



CITY OF MENIFEE

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

MEETING DATE: June 7, 2023

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 Amendment No. 1 to the Professional Services Agreement with ETECH-360, Inc. for as-needed professional Information Technology support services in an amount not-to-exceed \$150,000, for a revised total of \$183,333.

DISCUSSION

The City of Menifee Information Technology (IT) Department is seeking to increase the Agreement with ETech360 from \$33,333 to the new amount of \$183,333, for a total increase of \$150,000, to ensure the continued provision of high-quality and efficient IT support services for the City. This Amendment is essential to address the rapidly evolving needs of our City's IT infrastructure and to maintain our commitment to providing effective services and support to all City staff's IT needs. The increased funding for as-needed IT support services is intended for the following reasons:

Increased Demand for IT Support Services

The demand for IT support services has risen substantially, exceeding the current capacity of our in-house IT staff. This increase in the scope of work necessitates additional funding to ensure that we can continue to provide prompt and reliable IT service desk support to all City departments.

Unanticipated Emergencies and System Failures

IT emergencies and system failures can occur at any time, and swift action is necessary to minimize the impact on City operations. Having a dedicated onsite IT support team ensures that we can respond to these events quickly and efficiently. The additional funding will enable us to maintain a robust IT support team, capable of addressing emergencies and system failures as they arise.

Temporary Nature of As-Needed External IT Support

Relying on external IT support allows us to maintain high-quality services without overburdening our existing staff. This temporary measure ensures that the City's IT needs are met during the recruitment and training process, which may take some time given the competitive nature of the IT industry and the need to identify candidates with the appropriate skills and expertise.

Once the IT Department is fully staffed and adequately trained, we anticipate that the reliance on as-needed IT support services will decrease, reducing costs in the foreseeable future. In the interim, however, the requested amendment for an additional \$150,000 is essential to ensure uninterrupted and efficient IT support services for our City departments and employees. This additional funding will enable us to address the growing demands of our City's IT infrastructure, and effectively respond to service desk calls, emergencies, and system failures.

STRATEGIC PLAN OBJECTIVE

Regular City Business

FISCAL IMPACT

The fiscal impact for this item is \$150,000 and is currently available within the Fiscal Year 2022/2023 budget in the Information Technology – Professional Services Account No. 110-4115-52800.

ATTACHMENTS

1. Professional Services Agreement – ETECH 360 Fully Executed
2. Amendment