STRATEGIC IT & GIS MODERNIZATION PROPOSAL

DECEMBER 2025

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COVER LETTER

December 1, 2025

Ms. Karla Santillan
Business Services Manager
Westminster Police Department | Management Services
8200 Westminster Boulevard
Westminster, CA 92683

RE: STRATEGIC IT MODERNIZATION | IT & GIS SUPPORT PROPOSAL

Dear Ms. Santillan,

We appreciate the opportunity to continue supporting the City of Westminster (City) following the recently completed IT Assessment and Strategic Recommendations. The assessment highlighted several critical needs—strengthening cybersecurity, modernizing infrastructure, stabilizing IT operations, and addressing key staffing gaps—requiring a structured and collaborative approach to implementation.

We also recognize that GIS modernization remains an active, parallel initiative essential to permitting, field operations, and long-term digital services. Our proposal integrates ongoing GIS support, system upgrades, and modernization activities to ensure alignment across both IT and GIS environments.

The enclosed proposal outlines Infinity Technologies' 18-month augmentation and modernization plan, designed to reinforce the City's IT team, provide specialized engineering and cybersecurity expertise, deliver rapid escalation support, and implement the IT Roadmap recommendations. This approach will accelerate risk remediation, improve system reliability, and support the City's broader modernization goals.

Infinity Technologies brings proven municipal experience delivering IT transformation, cybersecurity improvements, infrastructure upgrades, GIS modernization, and managed operations for cities throughout Orange and Los Angeles Counties—including La Mirada, La Palma, Laguna Niguel, Rancho Santa Margarita, San Juan Capistrano, Stanton, and Tustin. This experience enables us to provide scalable, practical solutions tailored to the needs of local government environments.

Our support model combines:

- **IT & GIS Staff Augmentation** to strengthen technical leadership, expand engineering and cybersecurity capacity, and provide day-to-day and escalation support as needed.

- **Roadmap Implementation & Modernization** to address critical vulnerabilities, replace aging infrastructure, enhance cloud and identity security, and advance GIS system modernization.

- **IT and GIS Support** delivered in close collaboration with the City's team to maintain stability, provide escalation support and leadership when needed, ensure continuous monitoring and protection, and assist with ongoing operational and modernization efforts.

The phased roadmap is designed to deliver measurable progress within the next 18 months—stabilizing urgent issues while building a secure, scalable, and sustainable IT and GIS foundation that supports the City's long-term service and modernization objectives.

We appreciate the City's continued trust in Infinity Technologies and look forward to discussing this proposal and aligning with the next steps.

Sincerely,

Mohammad Ahmed
President and CEO
Infinity Technologies

SECTION 1. PURPOSE & OBJECTIVE

Infinity Technologies recently completed the City of Westminster's (City) comprehensive IT Assessment and Strategic Roadmap (October 2025), which identified critical cybersecurity vulnerabilities, operational risks, staffing limitations, and aging infrastructure requiring coordinated action to safeguard the City's technology environment. This proposal outlines a focused, collaborative plan to help the City implement those recommendations through targeted staff augmentation, structured modernization activities, and ongoing managed IT and GIS support.

Our approach is designed to work in partnership with the City's team—supplementing internal capacity, providing leadership and escalation support when needed, and delivering the specialized engineering, cybersecurity, and GIS expertise required to advance high-priority initiatives. Together, we will secure the City's digital environment, modernize core infrastructure, and stabilize essential IT and GIS operations.

Proposal Objectives

- **Accelerate implementation of the 18-month IT Roadmap** through coordinated, phased execution with the City's internal team.

- **Augment City team** with engineering, cybersecurity, and GIS specialists to address immediate capability gaps and provide escalation support.

- **Strengthen cybersecurity and reduce risk exposure** across all City systems and departments through modern tools, monitoring, and best-practice controls.

- **Modernize aging infrastructure** and transition key workloads to secure, scalable cloud platforms that support long-term service delivery.

- **Stabilize and sustain IT and GIS operations** through managed services that ensure continuity, monitoring, and ongoing protection after modernization is complete.

Aligned directly with the findings of the October 2025 IT Assessment, this proposal provides a clear, actionable, and expert-driven plan to strengthen the City's cybersecurity posture, modernize vital systems, enhance service reliability, and support a resilient technology foundation for years to come.

SECTION 2. SUPPORT & SCOPE OF SERVICES

Infinity Technologies will partner closely with the City to implement a structured, two-phase service model designed to modernize, secure, and sustain the City's IT and GIS operations.

- **Phase 1** focuses on collaboratively executing the 18-month IT Roadmap and GIS modernization plan—working alongside City staff to strengthen cybersecurity, upgrade infrastructure, stabilize systems, and provide targeted leadership and technical expertise where needed.

- **Phase 2** continues as an ongoing supplemental partnership, supporting the City's IT team with escalation assistance, best-practice guidance, training, and proactive improvements to systems, services, and monitoring. This phase ensures the City continues to enhance its technology environment, strengthen cybersecurity posture, and increase strategic value across departments.

I. IT Support Services

A. IT Roadmap Modernization & Implementation (18-Month Timeline)

In conjunction with the City's team, Infinity Technologies will focus on executing engineering, cybersecurity, infrastructure, and GIS modernization tasks required to implement Immediate, Near-Term, and Strategic priorities.

   a. **IT Modernization Activities**
      i. **Cybersecurity Enhancements**
      MFA, Conditional Access, email security, endpoint protection, firewall hardening, network segmentation, and monitoring.

      ii. **Infrastructure Upgrades**
      Network switch replacements, Wi-Fi modernization, core server updates, SQL upgrades, AD modernization, VPN integration, ISP redundancy.

      iii. **Cloud & M365 Optimization**
      SharePoint Online migration, Teams and OneDrive enhancements, identity governance, cloud adoption roadmap.

      iv. **Backup & Disaster Recovery Improvements**
      Veeam upgrade, immutability, quarterly recovery testing, DR site implementation.

      v. **Documentation & Operational Maturity**
      Network diagrams, SOPs, lifecycle planning, ticketing improvements, policy updates.

B. Post-Implementation Staff Support (As Needed)

As the City advances through Phase 1 modernization, Infinity Technologies will continue to work collaboratively with the City's IT team, providing leadership, specialized expertise, and escalation support whenever needed. This partnership ensures the City maintains a

secure, stable, and continuously improving technology environment throughout modernization and beyond.

Following the initial implementation phase, Infinity Technologies will remain available to supplement the City's IT staff, offering strategic guidance, proactive monitoring, and technical training to strengthen long-term operational resilience.

a. IT Support & Partnership Focus Areas

    i. Leadership & Strategic Guidance

- Provide technical leadership and best-practice direction to support informed decision-making.
- Assist with planning, prioritization, and governance to align IT initiatives with City goals.

    ii. Expert Escalation Support

- Deliver remote and on-site escalation assistance for complex issues or high-impact incidents.
- Provide senior engineering expertise to support troubleshooting, root-cause analysis, and system optimization.

    iii. Continuous Monitoring & Operational Stability

- Maintain 24/7 monitoring of networks, servers, and critical systems.
- Respond rapidly to alerts to prevent outages, disruptions, or security incidents.

    iv. Cybersecurity Oversight

- Provide ongoing guidance for security controls, threat monitoring, and compliance needs.
- Support vulnerability remediation, patching, and risk-reduction activities as needed.

    v. Training & Knowledge Transfer

- Offer targeted training sessions to build City staff capabilities in key areas (Microsoft 365, networking, cybersecurity).
- Support knowledge transfer and documentation to strengthen long-term team resilience.

    vi. Operational Support & Coordination

- Assist with vendor coordination, procurement decisions, asset oversight, and license planning.
- Provide recommendations for continuous improvements across systems, workflows, and service delivery.

C. Security Tools Implementation

To strengthen the City's protection and reduce risk, Infinity Technologies will deploy and manage the following essential security tools as part of the roadmap:

a. Microsoft 365 Backup (~385 users): Ensures reliable cloud backups of email, files, and collaboration data.

b. PRTG Network Monitoring: Provides real-time visibility into system health with proactive alerts to prevent disruptions.

c. Email Security (Proofpoint): Blocks phishing attempts, malicious emails, and spam to safeguard staff and City data.

d. Network Backup Automation: Automates system and configuration backups to ensure fast, dependable recovery from outages or cyber incidents.

II. GIS Support Services (As Needed)

Infinity Technologies provides ongoing GIS services to support the City's daily operational and long-term geospatial needs.

A. Ongoing GIS Support

- Routine GIS data maintenance (parcels, zoning, addresses, public works)
- Application management for internal and public-facing GIS tools
- Field data collection and mobile GIS solutions
- Ongoing integration support for Tyler, asset management, CAD/911, and other systems
- GIS troubleshooting, performance monitoring, and platform maintenance
- Staff training, knowledge transfer, and mentorship
- Continued development of new mapping solutions
- Documentation updates, SOP maintenance, and workflow optimization

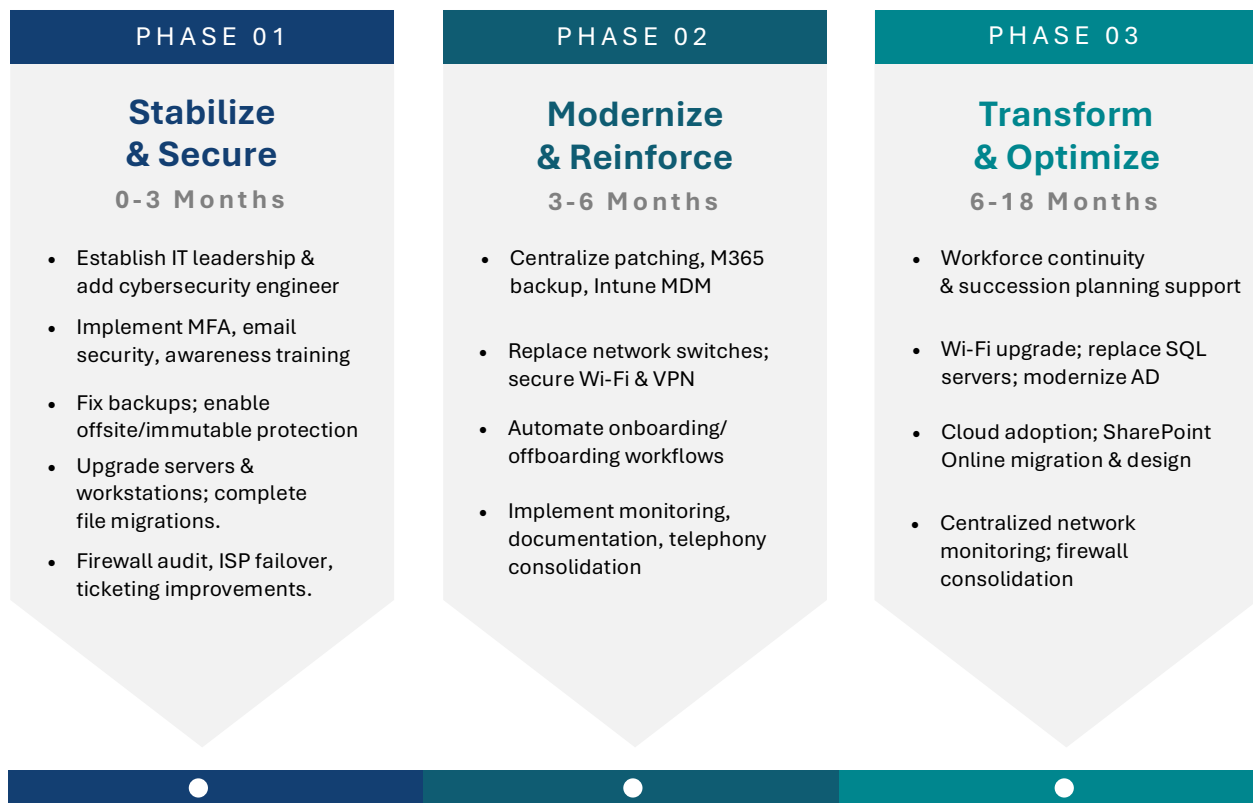### B. GIS Upgrade (Project-Based)

- **ArcGIS Enterprise Pre-Installation**
    - Architecture design and licensing review
    - Audit of existing data, services, applications, and integrations
    - Review SQL scripting and automation
    - Build new VMs (4–5 server architecture: ArcGIS Server, Portal, Data Store, Web Adapter, SQL DB)
    - Configure ports, certificates, and security settings
- **ArcGIS Enterprise Installation**
    - Install ArcGIS Server, Portal, Data Store, Web Adapter, and SQL database
    - Configure administrative accounts, user roles, and access (including potential single sign-on)
- **Migration to New GIS Platform**
    - Redesign database schema and migrate data

- o Rebuild map/feature services (naming standards, folder structure, hosted vs. map services)
- o Rebuild internal and public-facing applications with full testing
- o Integrate new Orange County aerial imagery
- o Rebuild key system integrations (Tyler EPL, Laserfiche)
- o Simplify parcel database design and update process (LightBox option)
- o Fully decommission legacy GIS environment

SECTION 3. IT ROADMAP IMPLEMENTATION

The City's IT Roadmap is based on the findings and recommendations of the recently completed *IT Assessment (October 2025)*, which provides a comprehensive, prioritized list of recommended cybersecurity, infrastructure, staffing, and operational improvements. The implementation plan outlined below follows the same structured priority framework—Immediate, Near-Term, and Strategic—to rapidly reduce cybersecurity exposure, modernize core systems, and build a resilient, future-ready technology environment.

PHASE 01	PHASE 02	PHASE 03
Stabilize & Secure **0-3 Months**	**Modernize & Reinforce** **3-6 Months**	**Transform & Optimize** **6-18 Months**
• Establish IT leadership & add cybersecurity engineer • Implement MFA, email security, awareness training • Fix backups; enable offsite/immutable protection • Upgrade servers & workstations; complete file migrations. • Firewall audit, ISP failover, ticketing improvements.	• Centralize patching, M365 backup, Intune MDM • Replace network switches; secure Wi-Fi & VPN • Automate onboarding/ offboarding workflows • Implement monitoring, documentation, telephony consolidation	• Workforce continuity & succession planning support • Wi-Fi upgrade; replace SQL servers; modernize AD • Cloud adoption; SharePoint Online migration & design • Centralized network monitoring; firewall consolidation

Roadmap Structure

- **Phase 1 (0–3 Months): Immediate Stabilization & Cybersecurity Risk Reduction**
  Rapid remediation of the highest-risk vulnerabilities and failures identified in the October 2025 assessment.

- **Phase 2 (3–6 Months): Infrastructure Hardening & Operational Maturity**
  Modernize key systems, strengthen cloud and identity security, and improve reliability.

- **Phase 3 (6–18 Months): Strategic Modernization & Long-Term Sustainability**
  Advance cloud adoption, complete major upgrades, modernize GIS, and build long-term continuity and resilience.

A full, detailed listing of recommendations—organized by priority—is available in the City's IT Assessment & Recommendations Report.

3.1 Immediate Priorities (0-3 Months)

The focus will be to close the City's highest-risk cybersecurity and infrastructure gaps. Key efforts include deploying essential security controls, remediating vulnerabilities, improving backup resilience, and stabilizing core systems. Technical leadership and engineering augmentation ensure clear accountability and high-skill support during critical remediation activities.

Objectives & Initiatives

Primary Objectives	Key Initiatives
Deploy essential cybersecurity controls	• Implement MFA + Conditional Access. • Deploy email authentication & filtering (DMARC/SPF/DKIM). • Launch cybersecurity training. • Audit firewall configuration & ISP failover.
Repair and standardize backup & disaster recovery processes	• Resolve PD backup failures & enforce immutability. • Conduct quarterly restore tests. • Upgrade Veeam + validate SQL/AD backups. • Establish offsite DR failover capability.
Address unsupported systems & high-risk infrastructure gaps	• Complete server OS upgrade. • Resolve Horizon VDI disconnects. • Begin workstation modernization (Windows 11).
Strengthen help desk tracking and escalation support to improve response times, service transparency, and the overall user experience.	• Reinforce ticketing discipline and escalation workflows to ensure issues are tracked, prioritized, and resolved efficiently.

These early actions will drastically reduce cyber risk, stabilize day-to-day operations, and create the foundation for modernization.

3.2 Near-Term Priorities (3–6 Months)

In this phase, Infinity Technologies will work with the City to advance the modernization of the City's IT environment by upgrading key systems, improving performance, and enhancing identity and cloud security. Key initiatives include network, Wi-Fi, server, SQL, and Active Directory modernization; Microsoft 365 optimization; cloud adoption improvements; and expanded monitoring and automation to strengthen operational resilience.

Objectives & Initiatives

Primary Objectives	Key Initiatives
Automate patching, updates, & device lifecycle management	• Deploy centralized patching (Pulseway RMM). • Implement MDM for mobile fleet.
Improve redundancy, monitoring, & backup reliability	• Implement 3-2-1 backup strategy. • Add M365 backup (Exchange, OneDrive, SharePoint, Teams). • Automate network device backups. • Deploy server monitoring (Pulseway). • Consolidate Mitel phone system and test fault tolerance.
Modernize critical network infrastructure	• Standardize Wi-Fi with 802.1x (Cisco ISE). • Replace aging access switches (Cisco 3750-X). • Plan core switch replacement (Nexus 7010). • Standardize VPN with RADIUS authentication.
Strengthen security controls & Microsoft 365 governance	• Enforce MFA & Conditional Access policies. • Enable M365 collaboration stack (SharePoint, OneDrive, Forms).
Enhance IT documentation, workflows, & operational maturity	• Consolidate Mitel phone system and test fault tolerance (also supports redundancy). • Improve documentation and workflow discipline through standardized processes.

3.3 Strategic Priorities (6–18 Months)

During this period, Infinity Technologies will prioritize building a long-term, sustainable technology foundation through infrastructure renewal, advanced cybersecurity capabilities, GIS modernization, and improved systems integration. Strategic initiatives include a full GIS Enterprise upgrade and migration, application and service redesign, database improvements, and support for critical departmental workflows.

Objectives & Initiatives

Primary Objectives	Key Initiatives
Migrate collaboration tools and workloads to cloud platforms	• Decommission on-prem Exchange. • Execute cloud adoption roadmap.
Replace aging wireless infrastructure and unsupported SQL Servers	• Replace EOL wireless controllers + 70 Aps. • Replace PD SQL Servers (2012/2008 → 2022/2025).
Modernize Active Directory and implement improved network segmentation	• Remove legacy AD servers + raise functional level. • Consolidate segmentation to Palo Alto. • Clean up GPOs + audit DNS/DHCP.

Primary Objectives	Key Initiatives
Deploy full-scale monitoring and analytics for performance and security	• Implement centralized monitoring (PRTG). • Expand secure PD VPN access.
Advance lifecycle planning, staffing continuity, and succession strategies	• Assist with planning and developing succession-plan for critical IT roles.
Migrate to SharePoint Online and build the next-generation City intranet	• Migrate to SharePoint Online. • Build new SharePoint-based Intranet.
Provide technology support for department initiatives (e.g., GIS modernization)	• Execute cloud adoption roadmap (enables GIS modernization). • SharePoint Online migration supports departmental collaboration.

Citywide Impact & Strategic Value

Implementing the IT Roadmap will deliver immediate protection against cybersecurity threats while building a resilient, modern technology foundation that safeguards City operations, services, and data. The following outcomes represent the highest-priority impacts for the City:

- **Strong, Centralized Technology Leadership -** Collaborative oversight and expert engineering support that strengthens governance and accelerates Citywide priorities.

- **Dramatically Reduced Cybersecurity Risk -** Modern security tools and monitoring significantly lower exposure to ransomware, breaches, and system disruptions.

- **Modern, Reliable Infrastructure -** Upgraded network, servers, Wi-Fi, SQL, and Active Directory improve performance, uptime, and operational stability.

- **Enhanced Cloud Security & Identity Protection -** Stronger Microsoft 365 governance protects user accounts and ensures secure, efficient collaboration.

- **Greater Continuity of Operations -** Improved backups, disaster recovery, and testing ensure essential services—especially public safety—remain operational during outages or attacks.

- **Modernized & Integrated GIS Platform -** A rebuilt GIS system improves accuracy, speeds workflows, and enhances decision-making across key departments.

- **Streamlined, Reliable Systems -** Modernized applications and integrations reduce disruptions, eliminate manual workarounds, and boost overall efficiency.

Strategic Value for the City

- Protects the City from rising cyber threats and service disruptions.
- Ensures reliability of essential public services.
- Strengthens Citywide resilience and long-term continuity.
- Supports modernization and future digital service delivery.
- Builds a secure, scalable technology foundation for staff, residents, and City operations.

SECTION 4. IT STAFFING SUPPORT PLAN

The City's current hybrid IT model—combining internal staff with limited supplemental support—has provided stability but leaves critical gaps in leadership, engineering depth, and cybersecurity. The IT Assessment identified fragmented oversight, reactive operations, limited capacity for modernization, and upcoming succession challenges that could impact continuity and service delivery.

To address these gaps and support the successful implementation of the City's 18-month IT Roadmap, Infinity Technologies proposes a collaborative augmentation model that strengthens the City's team with targeted expertise, strategic leadership, and escalation support.

Infinity Technologies will work alongside the City's IT staff to:

- **Provide centralized technical leadership and guidance** to improve governance, decision-making, and alignment of IT priorities.

- **Enhance engineering capacity** to support modernization efforts, resolve complex issues, and improve system performance.

- **Strengthen cybersecurity capabilities** through dedicated expertise, monitoring, threat response, and risk-reduction initiatives.

- **Improve operational maturity** by enhancing automation, monitoring, documentation, and process discipline.

- **Support help desk continuity** through escalation support and targeted training.

- **Supplement staffing as needed** over the full contract term to maintain momentum, provide escalation support, and reinforce best practices.

This approach ensures that while the City retains control of day-to-day operations, Infinity Technologies will fill key leadership and technical gaps—empowering the team to execute the IT Roadmap, protect critical systems, and strengthen long-term resilience.

By combining strategic oversight, senior engineering expertise, cybersecurity specialization, and ongoing training and monitoring, the City gains the capacity needed to stabilize operations today while building a secure, modern, and sustainable IT and GIS environment for the future.

SECTION 5. PRICING SUMMARY

The table below outlines the projected 30-month investment for IT and GIS support, cybersecurity improvements, IT roadmap execution, and post-implementation support. All labor is proposed on a time-and-materials basis with Not-to-Exceed (NTE) limits to ensure full budget control.

Service Category	Period Covered	Monthly Cost	Total Cost
I. <u>IT Support Services</u> A. IT Roadmap Modernization & Implementation, Security & Monitoring Tools (recurring)	18 Months (FY 25-26 & FY26-27	$37,167	$669,000
B. Post-Implementation Staff Support, Security & Monitoring Tools (recurring)	12 Months (FY27-28)	$37,167	$446,000
II. <u>GIS Support Services</u> A. Ongoing GIS Support	30 Months (FY25-26, FY26-27, & FY27-28)	$4,000	$120,000
B. GIS Upgrade Project	12 Months (FY 26-27)	-	$25,000
Total Cost (NTE):			**$1,260,000**

Hardware and infrastructure purchases (network and server) are not included and will be quoted separately as needed.

IT Rate Schedule

IT CLASSIFICATION	HOURLY RATE ($) REMOTE	HOURLY RATE ($) ON-SITE
Project Manager	170	185
Programmer/Developer	160	180
Senior Network Engineer	155	170
Network Engineer	140	160
Senior Business Analyst	175	190
Business Analyst II	155	170
Business Analyst I	125	140
Senior Systems Engineer	135	155
Systems Engineer	130	150
Senior Systems Analyst	120	135
Systems Analyst II	115	130
Systems Analyst I	110	125
Senior IT Technician	105	120
IT Technician II	100	115
IT Technician I	95	110
Remote Helpdesk	90	NA

Note: Infinity Technologies conducts an annual rate review, comparing our rates to the Consumer Price Index (CPI) for potential adjustments.

GIS Rate Schedule

IT CLASSIFICATION	HOURLY RATE ($) REMOTE	HOURLY RATE ($) ON-SITE
Project Manager	170	180
Enterprise GIS Architect	170	180
Senior Business Analyst	175	190
Business Analyst II	155	170
Business Analyst I	125	140
Senior GIS Analyst	140	155
GIS Analyst II	130	145
GIS Analyst I	120	130
Senior GIS Technician	115	125
GIS Technician II	105	115
GIS Technician I	95	105

Note: Infinity Technologies conducts an annual rate review, comparing our rates to the Consumer Price Index (CPI) for potential adjustments.

THANK YOU
FOR YOUR TIME AND CONSIDERATION

INFINITY TECHNOLOGIES