



Agenda Report

Fullerton City Council

MEETING DATE: MAY 20, 2025

TO: CITY COUNCIL / SUCCESSOR AGENCY

SUBMITTED BY: ERIC LEVITT, CITY MANAGER

PREPARED BY: AARON FRY, CHIEF TECHNOLOGY OFFICER
KIM CHAUDHRY, SENIOR ADMINISTRATIVE ANALYST

SUBJECT: \$314,272 AGREEMENT WITH LUMIFI FOR MANAGED
DETECTION AND RESPONSE RENEWAL

SUMMARY

Staff requests City Council approve a \$314,272.08 Agreement with Lumifi, formerly known as Critical Insight, for three years to renew Managed Detection and Response (MDR) services for the City. MDR services secure City information systems and protect against cyber threats.

PROPOSED MOTION

1. Waive formal bidding and approve a \$314,272.08 Agreement with Lumifi over three years to renew MDR services for City cybersecurity and protection services.
2. Authorize Administrative Services Director, or designee, to issue purchase orders to Lumifi on an annual basis not to exceed budgeted levels.

ALTERNATIVE OPTIONS

- Approve the Proposed Motion
- Approve expenditure for a shorter duration, such as one year, and reassess need for renewal at the end of the term
- Explore other vendors offering similar MDR services and compare costs and benefits
- Do not approve the expenditure and rely on existing security measures
- Other options brought by City Council.

CITY MANAGER REMARKS

The City Manager requests approval.

PRIORITY POLICY STATEMENT

- Infrastructure and City Assets
- Fiscal and Organizational Stability.

FISCAL IMPACT

The total Lumifi Agreement costs \$314,272.08 for three years through 2027, with annual payments totaling approximately \$104,757.36. The FY 2024-25 Adopted Budget includes these services in the Information Technology Fund (Fund 68). Staff would factor Year 2 and 3 costs into future budgets, subject to annual City Council appropriation.

BACKGROUND AND DISCUSSION

Managed Detection and Response (MDR) services provide continuous cyber threat monitoring, detection and response. A Security Operations Center (SOC), a centralized unit responsible for monitoring and managing security incidents, delivers these services. The SOC employs advanced technologies and skilled personnel to identify and mitigate threats in real-time, ensuring City information system security.

Lumifi, formerly known as Critical Insight, has provided MDR services to the City for the past three years. Lumifi's expertise and proven track record in cybersecurity make them a reliable partner for the City's ongoing security needs. Staff recommends renewing the contract with Lumifi to ensure continuity of services to preserve information system security and infrastructure. This would ensure the City continues to benefit from comprehensive MDR services including threat detection, incident response and continuous monitoring.

Potential Risks. Not renewing the MDR services from Lumifi could expose the City to several risks, including:

1. Increased Vulnerability to Cyber Threats: City information systems may become more susceptible to cyberattacks, leading to potential data breaches and loss of sensitive information without continuous monitoring and response.
2. Delayed Incident Response: The absence of a dedicated SOC could result in slower security incident detection and response times, increasing the impact and severity of cyber threats.
3. Higher Recovery Costs: The City could face significantly higher costs associated with cyberattack recovery and remediation without proactive measures provided by MDR services.
4. Reputational Damage: A successful cyberattack could damage the City's reputation and erode public trust in the City's ability to protect sensitive information and maintain secure operations.

Staff recommends approving a \$314,272.08 agreement over three years to renew MDR services from Lumifi. This renewal would ensure continued protection of City information systems.

Attachments:

- Attachment 1 – Lumifi Quote

cc: City Manager Eric J. Levitt