



Town of San Anselmo

525 San Anselmo Avenue
San Anselmo, CA 94960

Staff Report

TO: Town Council

6/28/2022

Item #: 1.2.

FROM:

Jeff Zuba, Finance & Administrative Services Director

SUBJECT:

Marin IT Agreements

RECOMMENDATION

That Council authorize the Town Manager to sign the agreements with Marin IT for Information Technology services.

BACKGROUND AND DISCUSSION

The Town of San Anselmo has five departments with 33 full-time employees. The Town currently has no full-time staff dedicated to information technology (IT), nor does it have staff trained specifically in IT or network administration. Following Carla Kacmar's resignation, IT management has been handled through the Finance & Administrative Services Director's office with tasks that include project and service management, coordination with departments, and contract oversight.

The Town procures IT services through Marin IT, a third-party contractor. These services include: client help desk support, desktop technician support, local network administration, system administration, applications maintenance, and specific project development and support.

Marin IT has been providing the Town with IT services for over fifteen years. There are limited options locally that provide the same level of support as Marin IT. The current agreement with Marin IT was established in 2017 and has expired. The Town has been operating on a month-to-month arrangement as staff sorted out the details of the agreements with Marin IT.

Staff has explored options to share IT services with other municipalities, but the opportunities were not a good fit. Staff also believes that hiring an IT Manager would likely exceed the cost of the agreements annually and the Town would only have one individual for IT support compared to the team that Marin IT offers.

FISCAL IMPACT

The Finance & Administrative Director's office would continue to oversee and manage the Marin IT contract and serve as Town liaison to the consultant and assist other departments with their IT needs. The Town budget for FY 2022-2023 included funds for Information Technology outsourcing needs which include continuing the weekly 12-hour on-site technical support, the managed monitoring suite, and IT Management Support for

special projects with a focus on cyber security. There is grant funding available from the Department of Homeland Security for the IT Management Support to address cybersecurity risks and cybersecurity threats to information systems. That grant application period will open in the 3rd quarter of 2022.

The agreements for the 12-hour Managed IT Support and Managed Software and Services are for three years. The agreement for IT Management Support is for one year and is intended to provide support for special projects to upgrade our hardware and secure our systems.

Contract Budget Details:

On-site/Remote Technical Support (12 hours per week)	\$68,640
Managed Software Services Suite	54,600
Contingency	<u>10,000</u>
Annual Total	\$133,240
IT Management Support for fiscal year 2022-23 only	\$60,320

CEQA AND CLIMATE ACTION PLAN CONSISTENCY

The Council's discussion of this item is not a "project" under the California Environmental Quality Act, because it does not involve an activity which has the potential to cause a direct or reasonably foreseeable indirect physical change in the environment. (Cal. Pub. Res. Code § 21065).

CONCLUSION

Staff recommends Council authorize the Town Manager to sign the agreements with Marin IT.