

COUNCIL ACTION FORM

SUBJECT: AWARD OF CONTRACT - 5-YEAR ENTERPRISE AGREEMENT FOR CISCO SECURITY SOFTWARE

BACKGROUND:

Over the past 20 years, the City has provided content-filtering services for the City's information technology network. This service has grown increasingly complex over time, with different hardware products and different associated management software.

As part of a consultant evaluation of the City's networks, it was recommended that Cisco's Umbrella and Identity Services Engine (ISE) products should be implemented to provide improved security and management of the City's network. ISE provides internal network access control (who can access the City's network), and Umbrella provides protection against external, internet-based threats. These products would supplement the City's existing use of Duo, which is a multi-factor authentication product. Multi-factor authentication software (such as Duo) requires users to confirm their identity on a second device when a login is attempted.

The City currently does not have an integrated, manageable way to protect city employees from accidental clicks associated with spear-phishing attacks (personalized, targeted attempts to steal sensitive information) through email, web, or other electronic means. The possibility of a spear-phishing attack was evaluated by the consultant, and it was determined the impact of such an attack would be a significant cost to repair and a loss of employees' time.

Umbrella provides software to actively protect City employees from spear-phishing attacks. A 10-user license for Umbrella was purchased for testing by IT staff, which was successful in blocking targeted types of content and incoming threat types on computers in all City buildings, including high-profile, public venues such as City Hall, Furman Aquatic Center, Ames Municipal Pool, and Homewood Golf Course. **Additionally, this software allows existing hardware such as firewall content filters to be retired.**

The addition of ISE will provide better Wi-Fi access control and allow the City to segregate public Wi-Fi traffic from other City network traffic. This will allow our network to block unauthorized computers from access to City networks and digital services.

Bid documents were issued to 24 companies through the AmesBids site for a 5-year agreement for the three Cisco products Duo, ISE, and Umbrella, and 24/7 software support. On January 26, 2021, one bid was received:

BIDDER	TOTAL 5-YEAR COST
Carrier Access IT, LC, Clive IA	\$166,010.80

Information Services staff evaluated the bid and determine it is acceptable. The proposal from Carrier Access recognizes that the City has a current contract with CDW-G for the Duo multi-factor authentication product. Therefore, Carrier Access is providing a credit of \$28,302, as well as an additional credit of \$2,600.00 for the City’s existing Firepower Threat Defense (FTD) devices.

The 5-year Carrier Access proposal is \$166,010.80, to be paid annually (\$33,202.16). Additionally, in November 2020, the City obtained a quote for the software and support for an annual contract in the amount of \$51,336.00 per year, which does not include credits for the current Duo contract or FTD devices. In selecting the 5-year proposal the City will realize an annual savings of \$18,133.84 per year.

Funding for the Cisco Software will be from a pool of funding budgeted for City technology operations. The current cost estimate for the Cisco Software is \$160,000.

ALTERNATIVES:

1. Award a contract to Carrier Access IT LC, Clive, Iowa, for a 5-year Enterprise Agreement for Cisco Security Software (Umbrella, ISE & Duo) in the amount of \$166,010.80, to be paid \$33,202.16 annually.
2. Reject the bid and ask City staff to seek an annual agreement with a Cisco reseller.

CITY MANAGER’S RECOMMENDED ACTION:

Cisco is the number one provider of networking software in the United States. The software package integrates natively with the City’s current network infrastructure, using Cisco software on Cisco hardware.

This software will add value to the efficient operations of the City, including a significant reduction in security risk and in the complexity in the City’s networking operations; a single management software interface will be implemented instead of needing a separate management software program for each hardware firewall.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1 as stated above.