



Administrative Report

H.14., File # 23-6725

Meeting Date: 9/19/2023

To: MAYOR AND CITY COUNCIL

From: MIKE COOK, INFORMATION TECHNOLOGY DIRECTOR

TITLE

APPROVE AN AGREEMENT WITH QUISITIVE, LLC FOR STAFF AUGMENTATION SERVICES FOR MICROSOFT M365 DIGITAL WORKPLACE, SECURITY, SINGLE SIGN ON, AND ENDPOINT MANAGEMENT ADMINISTRATION IN AN AMOUNT NOT TO EXCEED \$30,000 FOR THE TERM SEPTEMBER 19, 2023 TO SEPTEMBER 18, 2024

EXECUTIVE SUMMARY

Quisitive will complete the analysis, recommendation, and implementation of several new services inside the city's Microsoft M365 Cloud Management Environment in preparation for the deployment of the City's new laptop and desktop fleet and the scheduled upgrade to Windows 11. The services will include several new cybersecurity improvements including the implementation of full-disk encryption, Azure Active Directory, InTune, mobile device management, and Single Sign On (SSO). These changes will not only improve security, but simplify day-to-day operations for staff and IT administrators. Quisitive comes highly recommended by Microsoft and has recently acquired Catapult Systems, LLC., a company with which the City has a long-standing business relationship.

BACKGROUND

As part of the FY 2023-24 budget adoption process, the City Council approved Decision Package #55 which provides funding to enhance the City's Microsoft's M365 licensing from the G3 package to the G5 level. This change includes primarily a suite of additional cybersecurity features and controls to enhance security and improve usability. The M365 G5 package includes the latest versions of Office, Exchange Online Email, and Windows 11 for all staff.

While the City has leveraged Microsoft's cloud email and file storage solutions for several years, many key components including Identity Management, Endpoint Management, and Single Sign On (SSO) are on-premise, using legacy technologies, or are have not been implemented. Quisitive will lead the migration effort and complete any infrastructure tasks required to successfully complete the full implementation of the City's G5 licenses, as well as prepare the environment for Windows 11. IT staff will work closely with Quisitive across the engagement. It is anticipated that the project will last 4-6 weeks ,with troubleshooting and fine tuning to continue for one year. Highlights of the engagement include:

- Discovery and Design Phase
 - Project initiation, readiness assessment, develop project schedule
- Deployment Phase
 - M365 tenant configuration, pilot migration

- Migration Phase
 - Monitor and Assist IT Staff as new computers are deployed across the City
- Stabilization Phase
 - Support and troubleshoot any issues post cutover
 - Training and knowledge transfer to IT staff
 - Provide as-built documentation

COORDINATION

Information Technology staff coordinated the structure and scope of the proposed Project Services Agreement. The Agreement has been approved as to form by the City Attorney's Office.

FISCAL IMPACT

Funding for the proposed Agreement was approved as part of the Information Technology Department's FY 2023-24 adopted budget. The total not to exceed cost of the agreement is \$30,000. The cost is based on the estimated upper range of hours anticipated for completion of the project. Any agreement savings will be returned to the IT Internal Service Fund.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Agmt - Master Service Agreement for Project Services with Quisitive, LLC
- Insurance - Quisitive, LLC
- Decision Package #55, FY 2023-24