



CITY OF MENIFEE

SUBJECT: Agreement Renewal with Quest Media Inc. for Secure Backup Data Storage

MEETING DATE: August 7, 2024

TO: Mayor and City Council

PREPARED BY: Michelle Sarkissian, Information Technology Manager

REVIEWED BY: Ron Puccinelli, Chief Information Officer

APPROVED BY: Armando G. Villa, City Manager

RECOMMENDED ACTION

1. Approve and authorize the City Manager to execute a three-year agreement with Quest Media, Inc., for the provision of expanded backup capacities, comprehensive maintenance and support for Microsoft 365 (M365) backups, as well as local and cloud backup services in the amount not to exceed \$236,556; and
2. Approve and authorize the purchase utilizing the NASPO Master Intergovernmental Cooperative Purchasing Agreement and Quest Media Inc., Master Agreement No. AR2505 pursuant to Menifee Municipal Code Section 3.12.070 (6); and
3. Authorize the City Manager or his designee to execute all necessary documents related to this agreement.

DISCUSSION

The City of Menifee has consistently prioritized the security and integrity of its data through a comprehensive Backup-as-a-Service (BaaS) solution. BaaS is a way to store data safely at a remote location. Companies like Quest Media assist with storage of files, folders, or entire hard drives to a secure cloud storage. Quest Media has been a reliable partner in providing these services, ensuring that the City's data is safeguarded against potential losses due to hardware failures, cyber threats, and other unforeseen events.

The existing agreement with Quest Media is approaching its renewal date. To continue benefiting from their robust BaaS solution, the City would need to secure additional licenses and expand the City's backup capacities for both local and cloud environments. This renewal would ensure that the City's data protection measures remain comprehensive and up to date, catering to the growing needs of Menifee's operations.

A three-year agreement with Quest Media offers several advantages for the City. This strategic investment enhances department workflows through Quest Media’s custom configurations and special projects. Their solutions are tailored to meet the City’s specific needs, optimizing workflows and increasing efficiency and productivity. Committing to a three-year agreement provides cost stability, protecting the City from annual price increases and securing a favorable rate for the contract’s duration. The extended term supports continuous improvements and integrations, enabling the City to fully leverage Quest Media’s capabilities. Renewing the licenses ensures consistency and reliability in operations, leveraging staff proficiency with Quest Media’s services developed over the past years, minimizing the learning curve, and maximizing productivity. Furthermore, Quest Media’s robust features are critical to the City’s ability to provide high-quality services to residents, ensuring these services remain uninterrupted and continue to improve.

The annual cost of the agreement includes:

- Additional licenses to support more users and data sources.
- Expanded local backup capacities to ensure rapid data recovery on-site.
- Increased cloud backup capacities for off-site data protection and disaster recovery.
- 24/7 managed and cloud services, proactive monitoring, alerting, management, and technical support.
- End-to-end encryption to secure data both on-premises and in transit.

The agreement would be executed through the NASPO Master Intergovernmental Cooperative Purchasing Agreement and Quest Media Inc., Master Agreement No. AR2505, ensuring competitive pricing and adherence to procurement standards.

STRATEGIC PLAN OBJECTIVE

Regular City Business

FISCAL IMPACT

The proposed agreement with Quest Media, Inc., is currently budgeted within the Fiscal Year 2024/25 Budget under Equipment Maintenance for IT Operations within the IT Fund (1110-50-ITD-OPER-652500) in the amount of \$78,852.00.

Funding for Fiscal Years 2025/26 and 2026/27 would be budgeted as part of the respective year’s budget. No additional budget appropriations(s) are required. A breakdown of the cost by fiscal year is shown in Table 1 below.

TABLE 1 – ALLOCATIONS BY YEAR

Fiscal Year (FY)	Amount
FY 2024/25	\$78,852
FY 2025/26	\$78,852
FY 2026/27	\$78,852
TOTAL:	\$236,556

ATTACHMENTS

1. Quest - 3-Year Service Level Agreement Proposal
2. Quest - NASPO Contract AR2505
3. Quest - NASPO Contract Addendum No. 7-17-70-40-03
4. Quest - NASPO Contract Amendment No. 1
5. Quest - NASPO Contract Amendment No. 2
6. Quest - NASPO Contract Amendment No. 3
7. Quest - NASPO Contract Amendment No. 4