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Information Technology Department
100 N. Appleton Street
Appleton, WI 54911

MEMO

To: Alderperson Konetzke and Members of the IT Committee

From: Dean Fox, Information Technology Director

Date: 7/5/16

Re: Request to award contract for First Defense Monitored Services for outside firewall monitoring of our Palo Alto Firewalls. Monthly cost of \$1,362.22 with a one-time installation fee of \$1,362.22 for a total of \$17,708.86 for year one 2016 CIP Funds to be used in first year.

The 2016 budget includes \$50,000 CIP funding for security assessment and advancement. Part of that assessment calls for 24x7 monitoring of our firewall infrastructure to quickly obtain information on potential threats and then the ability to quickly mitigate those threats.

A quote request went to two companies that offer such a service that has familiarity with our network as well as our Palo Alto firewalls. We received pricing from each of them.

Nexum First Defense is \$1,362.22 per month on a month to month contract.
CoreBTS quoted \$4,122 per month for similar monitoring

No other vendors were contacted due to the specific need to monitor the City's Palo Alto firewall brand.

We worked with both Nexum and CoreBTS extensively in the past and will continue to do so for other projects but Nexum specializes in the monitoring and mitigation for many firewall brands and models in both their Chicago, IL and Albuquerque, NM Network Operations Centers (NOC) and specifically on Palo Alto Equipment. The contract calls for shared responsibilities in the management of our system, in addition 24x7 monitoring where we would be called at any time of the day if an attempt was made on our network along with immediate mitigation from Nexum's NOC to stop the attempt.

I have requested Operational Funds in the 2017 budget to continue this service for the future.

If you have any questions regarding this recommendation please contact Dean Fox.