



Memorandum

MONTEREY REGIONAL WASTE MANAGEMENT DISTRICT

DATE: July 16, 2021
 TO: General Manager
 FROM: Director of Finance & Administration
 SUBJECT: Approval of Information Systems Services Agreement with Monterey Bay Technologies, Inc.

RECOMMENDATION: That the Board approve a new Information Systems Services Agreement with Monterey Bay Technologies, Inc.

BACKGROUND AND DISCUSSION

Monterey Bay Technologies, Inc. has been providing IT services to the District since 2013. The company has proposed a change in certain terms of the agreement that include an increase in the monthly retainer from \$4,000 to \$7,500 per month and an increase in the rate paid for out-of-scope services provided on demand from \$115 to \$125 per hour. Further, the company is proposing that the 40 hour per month cap on retainer-based work be eliminated.

While the retainer increase appears large, staff believes it is long overdue. The retainer rate paid this vendor has been substantially unchanged since 2013. Meanwhile the number of devices (servers, computers, etc.) under management has more than doubled. In addition, the District's IT infrastructure has become more complicated. This is due to the many upgrades made to facilities like the MRF and the Scales, an increase in time spent on cyber security issues and the District's ever-increasing reliance on technology to operate. As a result, demands on IT service time have grown significantly in recent years. The removal of the hourly retainer limit, together with the retainer increase, will result in a more equitable compensation for the services provided.

In evaluating this request, staff examined how other local agencies are addressing IT support services. Most agencies use in-house staff at costs that far exceed the costs proposed by this change. Staff believes the District is well served by the this arrangement. In addition, contract term is month-to-month so the District has flexibility to adjust should conditions change.

FINANCIAL IMPACT

The new contract will result in an increase in funds paid to this vendor, above what has been budgeted for this fiscal year. Overall, however, the budget includes other funds allocated to IT support activities and staff believes it can accommodate this change within the confines of the current budget.

Peter Skinner