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***Where Local Governments Find, Validate and Procure Great
Technology***
Aurora, IL

Managed Security Service Provider (MSSP) Final Briefing Packet

Initial Process Overview



The City of Aurora plans to establish a long-term partnership with a Managed Security Service Provider (MSSP) that can help the City achieve the goals of the Information Technology Strategic Plan while effectively managing current and future cybersecurity risks.

Process Overview:

- After several meetings to discuss the City's needs and specific timeline, Marketplace.city drafted the [Solicitation](#) for vendors to complete to be included in the reporting and selection process.
 - It was publicly posted on 7/14/25 and closed 8/6/25.
- There were 21 responses completed by the deadline – [Raw Data File Here](#).
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 - Only the summaries are included here for space, [Full Documentation & Responses for All 21 Respondents Found Here](#).

Submission Summary 1

Company	1-Page Solution Narrative	Tech Stack Flexibility	Security Stack/Partners	MDR Focus or Full - Service?	Example dashboard interface for Aurora stakeholders for real - time monitoring.	Please upload an example of a typical report provided at a regular interval.	Extracted Public Sector References	Summarized 3 -Year Pricing Estimates
AMTechnology LLC	Solution Narrative	SIEM flexibility	Microsoft, Crowdstrike, Rapid7, IBM	Full-Service	Example Dashboard	Example Report		\$3.58M
Anthony Timbers LLC	Solution Narrative	Single SIEM Support (Logz.io)		MDR-Focused	Example Dashboard	Example Report	City of St. Charles California Department of Parks and Recreation Marine Corps Community Services Maricopa County, Arizona City of Bakers field, California	\$0.75M
Asoft Consulting LLC	Solution Narrative	Unclear	Azure, Sales force, ServiceNow, AWS	Unclear		Example Report		\$8.5M
CarbonHelix Cyber LLC	Solution Narrative	Generally Flexible	IBM Products, SentinelOne, Cisco, Jumpcloud	Full-Service	Example Dashboard	Example Report		\$1.35M

Submission Summary 2



Company	1-Page Solution Narrative	Tech Stack Flexibility	Security Stack/Partners	MDR Focus or Full - Service?	Example dashboard interface for Aurora stakeholders for real - time monitoring.	Please upload an example of a typical report provided at a regular interval.	Extracted Public Sector References	Summarized 3 -Year Pricing Estimates
Computer Aid, Inc.	Solution Narrative	Single SIEM Support (LMNTRIX)		Full-Service	Example Dashboard	Example Report	Village of Orland Park Pace Suburban Bus Metra Rail Los Angeles County Sanitation Districts Children's Services Council of Palm Beach County	\$1.42M
Consultadd Inc	Solution Narrative	SIEM flexibility	Azure, Splunk, QRadar, Logrhythm	Full-Service	Example Dashboard	Example Report	New York City School Construction Authority Social Security Administration Hampton Roads Transit Marin Housing Authority South Carolina Department of Motorvehicles	\$1.7 - 2.0M
Data Defenders, LLC.	Solution Narrative	Single SIEM Support	eSentire, Island, KnowBe4	Full-Service	Example Dashboard	Example Report		\$1.79M
Global Solutions Group, Inc.	Solution Narrative	Supports Splunk & Microsoft Sentinel	Fortinet, Oracle, Fireeye, IBM, Cisco, Microsoft, Micro Focus, Tenable, AWS, Mimecast,	Full-Service	Example Dashboard	Example Report	City of New Orleans Johnson County Community College State of Kansas Office of Information Technology Services City of Visalia City of Rochester	\$1.14M

Submission Summary 3



Company	1-Page Solution Narrative	Tech Stack Flexibility	Security Stack/Partners	MDR Focus or Full - Service?	Example dashboard interface for Aurora stakeholders for real - time monitoring.	Please upload an example of a typical report provided at a regular interval.	Extracted Public Sector References	Summarized 3 -Year Pricing Estimates
Hire A Cyber Pro LLC	Solution Narrative	Single SIEM Support (Stellar)	KnowBe4, Zscaler, SentinelOne, Stellar, Apptega	MDR-Focused	Example Dashboard	Example Report		\$0.75M + Ad Hoc for Advisory
In Balance IT Solutions LLC	Solution Narrative	Supports Splunk & Microsoft Sentinel	Technology through BlueVoyant	MDR-Focused	Example Dashboard	Example Report		\$0.53M
Insight Public Sector, Inc	Solution Narrative	Single SIEM Support		MDR-Focused	Example Dashboard	Example Report	Town of Morrisville Diocese of Trenton	\$2.1M
Logicalis Inc.	Solution Narrative	SIEM flexibility	Fortinet, Crowdstrike, Cisco, Tenable, ServiceNow, Microsoft	Full-Service	Example Dashboard	Example Report		Quote Chart too small to read

Submission Summary 4

Company	1-Page Solution Narrative	Tech Stack Flexibility	Security Stack/Partners	MDR Focus or Full - Service?	Example dashboard interface for Aurora stakeholders for real - time monitoring.	Please upload an example of a typical report provided at a regular interval.	Extracted Public Sector References	Summarized 3 -Year Pricing Estimates
NobleTec, LLC	Solution Narrative	Single SIEM Support (Databricks)+ Barracuda products	Barracuda	MDR-Focused	Example Dashboard	Example Report	Village of Bolingbrook Village of Bloomingdale Village of Oak Brook	\$1.83M
NuHarbor Security Inc	Solution Narrative	Supports Splunk & Microsoft Sentinel	Crowdstrike, Splunk, Microsoft, Tenable, Zscaler	Full Service	-	Example Report		\$0.7-1.1M
Optiv Security Inc.	Solution Narrative	Flexible with SIEM and MDR	Google SecOps	MDR-Focused but Full-Service Capable	Example Dashboard	Example Report		\$0.99M + Additional Services Unquoted
PCS International	Solution Narrative	Single SIEM Support (Stellar)	Offers data correlation from other SIEM (Sentinel, Splunk, Elastic)	Full-Service	Example Dashboard	Example Report		\$1.5M

Submission Summary 5



Company	1-Page Solution Narrative	Tech Stack Flexibility	Security Stack/Partners	MDR Focus or Full -Service?	Example dashboard interface for Aurora stakeholders for real -time monitoring.	Please upload an example of a typical report provided at a regular interval.	Extracted Public Sector References	Summarized 3 -Year Pricing Estimates
Sayers Technology Services, LLC	Solution Narrative	Rigid - Dual Vendor (Arctic Wolf)	Only mentions Arctic Wolf	MDR-Focused	Example Dashboard	Example Report		\$0.37M
Scientel Solutions LLC	Solution Narrative	Single SIEM Support (Fortinet)	Fortinet products, Mimecast	MDR-Focused	Example Dashboard	Example Report	Naperville Park District Town of Normal, IL Village of Tinley Park, IL Plano Event Center Forest Preserve District of Will County	\$0.85M
Sentinel Technologies, Inc	Solution Narrative	Splunk & Fortinet Support	Fortinet, CyberShadows	Full-Service	Example Dashboard	Example Report		\$0.3M
Softsages LLC	Solution Narrative	SIEM Flexibility	Okta, Sailpoint, Microsoft, AWS, Imperva, Fortinet, Barracuda, Broadcom, Sayvint, ServiceNow	Full-Service	Example Dashboard	Example Report	Metropolitan Washington Airport Authority (MWAA) Tennessee Education Lottery Corporation (TEL) Multi-State Lottery Association (MUSL) Greenwood Commissioners of Public Works (CPW) Jaunt, Inc.	\$6.0M
Trustwave Government Solutions	Solution Narrative	SIEM Flexibility	Microsoft	Full-Service	Example Dashboard	Example Report		\$2.6M

Process Overview Continued



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- There were 21 responses completed by the deadline – [Raw Data File Here](#).
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 - Only the summaries are included here for space, [Full Documentation & Responses for All 21 Respondents Found Here](#).
- The project team continued to review the response data, identifying the 11 most qualified respondents for initial 1-hour conversations.
- Finalists Global Solutions Group, NuHarbor Security, and Trustwave were identified by the project team as offering the most robust solutions and most attractive potential partnership.
- Marketplace.city drafted a [final proposal](#) document for the three finalists to submit, clarifying remaining technical questions and final pricing.
 - It was released to finalists between 9/2 – 9/12.
 - The full RFP Analysis presentation can be [Found Here](#), summaries included on the following slides.

Final Pricing

Company	Final Pricing Template	Implementation	Core Service Elements	Additional Services	Cumulative 3 -Year Total
Global Solutions Group, Inc.	Final Pricing Template	\$78,800	24/7 SOC Monitoring: \$893,715.19 Physical Asset Protection: \$15,000 Security Advisory: \$91,181.55 Administration of Existing IT Tools: \$67,876.16	Phishing/Security Awareness Training: \$55,636.20 Training: Included Ivanti Integration: Included Penetration Testing: \$74,181.60	\$1,282,790.70
NuHarbor Security Inc	Final Pricing Template	\$40,000	24/7 SOC Monitoring: \$891,000 Physical Asset Protection: Included Security Advisory: Included Administration of Existing IT Tools: Included	Phishing/Security Awareness Training: Estimate Not Provided Training: Included Ivanti Integration: <i>Estimate Not Provided</i> Penetration Testing: \$72,000	\$1,003,000
Trustwave Government Solutions	Final Pricing Template	\$45,000	24/7 SOC Monitoring: \$1,168,425 Physical Asset Protection: Included Security Advisory: \$450,000 Administration of Existing IT Tools: \$448,944	Phishing/Security Awareness Training: \$93,060 Training: Included Ivanti Integration: \$12,408 Penetration Testing: \$31,020	\$2,248,857

Final Experience / References



Company	Extracted References	At this point, the City requires contact information for references from a similar public sector / municipal MSSP engagement. Please complete the Reference Template and upload.	Aurora stakeholders are interested in potentially consolidating their security toolset (while ensuring consistent security levels). Please provide an example anecdote where you helped slim an existing security toolset as part of standing up your managed service?	Supplemental Case Studies
Global Solutions Group, Inc.	City of New Orleans Johnson County Community College State of Kansas Office of Information Technology Services City of Visalia City of Rochester	References	For a mid-sized municipal client, GSG replaced a fragmented toolset of five overlapping products with an integrated MDR platform anchored in Microsoft Sentinel and Defender. This consolidation cut licensing costs by 30%, reduced alert fatigue and improved compliance reporting, while maintaining robust protection. Aurora Stakeholders will gain clearer visibility and faster response through a GSG's unified security operations approach.	Compiled Case Studies
NuHarbor Security Inc	ALOIT Frederick County Government Oklahoma City Public Schools	References	NuHarbor Security helps organizations streamline and centralize security tools through our Managed Services. We supported a major State Authority in consolidating siloed, vendor-spread services, integrating Splunk, vulnerability management, and compliance into a unified environment. This improved efficiency, reduced costs, and enhanced security posture—leading to a multi-year contract renewal.	Genericized Case Studies
Trustwave Government Solutions	Federal Energy Regulation Department of Energy SPR Santa Clara County California Contra Costa County California South Carolina State Legislature	References	TGS boasts many examples of clients realizing efficiencies & cost savings in both operations & software/tool consolidation. One example is a sizeable public sector customer who transitioned from tool sprawl to a Microsoft security ecosystem. Trustwave helped this agency save on both licensing and ingest costs by migrating them from Splunk to Sentinel & divesting of other EDR/EPP/UEBA agents in favor of the G5 Defender suite of capabilities. They also released inefficient expensive contractors.	Contra Costa County, CA Case Study



After reviewing the final proposals, Aurora stakeholders were ready to score. The tabulated summary results are below. You can find the [Full Scoring Results](#) with commentary [here](#).

Scoring Criteria	Weight	Vendor Evaluation		
		GSG	NuHarbor	Trustwave
Security Capabilities -Threat Detection & Response Maturity -Threat Intelligence Integration -Incident Response Capability -Compliance Support -Proactive Threat Hunting	25%	6.50	9.00	7.50
Technology Integration -SIEM/SOAR Integration -Cloud & Hybrid Support -Scalability & Flexibility -Autmation & AI/ML	20%	6.00	8.00	7.25
Service Quality -SLA Strength & Response Times -24/7 Monitoring & SOC Coverage -Staff Expertise & Certifications -Customer References	15%	7.75	9.00	7.75
Business Alignment -Industry/Regulatory Knowledge -Governance & Risk Alignment -Reporting & Transparency	10%	7.75	9.00	7.25
Cost & Value -Pricing Clarity & Model -ROI/Cost Reduction Potential -Contract Flexibility	20%	6.00	8.00	4.25
Trust & Partnership -Reputation & Stability -Cultural Fit/Collaboration	10%	7.25	9.00	5.75
Weighted Scoring		6.69	8.60	6.64



After NuHarbor was identified as the preferred vendor from the pool, Aurora stakeholders hosted final scoping discussions and pricing negotiations. Changes to the 3-year cumulative price can be found here.

Company	Final Pricing Template	Implementation	Core Service Elements	Additional Services	Cumulative 3 -Year Total
NuHarbor Security Inc <i>Original Final Quote</i>	Final Pricing Template	\$40,000 <i>(Architecture & Risk Assessment)</i>	24/7 SOC Monitoring: \$891,000 Physical Asset Protection: Included Security Advisory: Included Administration of Existing IT Tools: Included	Phishing/Security Awareness Training: Estimate Not Provided Training: Included Ivanti Integration: <i>Estimate Not Provided</i> Penetration Testing: \$72,000	\$1,003,000
NuHarbor Security Inc <i>After Negotiation</i>	Final Pricing Template	\$37,500 <i>(Architecture & Risk Assessment)</i>	24/7 SOC Monitoring: \$818,100 Physical Asset Protection: Included Security Advisory: Included Administration of Existing IT Tools: Included	Phishing/Security Awareness Training: <i>Aurora Not Including in Final Package</i> Training: Included Ivanti Integration: <i>Aurora Not Including in Final Package</i> Penetration Testing: \$45,000	\$900,600

*The City will independently Purchase KnowBe4 (Security Training Platform) and Keeper (Password Management Tool) rather than contract these through the MSSP (as in the status quo). Marketplace.city has provided comparable municipal contracts for IT stakeholders to ensure Aurora receives the fair market rate. These will be brought forward as separate, significantly smaller purchases in the coming months.



NuHarbor Yearly Pricing

NuHarbor Yearly Pricing	24/7 SoC Monitoring	Implementation (Architecture Review/Risk Assessment)	Penetration Testing Services	Cumulative Yearly Total
Year 1	\$272,700	\$37,500	\$45,000	\$355,200
Year 2	\$272,700	/	/	\$272,700
Year 3	\$272,700	/	/	\$272,700
Cumulative 3 Year Pricing				\$900,600
Optional Year 4	\$280,881	/	/	\$280,881
Optional Year 5	\$280,881	/	/	\$280,881
Optional 5 Year Pricing				\$1,462,362

Recommendation – NuHarbor Security



Information Technology stakeholders unanimously recommend NuHarbor Security as the City of Aurora’s next Managed Security Service Provider. After a broad review of 21 leading options, the project team is confident that NuHarbor will provide a robust service at a competitive price.

DECISION FACTORS

Tailored for Municipal Security – NuHarbor has a deep public sector client list including other cities of similar size to Aurora. Their representatives showed strong appreciation for the unique kinds of threats that face a municipality. Staff local to the area provide that final degree of confidence in partnership and rapid response in the case of emergency.

Full Stack Service– Several MSSP options reviewed by the team were composed of partnerships, where different sub-services would be handled separately. NuHarbor provides a unified partner to the City, streamlining accountability and technical resolution.

Competitive Pricing – Given the suite of services provided under the MSSP umbrella, NuHarbor’s cumulative 3-year pricing is very reasonable. With 21 initial respondents providing a wide perspective on this market, the IT team can affirm that the balance of services against the price is a good investment for the City.

CONTRACT DETAILS

CONTRACT MODEL	Managed Service Provider
CONTRACT DURATION	3 Years 5 Years
ESTIMATED TOTAL COST	\$900,600 \$1,462,362
DOCUMENTS	Final Contract Documents