



CITY OF MENIFEE

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

MEETING DATE: February 21, 2024

TO: Mayor and City Council

PREPARED BY: Antonio Chavez, Management Analyst

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 Amendment No. 3 to the professional services agreement with ETech-360, Inc. for as-needed professional information technology support services in an amount not-to-exceed \$120,000, for a revised total of \$336,666.

DISCUSSION

The City of Meniffee Information Technology Department respectfully requests an amendment to its existing agreement with ETech-360. This proposal seeks to increase the current allocation of \$216,666 by \$120,000, resulting in a new total of \$336,666. This additional funding is deemed essential to address the rapidly evolving needs of the City's IT infrastructure and to fulfill the department's unwavering commitment to providing effective and comprehensive IT support services to all City staff.

Addressing Recruitment Challenges

The IT Department's ongoing struggle to fill critical roles for IT Technicians and IT Analysts has prompted previous requests to City Council for additional funds to support external IT contract services. Despite best efforts, three vacancies persist within the department, intensifying the pressure as service desk calls and tickets steadily escalate. This surge in demand stems directly from the organization's expanding operations, with new projects and personnel being introduced on a regular basis. The competitive nature of the IT industry has only compounded the recruitment challenges, necessitating extensive time and resources to identify candidates with the requisite skills and expertise. As staff navigate through this transitional phase, reliance on temporary external IT support remains vital in ensuring the uninterrupted delivery of high-quality services while the department continues in recruitment efforts and staff training.

Once the IT Department is fully staffed, IT anticipates that the reliance for as-needed IT support services would decrease, reducing costs in the foreseeable future. In the interim, however, the requested amendment for an additional \$120,000 is essential to ensure uninterrupted and efficient IT support services for our city departments and employees. This additional funding would enable staff to address the growing demands of our City's IT infrastructure, and effectively respond to service desk calls, emergencies, and system failures. A breakdown of the original ETech-360 agreement amount, and amendment history can be found below in Table 1.

Table 1: ETech-360 Agreement Amount and Amendment History

Date:	Original Agreement Amount:	Amendment Number	Amendment Details	New Agreement Total
6/15/2022	\$33,333	-	-	\$33,333
6/7/2023	-	No. 1	\$150,000 Increase	\$183,333
8/16/2023	-	No. 2	\$33,333 Increase & Term Extension	\$216,666
2/21/2024	-	No. 3	\$120,000 Increase	\$336,666

STRATEGIC PLAN OBJECTIVE

Regular City Business

FISCAL IMPACT

The fiscal impact for the first action is \$120,000 and will be available within the FY 2023/2024 budget in Professional Services Account No. 110-4122-52800. Salary savings from vacancies were transferred to support the needed additional professional services. No additional budget appropriation action(s) would be required.

ATTACHMENTS

1. Original Professional Services Agreement – ETech-360, Inc.
2. Amendment No. 1 – ETech-360, Inc.
3. Amendment No. 2 – ETech-360, Inc.
4. Amendment No. 3 – ETech-360, Inc.