Marketplace.city C L E A R B O X

Aurora, IL | Marketplace.city

Technology Sourcing and Procurement

September 2019 - Present

Buyer and Key Parties

Sponsor
Office of the CIO, Finance Department

Key Parties
Legal Department, Office of the Mayor, Office of the City Manager, Human Resources, Public Works

Partners

Marketplace.city

Key Features

- Marketplace.city is free for Governments
- Validated catalog of solutions from broad market
- Lower Risk Investments
- Reduce research and resources
- Verified Market Pricing
- Network of references to share and piggyback contracts
- Holding Resellers to contract standard
- Increase Vendor Exposure

Documents

Process Overview
MOU
Basic Report
Final Briefing

Issue Solved

The City of Aurora has the goal to be a regional technology hub that delivers innovative smart solutions, services and provides a first class customer experience for its constituents. With a robust digital transformation, Aurora did not have the internal processes or resources, including procurement to execute on these projects.

Solution Overview

Marketplace.city helps governments source, validate and procure technology solutions. Marketplace.city's Clearbox process gives Aurora relevant information on government technology companies, their work in peer cities, pricing and contract vehicles to support efficient sourcing and procurement allowing them to save time, resources and money.

Outcomes and Benefits

- **Cost Savings:** The Clearbox process provides verified market pricing contributing to cost savings for Aurora over $500,000 in the first year and $750,000 over the contract lifecycle.

- **Enhanced efficiency and reduction in staff effort:** Marketplace.city's support reduces the resource effort across departments as it relates to market research and procurement. Estimated savings is ~ 70-105 personnel hours per project (0.5 - 0.8 FTE), freeing up employee work for higher value projects and/or areas of expertise

- **Shortened cycle time:** Marketplace.city shortens the purchasing process time to 3-4 months from beginning to vendor selection, versus 9-18 months in the past.

- **Reduced Risk:** The Clearbox process gives Aurora, including leadership, the confidence they are selecting the right solution at the right price, backed up by data

- **Customer Experience:** Marketplace.city's platform provides a network of references to share and piggyback contracts. Aurora is also provided a Customer Success team to support the Clearbox process so the city has a partner in the effort and not just another software product.

- **Process Standardization:** Technology procurements now have clear, defined steps and consistent outcomes so that city leadership can review and understand decisions

Marketplace.city

Select Solution Deployments

Evanston, IL
Indianapolis, IN

Who should use this solution

CIOs, CTOs, Procurement officials, Government leadership driving innovation or efficiency

Contacts

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Solution Description

As part of Aurora's Technology Strategic Plan, the City has a large number of digital transformation programs both internal and related to Smart City/Internet of Things projects. In order to efficiently and effectively execute the sourcing and procurement, Aurora uses the Marketplace.city Clearbox process to find and buy their technology solutions.

The team has used the Marketplace.city process across 15+ projects to date. The process is initiated by Aurora defining an area of interest. Marketplace.city provides a comprehensive view of the market, the vendors and how other cities approached the issue using Marketplace.city data, 3rd Party databases and existing Clearboxes and contracts. Aurora reviews the market landscape, filters based on Aurora's criteria / needs, and determines the vendor outreach approach. Depending on the project scope and size, Aurora posts the opportunity publicly, goes direct to leading vendors, or usings existing contracts from other cities.

The process is designed to be iterative and agile as Aurora stakeholders learn more about the topic area and solutions, they can refine their criteria. This is completed through publicly available data, vendor outreach and vendor meetings.

Ultimately, The City of Aurora determines the best fit vendor and contract vehicle using the Marketplace.city data and process for support. The process data is structured in a Final Briefing and a format to be reviewed by approvers and/or city council.

Aurora In-Flight and Completed Procurements (As of July 2020)

In-Flight Procurements	Completed Procurements
• Body-Worn Cameras	• eSignature/CLM
• Managed Security Service	• NG911
• FOIA	• Rugged Police Laptops
• Camera Maintenance	• Social Listening / Citizen Engagement
• Managed Print Service	• CyberSecurity for Critical Infrastructure
• Digital Presence / Citizen-Centric Website Solution	• Grants Management
• Desktop as a Service	• Smart Waste and Recycling System
• Customer Relationship Management (CRM)	

Procurement, Contract and Pricing

Marketplace.city is free for Aurora as well as all government users. Aurora determines which projects to use the process for and can stop or not complete a project at any time with no cost. For successful procurements through the Clearbox process, the selected vendor pays Marketplace.city 7% of the initial contract value, similar to the structure of most cooperatives.

Marketplace.city has an MOU to support the City of Aurora with technology identification, sourcing and procurement beginning in September, 2019. The MOU's objective is to promote transparency and benefits for the city.