Project Overview

BUSINESS CHALLENGE

The City of Aurora seeks a managed security solution to reduce cybersecurity risks, protect city system and assets, and prepare for future cyber risks. The City will select a solution that is capable of protecting city owned and managed assets related to information technology and operating technology.

PROJECT BACKGROUND

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

Following the Clearbox Process, Marketplace.city:

Qualification

- Created Market Landscape with 30+ companies
- Publicly posted and mass-distributed the [Aurora, Illinois- Managed Security Service Opportunity and Scope Document](#)
- 33 Vendor Responses were submitted
- 9 Vendors were determined to move forward with vendor meetings based on capabilities, approach and experience
- Conducted 9 vendor meetings
- 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:
  - Data Defenders; Optiv; SecurIT360; Sentinel

Aurora Stakeholders Conducted Final Scoring

Aurora Stakeholders determined Vendor selection

Vendor Response Summary

Qualification Vendor Response Summary

Access One	Intersect Healthcare Systems
AT&T	Itsavvy
Atos IT Solutions & Services	KastleTek
Burns & McDonnell	Keeper Security
CDW Government	Marco Technologies
CenturyLink Communication	MGT of America Consulting
Cipher Security	onShore Security
Cognizant Technology Solutions	Optiv
Cyber Guards USA	Orbis
Cybriant	Peters & Associates
Data Defenders	RedLegg
Deloitte & Touche	SecurIT360
END TO END COMPUTING	Sentinel
FireEye	SLG Innovation, Inc.
Fiserv	Stealth-ISS Group
Impact Networking	TrustNet Inc
Indecium Consulting Group	

Qualification Process | Vendor Meetings Summary

Company	Solution Overview		Experience	Pricing
	Narrative	Highlights	Similar Engagements	Pricing Model
AT&T	AT&T Narrative	Sophisticated MDR service, provides 24 x 7 proactive security monitoring, alarm validation and incident investigation, as well as security orchestration and automation in one turnkey solution.	City of Lakeville; Arbor Day Foundation; Educational Commission for Foreign Medical Graduates; Peninsula Light Company; Rolka Loube Saltzer Associates	Volume
Atos	ATOS IT Solutions & Services Narrative	Offer a complete and full solution of cyber security services: 1. Managed Security Operations: Cloud Security, Identity Mgmt, Platform, Perimeter, Data Protections. 2. Advanced Detection / Response: Utilize data-driven intelligent services 3. CERT Services	Virginia Information Technology Agency (VITA), Georgia Technology Authority (GTA), Siemens – CU Corporate Services	Volume
Burns & McDonnell	Burns & McDonnell Solution Narrative	MSS leverages COA existing infrastructure investment as much as possible, while layering sophisticated automation for essential use cases- will integrate wide range of previously disparate technologies into integrated detection, protection, response and recovery layer	Currently launching 1898 & Co. Critical Secure MSS, so no active MSS clients	Fixed Fee
CenturyLink	CenturyLink Communications Narrative	CenturyLink's Security Log Monitoring (SLM) is a rapid threat detection & response platform	cannot provide at this time.	Volume
Cognizant	Cognizant Technology Solutions Narrative	Infrastructure and Network Security, SIEM, Vulnerability Mgmt, Endpoint Security, Threat intelligence services; MDR Services *Key Value Accelerator:* Cognizant Cyber Threat Defense (CTD): Next Gen MSS Platform (SOC located in Bangalore, India)	3M * KCI (Formerly known as Acelity Inc); Emblem Health; Washington Gas; Louisiana State Employees' Retirement System (LASERS); Citizens Property Insurance Corporation (CPIC Florida)	Volume
Data Defenders	Data Defenders Narrative	Three components: cybersecurity program development and management; cybersecurity operations; and cybersecurity infrastructure management. Incorporates MDR technology from eSentire and privileged access management technology from Okta	Aurora, IL; Cook County, IL; Chicago,IL (OEM) Okta- Dupage County,IL; State of Idaho Supreme Court (eSentire); Illinois State Tollway Authority (eSentire); Trinity River Authority of Texas (eSentire)	Volume
Optiv	Optiv Narrative	MEDR; MDR; Network Detection; SIEM (Cloud / Co-Managed (On-Premise)/Hosted); Vulnerability Management; Threat Intelligence	City of Naperville, IL; City of Topeka, KS; City of Akron, OH	Volume
SecurIT360	SecurIT360 Narrative	24/7 SOC that offers MDR; EDR, Incident Response services	City of Chicago; City Colleges of Chicago; Carroll University; Mount Mary University' Knoxville Utilities Board	Volume
Sentinel	Sentinel Technologies Narrative	Sentinel will install IDS sensors on city's on prem equipment and HIDS on critical servers Logs from the sensors, agents, and other security sources are forwarded to the SIEM.	Chicago Public Schools; Edward-Elmhurst Health; Make-a-Wish Foundation; Red Robin	Volume

Qualification Process

Qualification Criteria (RFQ Stage)

- Capabilities and Solution

- Experience & Qualifications

- Approach, Services and Implementation

- Pricing Model

- Value Added Services/Innovation

In addition to the baseline criteria above, based on feedback from Gartner and Johns Hopkins University, evaluators considered partnership capabilities and local assets. Expert analysis indicated that findings a "right size" partner was a critical success factor in these type of projects.

Qualified Companies
Data Defenders
Optiv
SecurIT360
Sentinel Technologies

Proposal Process | Vendor Response Summary

Company	Vendor Response Links			Comparative Pricing				Implementation		Experience
	Solution	Technical	Implementation	Pricing	Implementation (One-Time Cost)	3 Year (Total Cost)	5 Year (Total Cost)	SOC Location	Timeline	Experience
Data Defenders	Data Defenders Solution Overview	Data Defenders Tech Overview	Data Defenders Implementation Plan	Data Defenders Comparative Pricing	-	$960,291.00	$1,600,485.00	Currently Identifying locations in COA	60 Days	
Optiv	Optiv Solution Overview	Optiv Tech Overview	Optiv Implementation Plan	Optiv Comparative Pricing	$43,874.41	$2,207,925.49	$3,650,626.21	6 SOC's; 400+ MSSP Professionals (US, Canada, India)	45 Days	> 50 Active State/Local Customers
SecurIT360	SecurIT360 Solution Overview	SecurIT360 Tech Overview	SecurIT360 Implementation Plan	S360 Comparative Pricing	$14,500.00	$899,500.00	$1,429,500.00	Birmingham, AL	30 Days	>50 Active MSS Customers
Sentinel Technologies	Sentinel Solution Overview	Sentinel Tech Overview	Sentinel Implementation Plan	Sentinel Comparative Pricing	$42,178.00	$574,324.30	*Splunk will not commit to 5-year pricing upfront. If chosen, will work with city to finalize pricing and terms*	Downers Grove, IL	45-60 Days	

Proposal Process | Vendor Scoring and Outputs

Criteria	Weight	Data Defenders	Optiv	SecurIT360	Sentinel
Capabilities / Solution	25%	9.00	9.00	6.33	5.00
Experience and Qualifications	20%	8.67	9.00	6.67	1.67
Approach, Services, Implementation Methodology	10%	9.00	5.67	5.33	5.00
Pricing and Contract Model	20%	5.00	2.67	5.67	3.00
Value Added Services / Innovation	25%	9.00	8.33	5.00	2.33
Weighted Average		**8.13**	**7.23**	**5.83**	**3.27**

Summary & Final Selection

Summary

After using the Marketplace.city process, the City of Aurora functional stakeholders have determined Data Defenders as the selected vendor for the Managed Security Services Opportunity. Data Defenders' offers a comprehensive managed cybersecurity and technology solution that combines 20+ Years of expertise in these areas with the latest cybersecurity and system management technologies to offer an efficient, cost-effective, and time-saving approach for the City of Aurora.

Decision Factors

Solution and Capabilities Aligned to City's Security Goals: 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. Data Defender's solution allows the City to reduce and, in some cases, mitigate cyber risks to its technology infrastructure

Experience and Expertise: Data Defenders has comprehensive experience and references and a deep understanding Since August 2019, Data Defenders and eSentire have successfully delivered solutions to the City of Aurora including Data Shield solutions, network and endpoint MDR, and various cybersecurity-related professional services

Commitment to Value-added services: Data Defenders understand that the City of Aurora has developed a Technology Strategic Plan that outlines as part of its overall vision, an objective of becoming a technology leader in the region. Data Defender's Virtual CISO and Regional SOC development solutions propels the City's technology strategic goals.

Contract Details

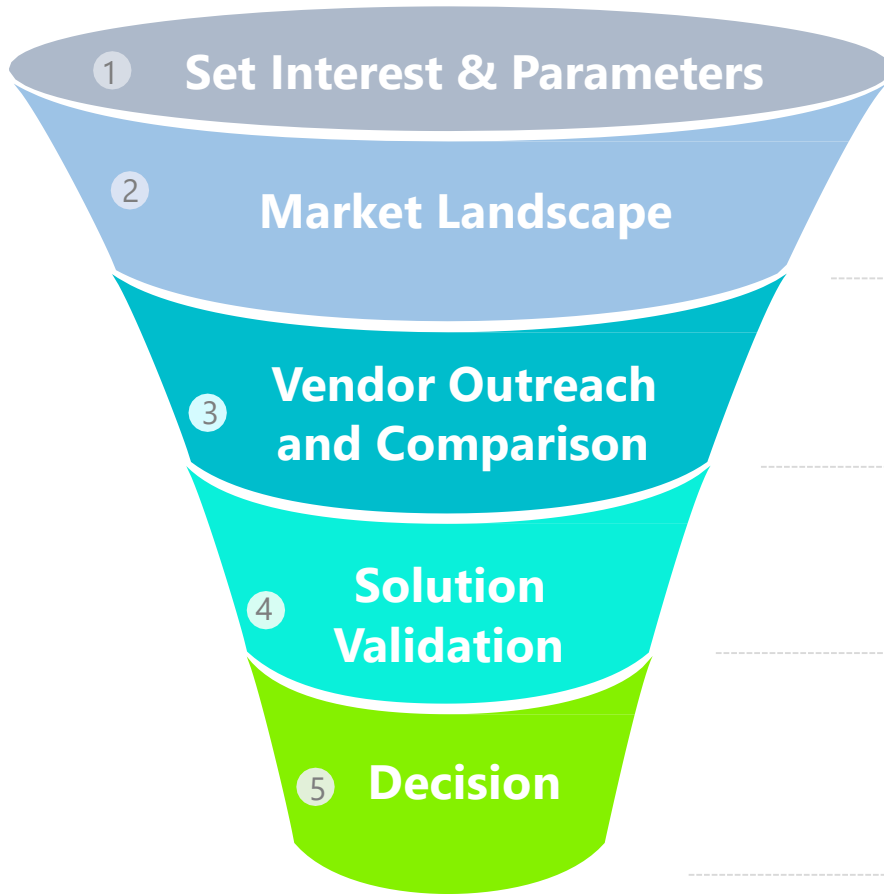|	
CONTRACT TYPE	Solution as a Service
CONTRACT DURATION	3 Year Contract with 2 option Years
PRICING SUMMARY	Annual Pricing:$320,097 3 Year Pricing: $960,291 5 Year Pricing: $1,600,485
CONTRACT DOCUMENTS	Data Defenders MSA

Appendix

- Provide the details of the background & discussion sections

Timeline

April 10th	• Publicly posted and mass-distributed the <u>MSS Opportunity and Scope Document</u> (RFQ)
May 22nd	• 33 Vendor Responses were submitted
June 4th	• 33 to 19 Vendors based on Stakeholder Review for Qualification
July 15th	• 19 to 9 Vendors based on Stakeholder Scoring
August 1st – 10th	• Vendor Meetings
August 20th – August 31st	• Stakeholder Scoring Analysis and Review
September 9th	• 4 Qualified Vendors Confirmed
September 10th - September 17th	• Opportunity for Qualified Vendors to ask Questions
September 23rd - October 9th	• Request for Final Proposal
October 20th – October 26th	• Stakeholder Review and Comparable Scoping Finalization
October 27th – November 2nd	• Final Pricing Request for Comparative Pricing Purposes
November 6th – November 15th	• Final Proposal Scoring / Analysis
November 18th	• Final Discussion and Partner Recommendation

Clearbox Process Overview

Funnel Stages

1. **Set Interest & Parameters**
2. **Market Landscape**
3. **Vendor Outreach and Comparison**
4. **Solution Validation**
5. **Decision**

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