

## City Council – Action Request Form

**Date:** June 10, 2019

**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

**From:** Thomas Kureczka, Chief Information Officer  
Ben Rowe, Assistant City Manager

**Council Action Requested:**

Resolution Approving a Contract with NWN, Inc. for New Firewall Security Equipment

**Strategic Focus Area:** Service Excellence

**Strategic Objective:** Ensure Service Delivery Efficiency and Effectiveness

**Strategic Plan Action Item:** No

**Key Work Item:** Yes



**Summary of Information:**

Replacing the City's firewall equipment is a high priority key work item for Information Systems. The firewall equipment is a core component of the City's enterprise-wide network security system and is critical in the monitoring and managing of inbound and outbound network traffic. Based on the age of the existing equipment and the need to maintain a robust and adaptable network security system, replacing this equipment was part of the Information System's capital planning process. Funds were included in the approved Information Systems operating budget.

Many municipalities, including several in North Carolina, have experienced the devastating effects of highly sophisticated cyber-security attacks. To protect Winston-Salem from similar threats, staff plans to deploy a multi-layered security solution. Working with support vendors and outside consultants, staff researched several modern firewall security technologies. The recommended solution offers advanced protection and integrates tightly with existing network and server infrastructure.

Due to the City's practice and caution in sharing the details of our cybersecurity infrastructure and processes, this Action Request will simply state that the solution includes firewall equipment and software that protects the data centers, data closets, and end-point devices such as desktop computers, laptops, and tablets.

**Committee Action:**

<b>Committee</b>	<u>Finance 6/10/19</u>	<b>Action</b>	<u>Approval</u>
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<b>For</b>	<u>Unanimous</u>	<b>Against</b>	<u></u>
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**Remarks:**

Staff wrote an Invitation for Bids to advertise for all of the hardware, software, and licensing components of the security solution. Staff received responses from seven vendors. Four of the responding vendors have offices in North Carolina - three in Charlotte, one in Greensboro, and none in Forsyth County. None of the responding seven vendors is a certified M/WBE.

Based on the vendor pricing responses staff recommends NWN, Inc. for this contract. NWN, Inc. has an office in Greensboro, NC. In addition to the providing the lowest bid price, NWN, Inc. has performed other services in the past for the City with very satisfying results. This is relevant because the bid and contract includes five years of licensing and support for all components. Annual licensing and support costs for equipment of this nature is based on the purchase price, so staff does not anticipate any annual increases for the years six and beyond.

The chart below provides the results of the bid process.

<b>Vendor</b>	<b>Bid</b>
NWN, Inc.	\$307,013.70
Dimension Data, Inc.	\$314,202.64
Presidio, Inc.	\$350,335.40
Total Communications, Inc.	\$350,557.75
MTM Technologies, Inc.	\$353,743.10
Internetwork Engineering	\$364,914.61
Hiscomp LLC	\$451,466.81

Funding for all the hardware, software, and licensing components is available in the approved FY18-19 Information Systems operating budget. Staff recommends that the City enter into a contract with NWN, Inc. for the purchase of the new equipment.

M/WBE comment: Notifications were sent to all local M/WBE and area HUB businesses on a weekly basis. The bid opportunity was advertised on the City and State of NC Purchasing websites. See Exhibit A for a complete list of businesses notified of this bid and the workforce demographics of NWN, Inc.