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COUNTY COUNSEL:
Gregory Priamos

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**Agenda Item
Regular Meeting of the
Board of Supervisors
Tuesday, December 16, 2025**

Item Number: 1.11

MEETING DATE: 12/16/2025

DEPARTMENT: COUNTY ADMINISTRATION OFFICE

AGENDA ITEM PREPARER: Gracie Rodriguez

DEPT HEAD/DIRECTOR: Esperanza Colio Warren

SUBJECT:

COUNTY ADMINISTRATIVE OFFICE - E. COLIO WARREN

1. Approve Amendment #2 with Keep It Simple (KIS) for professional IT support services to extend the contract term by one (1) additional year through December 31, 2026 and increase the contract by \$174,000.00 for a total not-to-exceed amount to \$624,000.00; and
 2. Authorize the Chair, the County Administrative Officer, or their designee to execute contract amendment two (2) the contract on behalf of the county.
 3. Approve and authorize the payment of KIS Invoices #84285 (\$12,148.16) and #84356 (\$18,013.00) totaling \$30,161.16 for County backup infrastructure support and licensing.
- SBC FILE NUMBER: 119

AGENDA SECTION:

CONSENT AGENDA

BACKGROUND/SUMMARY:

Staff respectively request approval of amendment two (2) to the existing contract between the County of San Benito and Keep It Simple (KIS) for professional IT support services, as well as authorization to pay two outstanding KIS invoices related to critical county backup infrastructure support and licensing.

Amendment two proposes the following changes to the existing agreement:

- Extension of Term: The contract term is extended by one (1) additional year, changing the expiration date from December 31, 2025, to December 31, 2026.
- Increase in Contract Amount: The total not-to-exceed amount is increased

from \$450,000 to \$624,000, reflecting an increase of \$174,000 to support continued services through the extended term.

- No Change to Scope or Billing Structure: The scope of services remains unchanged from the original agreement. All billing and compensation structures also remain in full force and effect.

The original contract with KIS for professional IT support services was executed initially for a three-year term (2020–2022) with a total not-to-exceed amount of \$450,000, capped at \$150,000 per year. The contract was extended via amendment one (1) for an additional three years (2023–2025) without a budget increase. KIS has consistently provided uninterrupted services for a wide range of IT support services to the county under this agreement.

KIS delivers IT support services across five tiers, as outlined in the original contract executed June 2, 2020:

1. Tier 1 – Routine IT Support

- Email systems and network/WiFi monitoring, troubleshooting, security, optimization, and disaster recovery.

2. Tier 2 – On-Call IT Support (Low Priority)

- Support for VMware, Active Directory, Azure, cybersecurity, infrastructure, and cabling.
- Includes staff training during implementation.

3. Tier 3 – IT Administrative Support (Medium Priority)

- System updates, maintenance, disaster recovery, backup verification, and extended network security.
- Coordination with County IT and vendors.

4. Tier 4 – Scheduled Special Projects

- Support for scheduled IT projects requiring subject matter expertise (72-hour notice required).

5. Tier 5 – Emergency IT Support (High Priority)

- After-hours and weekend support for critical systems and disaster recovery activation.

All services are provided on an as-needed, scheduled, or emergency basis, in collaboration with County departments and agencies.

It should be noted the previous amendment extended the contract for an additional three-year term without a corresponding budget augmentation, resulting in a contract overage. With this proposed amendment #2, the County is addressing that overage and allocating sufficient funding to both cover the prior shortfall and support services through the additional year (2026).

In addition to KIS amendment #2, staff seeks approval and authorization to pay two outstanding KIS invoices that were not explicitly captured under the KIS emergency contract previously approved by the Board on November 18, 2025. These invoices cover critical components of the County's backup infrastructure:

ExaGrid Device Support (Invoice #84356 – \$18,013.00) covers a five-year support and maintenance

renewal for the ExaGrid backup storage device, which stores all backup data from the County's two main clusters (NOC 1 and NOC 2). Without this device and its support, the County would have no backed-up data. Manufacturer support ensures access to assistance in the event of failure or required updates. No professional services are included in this invoice.

Veeam Software Licensing (Invoice #84285 – \$12,148.16) provides licensing rights for the County to use Veeam software to manage daily, weekly, and monthly backups of all data in NOC 1 and NOC 2. Veeam relies on the ExaGrid device to complete these backups. Without this license, the County would be unable to perform any data backups. No professional services are included in this invoice.

FISCAL IMPACT:

The amendment increases the contract's not-to-exceed amount by \$174,000, bringing the total to \$624,000. This increase, along with two invoices totaling \$30,161.16, will be funded from the approved Information Technology departmental budget, using respective accounts 101.15.1065.1000.619.222 and 101.15.1065.1000.619.134

STAFF RECOMMENDATION:

1. Approve Amendment #2 with Keep It Simple (KIS) for professional IT support services to extend the contract term by one (1) additional year through December 31, 2026 and increase the contract by \$174,000.00 for a total not-to-exceed amount to \$624,000.00; and
2. Authorize the Chair, the County Administrative Officer, or their designee to execute contract amendment two (2) the contract on behalf of the county.
3. Approve and authorize the payment of KIS Invoices #84285 (\$12,148.16) and #84356 (\$18,013.00) totaling \$30,161.16 for County backup infrastructure support and licensing.

ATTACHMENTS:

[Board Agenda Fact Sheet - Amendment 2 - Keep it Simple IT Support Services \(Maintenance\)](#)
[Amendment 2 - Keep it Simple IT Support Services \(Maintenance\)](#)
[Sole Source Justification Form -KIS Amendment 2](#)
[County of San Benito Invoice 84285](#)
[County of San Benito Invoice 84356](#)