



Office of the City Manager

CONSENT CALENDAR  
September 10, 2024

To: Honorable Mayor and Members of the City Council  
From: LaTanya Bellow, Interim City Manager  
Submitted by: Kevin Fong, Director, Department of Information Technology  
Subject: Contract No. 32100185 Amendment: Digital Hands for Cybersecurity Event Monitoring and Security Information and Event Management (SIEM)

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 32100185 with Digital Hands, for Cybersecurity Event Monitoring and Security Information and Event Management (SIEM), increasing the contract by \$1,037,372 for an increased total not to exceed amount of \$2,033,489, from May 14, 2021 to June 30, 2027.

FISCAL IMPACTS OF RECOMMENDATION

Funding for these services is available in the Department of Information Technology's Fiscal Year (FY) 2025-2027 IT Cost Allocation Fund, #680, as outlined below. Spending for this contract in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$345,791	FY 2025: Professional Services
\$345,791	FY 2026: Professional Services
\$345,791	FY 2027: Professional Services
<b>\$1,037,372</b>	<b>Total FY25-27 Professional Services</b>

\$996,117 CT#32100185  
\$2,033,489 Amended NTE

CURRENT SITUATION AND ITS EFFECTS

The City of Berkeley (The City) previously authorized, under resolution no. 69,521-N.S., the City Manager to enter into a contract with Digital Hands, for Cybersecurity Event Monitoring and Security Information and Event Management (SIEM).

The City of Berkeley has been using Digital Hands to monitor and alert IT staff of security threats within the Cities infrastructure and the internet since 2021. This service has

provided IT staff the ability to respond to intrusions and attacks without the need to sift through logs and monitoring tools. In addition, this service is 24/7/365 and has alerted IT staff throughout the day and night. Giving IT staff the ability to respond in a timely manner.

Since 2021 we have added more systems and services to be monitored. The City has recently acquired additional cyber security tools for "End Point Protection and Detection/Response (EPP/EDR/MDR)" which resulted in additional professional services to cover the one-time onboarding fee for these new cybersecurity tools and an annual fee is added to cover the ongoing monitoring. In addition the City has added monitoring of emails intrusions and data center alerts to help safeguard us from phishing campaigns and possible HVAC issues.

### BACKGROUND

In 2018, the City developed a Cyber Resilience Plan (CRP) to provide the City a situational awareness of our cyber-risk exposure, the maturity of its cyber-security capabilities, the City's efficiency in addressing regulatory compliance, and to provide action items that ensure the City is equipped to handle cyber-attacks and mitigate the effects of a successful cyber-attack.

The CRP divided this effort into two sets of work: an as-is assessment and a to-be roadmap. In February 2020, the City of Berkeley issued a Request for Proposal (RFP) No. 20-11385-C for addressing two highest priority action items from the CRP:

Part A: Managed Security Service Provider (MSSP/SIEM)

Part B: End Point Protection and Detection/Response (EPP/EDR/MDR)

Over the years the City has relied on Digital Hands and other cyber security tools to help IT staff stay one step ahead of threats. Enabling IT staff the ability to respond quickly day or night.

Lastly, the CRP aligns with the City's adopted Strategic Plan goals of:

- Create a resilient, safe, connected, and prepared City
- Provide state-of-the-art, well-maintained infrastructure, amenities, and facilities
- Be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community; and adopts the strategies which align with the five (5) year Digital Strategic Plan (DSP).

### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

All event monitoring and SIEM services are conducted remotely thus eliminating the need for travel to Berkeley, resulting in a reduction of greenhouse gas emissions for travel.

Contract: Digital Hands for Event Monitoring and  
Security Information and Event Management (SIEM)

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RATIONALE FOR RECOMMENDATION

To amend the contract to fund 3 years of services to monitor and protect our most critical assets and information. Staff have come to rely on Digital Hands to monitor our systems 24/7/365. The top three benefits we have realized are (i) faster detection and response, (ii) better visibility, and (iii) more efficient security operations.

CONTACT PERSON

Kevin Fong, Director, Department of Information Technology, 510-981-6525

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 32100185 AMENDMENT: DIGITAL HANDS FOR EVENT MONITORING AND SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM)

WHEREAS, Cybersecurity ransomware attacks against local governments in the U.S. have been on the rise; and

WHEREAS, in February 2020, The City of Berkeley issued RFP No. 20-11385-C for a Managed Security Service Provider (MSSP) and received four qualifying responses; and

WHEREAS, the RFP review committee evaluated each proposal and determined that the proposal from Digital Hands best met the City's operational, technological, and fiscal requirements; and

WHEREAS, contract development and negotiations have subsequently identified that with the restoration of part B of RFP 20-11385-C, there are additional datasets that need to be included in the monitoring plus contingency funds to cover potential emergent professional services out-of-scope but related to the statement of work; and.

WHEREAS, Funding for these services is available in the Department of Information Technology's Fiscal Year 2025-2027 IT Cost Allocation Fund and General Fund, and spending for this contract in future fiscal years is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 32100185 with Digital Hands, for Cybersecurity Event Monitoring and Security Information and Event Management (SIEM), for a total not to exceed amount of \$2,033,489, from July 1, 2024 to June 30, 2027