Agenda Report
Fullerton City Council

MEETING DATE: JUNE 21, 2022

TO: CITY COUNCIL / SUCCESSOR AGENCY

SUBMITTED BY: ERIC J. LEVITT, CITY MANAGER

PREPARED BY: ROBERT DUNN, CHIEF OF POLICE

     LAUREN PARKHOUSE, ADMINISTRATIVE ANALYST

SUBJECT: PROFESSIONAL SERVICES AGREEMENT WITH GLASS BOX TECHNOLOGY, INC FOR INFORMATION TECHNOLOGY SERVICE MANAGEMENT

SUMMARY

Consideration of a comprehensive Professional Services Agreement (PSA) with Glass Box Technology, Inc. to extend information technology (IT) projects to completion and to extend support services through June 30, 2023.

RECOMMENDATION

Approve comprehensive Professional Services Agreement with Glass Box Technology, Inc. and authorize City Manager, or designee, to execute and administer the agreement, in a form approved by City Attorney.

PRIORITY POLICY STATEMENT

This item matches the following Priority Policy Statement:

- Fiscal and Organizational Stability

FISCAL IMPACT

No additional financial impacts beyond the budget. The FY 2022-23 Adopted Budget includes the costs in the Information Technology Fund (Fund 68) and the General Fund (Fund 10). The adopted budget included this comprehensive PSA that will also cover the ONES Phase II project.

DISCUSSION

City Council approved hiring Glass Box Technology in January 2020 on an emergency basis to conduct a comprehensive assessment of the City's IT environment, implement

hardware and software upgrades to enhance the security of the City's networks and to provide critical staff augmentation. While the City has made much progress, the City still has many outstanding City Council-approved IT projects pending. Staff recommends extending the services of Glass Box through June 30, 2023 because of the need to continue citywide IT enhancements, the complexity of the information technology environment and the need to actively monitor and respond to the constant threat of cyber-attacks.

The comprehensive Professional Services Agreement with Glass Box Technology, Inc. will encompass all existing and budgeted scopes of work under one agreement. Glass Box Technology provide core services of IT infrastructure management, cyber security, application management and workplace solution support at a monthly cost of approximately $280,000. The following provides a high-level overview of these support services:

Infrastructure Management:

- Data center and cloud management and operations

- Server management

- Printer / copier management

- Software licensing management

- Storage management and data protection

- Database management

- Manage secure network services

- Network monitoring, including wireless network services.

Cyber Security Operations Management and Regulatory Compliance:

- Monitor published vulnerabilities and analyze existing vulnerabilities

- Determine a prioritized approach to server and end user computing security

- Manage the monthly security awareness program, failed security tests, performance improvement, reporting and policy compliance

- Manage security system software.

Application Management:

- Software maintenance, troubleshooting and license renewals

- Software enhancements for configuration changes, security and integration

- Software support services

- Website maintenance

- Manage and implement software upgrades.

Workplace Solution Support, includes Desktop Support Tasks:

- Support and maintain organizational computer systems
- Support desktops and peripherals
- Install and diagnose workstations
- Repair, maintain and upgrade basic network hardware and equipment
- Ensure optimal workstation performance
- Maintain and resolve basic issues on LAN / WAN.

The comprehensive Professional Services Agreement will also cover existing scopes of work for projects the City has engaged Glass Box Technology, Inc. to support. These projects include the following:

City Council Approved and Budgeted Projects:

- ONES Upgrade Phase I
- Emergency Operations Center – SCADA Server Relocation ARPA
- Tyler Energov AWS Buildout
- Tyler Energov Upgrade
- Public Works Network Upgrade
- CCTV Upgrades – ARPA
- HOPE Center Network Upgrades – ARPA
- City Hall Network Upgrades – ARPA
- Fullerton Community Center Network Upgrades – ARPA
- Microsoft Windows 10 Upgrades – ARPA
- Tennis Center Remodel Project Management and IT Engineering Setup Support
- Hunt Library Remodel Project Management and IT Engineering Setup Support
- Payment Card Industry Compliance.

The comprehensive Professional Services Agreement will also cover the scope of work for the ONES Upgrade Phase II project. City Council approved the appropriation for Phase II with the FY 2022-23 Adopted Budget. This project includes continued implementation and optimization of the enterprise resource planning system by making much needed system improvements and enhancements such as: automation of critical HR Personnel Forms, Open Enrollment, employee online access, system improvements to support payroll adjustments and reporting, system workflow enhancements to support controls surrounding purchasing and accounts payable and improved utilization of system functionality.

This comprehensive scope of work does not include the following:

- business continuity and disaster recovery planning
- 24x7 security operations center (SOC) monitoring

- data center facility management (sprinklers, power protection, cooling, etc.)

- SCADA or Traffic System Management

- new cabling infrastructure or replacing aging cabling.

The City has existing agreements for SOC monitoring and Public Works manages the data center facility. The City could engage Glass Box Technology, Inc. to provide business continuity and disaster recovery planning and to subcontract out and project manage new or replacement cabling at the City's request.

Approval of the comprehensive PSA will ensure continuity of IT service and support and enable Glass Box Technology, Inc. to retain and engage experienced staff that possess the institutional and technological knowledge to maintain and improve upon the advances made to date. The initial term through June 30, 2023 will enable Glass Box Technology, Inc. to complete existing projects compatible with the IT advances the City has made to date and to maintain continuity of core support services. The term of the PSA enables the City to engage Glass Box Technology, Inc. for an additional three-year term with two additional one-year extensions. In early 2023, staff will bring forth an agenda item for City Council consideration to engage Glass Box Technology, Inc. for a longer-term engagement beyond June 30, 2023.

Attachments:

- Attachment 1 – Glass Box Technology Professional Services Agreement