



CITY OF MENIFEE

SUBJECT: Agreements with ETech-360, Inc. and SDI Presence, LLC for As-Needed Professional Information Technology Support Services

MEETING DATE: December 4, 2024

TO: Mayor and City Council

PREPARED BY: Michelle Sarkissian, IT Operations Manager,
Ross Sublett, 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 a master agreement with ETech-360, Inc. for professional as-needed service desk support for the Information Technology Department in an amount not-to-exceed \$100,000 for Fiscal Year (FY) 2024/2025; and
2. Authorize the City Manager to approve a one-year renewal to the ETech-360 master agreement for professional as-needed service desk support in an amount not-to-exceed \$100,000, contingent on budget availability; and
3. Approve and authorize the City Manager to execute a master agreement with SDI Presence, LLC for higher level technical support for special projects for the Information Technology Department in an amount not-to-exceed \$100,000 for FY 2024/2025; and
4. Authorize the City Manager to approve a one-year renewal to the SDI Presence, LLC master agreement for higher level technical support for special projects in an amount not-to-exceed \$100,000, contingent on budget availability; and
5. Authorize the Finance Department to issue individual Purchase Orders on an as-needed basis against the executed agreements, not-to-exceed the aggregate agreement amount approved for each year.

DISCUSSION

As the City continues to experience growth, the demand for robust technical support services has increased to ensure seamless day-to-day operations across all departments. To maintain efficiency and avoid disruptions, the Information Technology (IT) Department requires additional resources to support the expanding needs of City Hall and sustain its role as an essential internal service provider.

The IT Department conducted a Request for Proposals (RFP) to seek qualified firms that can provide on-call, time-limited, and project-based IT professional services on an as-needed basis

Request for Proposal Selection

On December 3, 2021, pursuant to Section 3.08.093 of the City of Menifee Municipal Code (MMC), the City advertised a RFP for IT On-Call Support Professional Services. Nine responses to the RFP were received by the submittal deadline of January 6, 2022. The nine proposals received were evaluated by staff and are listed in the order of their ranking as noted below in Table 1.

TABLE 1 – EVALUATED PROPOSALS

Proposal	Score
SHI International	86.67
SDI Presence	81.67
Etech 360, Inc.	80.33
Tec Refresh, Inc.	79.67
Cogent Info Tech	75.33
Helix Storm	74.00
Protiviti Gov Serv	74.00
Instant Serve, LLC	50.33
Ploutocracy, Inc.	22.67

Based on the results of the evaluation by City staff during the proposal review process, City staff determined that SHI International, SDI Presence LLC, and ETech360 Inc. demonstrated the competence and professional qualifications required for the requested services. During contract negotiations SHI International notified the City that they were withdrawing from consideration.

The IT Department has maintained professional services agreements with Etech-360, Inc. and SDI Presence, LLC for as-needed IT support services since FY 2022/2023. These master agreements have recently expired, necessitating the establishment of new agreements to continue receiving needed IT support services. A benefit to having multiple vendors provide as needed services would ensure vendor technical staff, with the appropriate skills, are available when needed and that there are options available. Vendors are not guaranteed or assured of any specific quantity of work to be performed. If work is performed by any one or more consultants, the City would ensure that the aggregate total compensation across the two approved vendors does not exceed the total compensation allowed.

ETech-360, Inc

ETech-360, Inc. has been a valuable partner in providing Service Desk IT Technician support. Their services are crucial for handling service desk calls and providing technician-related assistance, ensuring that end-user issues are promptly addressed, and daily IT operations run smoothly.

SDI Presence, LLC

SDI Presence, LLC offers engineer-level support for special projects requiring higher-level expertise. Their specialized skills in enterprise backup services and server infrastructure support are essential for maintaining and enhancing our IT infrastructure, particularly for complex projects that demand advanced technical knowledge.

By entering into new master agreements with both ETech-360, Inc. and SDI Presence, LLC, the City would:

- Secure essential as-needed professional IT support services.
- Ensure coverage for service desk calls and technician support.
- Obtain engineer-level expertise for special projects and critical infrastructure support.
- Provide flexibility to address IT support requirements promptly through as-needed purchase orders.

STRATEGIC PLAN OBJECTIVE

Regular City Business

FISCAL IMPACT

The fiscal impact for both agreements is in the not-to-exceed amount of \$100,000 for FY 2024/2025. While individual agreements not-to-exceed \$100,000 would be issued per year, it is anticipated that total expenses per year combined between the vendors would not exceed \$100,000. Funding for these contracts is available within the IT Fund in the Operations Division for Professional Services (1110-ITD-ITOP-652800). If the contracts are renewed for an additional year, they would be funded in the corresponding fiscal year's budget. No additional budget appropriation action(s) is required.

ATTACHMENTS

1. Master Professional Services Agreement – ETech-360, Inc.
2. Master Professional Services Agreement – SDI Presence, LLC