



CITY OF DEL REY OAKS

650 CANYON DEL REY BLVD, DEL REY OAKS, CALIFORNIA 93940
PHONE (831) 394-8511 FAX (831) 394-6421

Staff Report

DATE: February 24, 2026
TO: City Council
FROM: John Guertin, City Manager
SUBJECT: Professional Services Contracts for Information Technology Services Agreement with Monterey Bay Technologies.
CEQA: This Action is not subject to the California Environmental Quality Act (CEQA) as it is not a project pursuant to Guidelines Section 15378 (b)(5) because it is an organizational or administrative activity of the City that will not result in direct or indirect physical changes in the environment.

Recommendation

Approve the attached professional services contract for Information Technology (IT) Services with Monterey Bay Technologies.

Background

The City relies extensively on its technology systems to conduct daily operations, maintain public records, ensure cybersecurity, support public safety communications, and facilitate public meetings. These systems include network infrastructure, servers, workstations, cloud-based applications, security systems, backup and disaster recovery protocols, and teleconferencing capabilities.

Since 2008, the City has contracted with Monterey Bay Technologies to provide professional IT services. The firm has supported the City through multiple infrastructure upgrades, cybersecurity enhancements, system expansions, and the implementation of remote access and hybrid meeting technologies.

The City's technology footprint has expanded significantly over the past several years. Key drivers of this growth include:

- Expansion of public safety operations and associated technology systems
- Increased cybersecurity requirements and threat mitigation measures
- Implementation of digital agenda management and electronic records systems
- Ongoing cloud integration and data backup modernization
- Expanded budget development and management systems

These expanded responsibilities require a higher level of proactive system monitoring, maintenance, and strategic IT planning.

Discussion

The attached agreement formalizes the continued provision of comprehensive IT services, including:

- Network and server maintenance
- Cybersecurity monitoring and response
- Data backup and disaster recovery management
- Hardware and software support
- User technical assistance
- Strategic technology planning and system upgrades

Over the course of the City's longstanding relationship with Monterey Bay Technologies, the firm has demonstrated reliability, technical competence, and responsiveness. The company maintains familiarity with the City's infrastructure, which allows for efficient troubleshooting and proactive system management.

Continuing this professional services agreement ensures operational continuity, protects sensitive City data, and supports the reliable delivery of municipal services to the public.

Fiscal Impacts

The agreement establishes:

- A monthly retainer of \$2,100 for up to 10 hours of service
- Additional services billed at \$135 per hour

The increased retainer reflects the expanded scope and complexity of the City's current technology systems and the level of service required to maintain secure and reliable operations.

Sufficient funding is included in the adopted budget within the Information Technology services line item.

Respectfully Submitted,

John Guertin, City Manager



City of Del Rey Oaks INFORMATION SYSTEMS SERVICE AGREEMENT

THIS AGREEMENT is by and between **Monterey Bay Technologies, Inc.** (Contractor), an Information Technology consulting business with its principal address at *362 Pacific Street Suite 3, Monterey, CA 93940*, and the **City of Del Rey Oaks** (Client), located at *650 Canyon Del Rey Road, Del Rey Oaks, CA 93940*.

This agreement shall become effective on the date it is accepted by the Client and shall remain in full force thereafter.

SCOPE OF SERVICES

The CONTRACTOR expected to provide a Scope of Services, which shall include, but not limited to:

- (a) Maintain and monitor network servers and their backups
- (b) Check and monitor systems performances and updates
- (c) Provide onsite/remote end-user PC support for the current software and hardware.
- (d) Create and maintain inventory documentation for the Client's Information Systems hardware and software.
- (e) Monitor the system security and antivirus software are up-to-date
- (f) Monitor the server applications are up-to-date
- (g) Recommend hardware and software upgrades as appropriate.
- (h) Maintain/monitor the Internet/LAN network hardware/software
- (i) Provide information necessary to develop the annual information technology budget.
- (j) Coordinate with software vendors to ensure systems are functioning correctly and service packs are installed on a timely basis.

FEES FOR SERVICES

- (a) Fixed Monthly Retainer Fee: The Client shall pay Contractor a monthly retainer fee of \$2,100.00, which will be billed and payable monthly within the last week of each month services were performed.
- (b) Fees Based on Time. All services not provided under the terms of this agreement shall be billed at Contractor's discounted rate of \$135.00 per hour.
- (k) Services will be provided during the hours selected by the Contractor and approved by the Client's Information Systems Coordinator. The services may be performed on any day of the week including weekends. Contractor will make one visit per week on average at a minimum. Contractor will provide help during emergencies as soon as possible but no more than 4 hours after receiving notification from client. Contractor will notify the client of his vacation schedule one month in advance and coordinate with the Client' for services to be provided in his absence.

TERMS

- (a) The term of this agreement shall be twelve months (a "contract year"), commencing on the date it is accepted by the Client and shall continue from year to year thereafter, but shall be terminable by either party at the end of any contract period upon written given at least thirty days prior to the end of the contract.

(b) This Agreement may be terminated by either party upon ten days notice to the other in the event of any material breach hereunder by the other party.

ACCESS TO EQUIPMENT

Contractor shall have full and free access to Client's computer systems for purpose of performing its obligations under this Agreement. Contractor will comply with all licensing agreements for Client's software. Contractor will not distribute any program or data obtained from the Client's computer systems to any third party.

DISCLAIMER; LIMITATION OF CLIENT'S REMEDIES; PRECLUSION OF CONTRACTOR LIABILITY; ETC.

Contractor does not guarantee results under this Agreement but merely agrees to use reasonable diligence in attempting to accomplish its objectives.

Contractor shall have no liability for general damages or for loss of profits, incidental, indirect, special or consequential damages (even if it has been apprised of the likelihood thereof) arising out of or in connection with Contractor's obligations or performance hereunder or any breach hereof. In the event of Contractor's material breach of this Agreement, Client may cancel this Agreement and refuse to pay Contractor's invoice for the particular service which is the immediate subject of such breach, such rights being the sole and exclusive remedies available to Client. Failure of performance by Contractor shall not constitute a breach hereunder where the same is due to any cause or condition beyond Contractor's reasonable control.

Client shall be responsible for ensuring that all of its files are adequately duplicated ("backed-up" as used in the trade) according to the recommendations made by the Contractor. Contractor will check the backups on weekly basis.

Contractor may suggest further professional assistance from other consultants and professionals in performance of the services outlined in this agreement.

ACCEPTED BY

Monterey Bay Technologies, Inc.

City of Del Rey Oaks

Signature

Signature

Name

Name

Title

Title

Date

Date