



## **CITY OF MENIFEE**

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SUBJECT: Amendment with ETech-360, Inc for As-Needed Professional Information Technology Support Services

MEETING DATE: June 18, 2025

TO: Mayor and City Council

PREPARED BY: Ross Sublett, Management Analyst

REVIEWED BY: Michelle Sarkissian, Interim Chief Information Officer

APPROVED BY: Armando G. Villa, City Manager

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### **RECOMMENDED ACTION**

1. Approve and authorize the City Manager to execute Amendment No. 1 to the Master Agreement with ETech-360, Inc., LLC for as-needed professional information technology support services in an amount of \$50,000 for a revised not-to-exceed total of \$150,000.

### **DISCUSSION**

On December 3, 2021, the City issued a Request for Proposals (RFP) for as-needed Information Technology (IT) support services. After a thorough evaluation, SDI Presence LLC, SHI International Corp., and ETech-360, Inc. were selected. The IT Department has maintained Professional Services Agreements (PSAs) with Etech-360, Inc. and SDI Presence, LLC for as-needed IT support services since Fiscal Year (FY) 2022/2023 to assist the Department with staffing needs. As of December 4, 2024, a Master Agreement was executed with both firms to ensure uninterrupted IT support while recruitment efforts continued for permanent department vacancies.

Despite sustained outreach and competitive recruitment incentives, the IT Technician position has remained unfilled, leading to escalating service-desk call volumes and staff coverage concerns. To ensure efficient resource allocation and to fulfill the City's commitment to providing comprehensive IT support to city staff for the remainder of the fiscal year, staff propose amending the Agreement with ETech-360 to increase the not-to-exceed amount by \$50,000. As the end of the current fiscal year approaches, there is the need to continue to utilize ETech-360, Inc., for essential IT support services to ensure seamless operations.

Recruitment for the in-house IT Technician is in its final stages, with the new hire expected to start early FY 2025/26. Once onboarded, all external support would be phased out and the department would be fully staffed. All amendments executed under this authority would be drawn from existing

appropriations. Details on original the agreement and proposed amendment for ETech-360, Inc. can be found in Table 1 below.

**TABLE 1: ETECH-360, INC. AGREEMENT HISTORY**

Contract	Approval Date	Contract Term	Amount
Original Contract	December 4, 2024	June 30, 2025	\$100,000
<b>Amendment No. 1</b>	<b><i>Pending Council Approval</i></b>	<b>June 30, 2025</b>	<b>\$50,000</b>
		<b>TOTAL</b>	<b>\$150,000</b>

The amount of the proposed amendment exceeds the City Manager's signing authority. Pursuant to Menifee Municipal Code §3.12.150 and Resolution No. 25-1569, any contract change orders that exceed an aggregate 10% of the total contract amount shall be approved by the City Council.

### **STRATEGIC PLAN OBJECTIVE**

Regular City Business

### **FISCAL IMPACT**

The fiscal impact for the proposed amendment with ETech-360, Inc. is not-to-exceed \$50,000, for FY 2024/2025 for a new total aggregate amount for both agreements not-to-exceed \$150,000. Funding for the proposed agreement with ETech-360, Inc. is available within the FY 2024/2025 budget under professional services within the IT Fund, Operations Division (1110-ITD-OPER-652800). No additional budget appropriation action is required.

### **ATTACHMENTS**

1. Amendment No. 1
2. Original Agreement