $1,081,815.00** • **5 Year Pricing: $1,858,197.53**
Sentinel	Decided not to participate - due to expertise and experience working with City, the vendor acknowledged they would not be able to provide the services in a cost favorable way		

Proposal Process | Vendor Scoring and Outputs

Scoring Criteria		Fujitsu Network Communications	Peters & Associates	Scientel Solutions
Capabilities / Solution	*25%*	9.00	7.00	9.00
Experience and Qualifications	*20%*	9.00	7.00	9.00
Approach, Services, Implementation Methodology	*10%*	8.00	6.00	9.00
Pricing and Contract Model	*20%*	4.00	6.00	8.00
Value Added Services / Innovation	*25%*	7.00	4.00	8.00

Weighted Average		7.40	5.95	8.55

- 4 Vendors were invited to participate in the Final Proposal Process

- Sentinel Technologies decided to withdraw their submission - due to expertise and experience working with the City, they acknowledged they would not be able to provide the services in a cost favorable way for Aurora's needs

- Scientel Solutions: Flexible operational and pricing models and clear value-added service pricing. Price higher for a more complete service – total price significantly lower than previous quotes and current costs

Summary & Final Selection

Summary

After using the Marketplace.city process, the City of Aurora functional stakeholders have determined Scientel Solutions as the selected vendor for Infrastructure Managed Service Opportunity. Scientel Solutions will create a co-managed relationship with The City of Aurora by providing support, maintenance and monitoring services. Scientel's highly skilled engineers and support staff and expertise covering capacity planning, network design services, SLA reporting, break-fix, and 24x7x365 active monitoring will ensure the network will perform at its peak functionality while reducing the operating costs for the City.

Decision Factors

Local Partnership Approach: With a co-managed agreement, Scientel Solutions will act as an extension of the City's IT department. Scientel's local presence and professionals can deploy immediately to any on-site occurrences, ensuring security and ability to troubleshoot and service equipment in the event remote efforts have been exhausted.

Customer Service:Scientel Solution's NOC Mission is to consistently meet and exceed established SLAs to deliver a premier customer experience by quickly identifying and resolving all types of incidents. The NOC achieves its mission through proactive 24/7/265 monitoring, careful planning, and excellent responsiveness, combined with outstanding customer service.
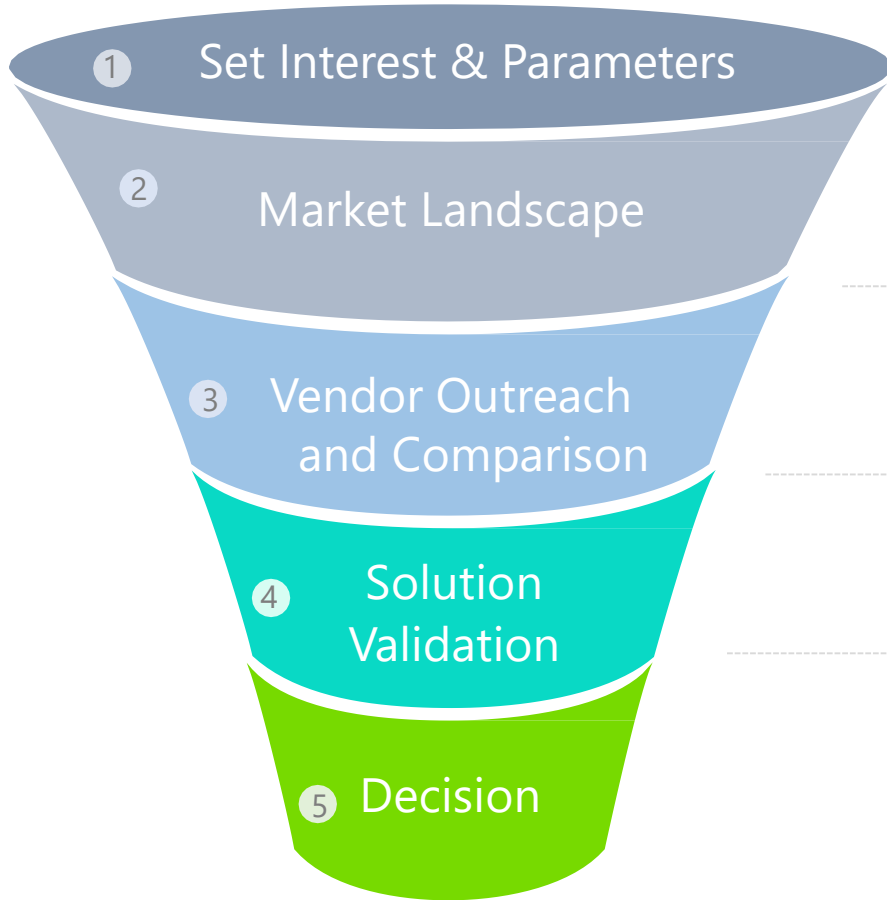
Flexible to evolve to changing needs: Scientel believes in building and evolving a network that works for the needs of today, tomorrow, and beyond. With proper assessment and capacity planning, Scientel will ensure the network has been maintained and grown in a manner to prevent waste and oversizing for equipment that was not needed.

Contract Details

CONTRACT TYPE	Managed Service
CONTRACT DURATION	3 Year Pricing with 2 Option Years
PRICING SUMMARY	Year 1: $350,000.00 Year 2: $360,500.00 Year 3: $371,315.00 **3 Year Total Pricing: $1,081,815.00** Year 4: $383,454.45 Year 5: $393,928.08 **5 Year Total Pricing: $1,858,197.53**
CONTRACT DOCUMENTS	• Scientel Solutions MSA

Appendix

Clearbox Process

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1  Set Interest & Parameters
2  Market Landscape
3  Vendor Outreach and Comparison
4  Solution Validation
5  Decision
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CLEARBOX PROCESS OUTPUTS

✓ Completed Scope Document

✓ Market Landscape Report (iterative)

✓ Validated Cases Studies, Pricing, Contracts

✓ Vendor Outreach Approach and Execution

✓ Vendor Response Analysis

✓ Down-Selection Support Tools

✓ Final Briefing

✓ Vendor Selection

✓ Approval Process Support Tools

✓ Final Clearbox