



Office of the City Manager

CONSENT CALENDAR  
May 20, 2025

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Kevin Fong, Director, Information Technology

Subject: Protiviti Government Services Inc (“Protiviti”): Using General Services Administration (“GSA”) Vehicle for Professional Services Purchase Orders

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to issue purchase orders with Protiviti for the procurement of professional services using the GSA purchasing vehicle no. GS-35F-0280X for an amount not to exceed \$900,000 through June 30, 2026.

FISCAL IMPACTS OF RECOMMENDATION

One-time funding for this project is available in the Department of Information Technology’s (“IT”) Fiscal Year (FY) 2025 and FY 2026 General Fund allocation as itemized below.

\$450,000 FY 2025: Professional Services  
FY 2025 Budget Code: 011-35-363-382-0000-000-472-612990-  
(General Fund, IT Department, Professional Services)

\$450,000 FY 2026: Professional Services  
FY 2026 Budget Code: 011-35-363-382-0000-000-472-612990-  
(General Fund, IT Department, Professional Services)

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**\$900,000 Total Professional Services**

CURRENT SITUATION AND ITS EFFECTS

IT is responsible for managing the City’s network and server infrastructure, cybersecurity, and enterprise applications. To effectively support and secure these critical systems, IT requires access to highly specialized expertise. To address gaps in knowledge or resource availability, IT partners with Protiviti.

In recent years, IT has faced ongoing challenges in recruiting and retaining qualified staff to maintain essential technology services. This inconsistency in staffing poses a significant risk to network uptime and overall system stability. Protiviti has consistently provided skilled resources to help IT “fill the gaps” as needed, ensuring continuity and reliability of network operations.

IT leverages purchasing vehicles such as the GSA Master Award Schedules (“MAS”). These pre-negotiated contracts allow local governments to access competitively priced products and services, benefiting from volume discounts secured through GSA’s competitive bid process.

Through this council report, staff are requesting additional spending authority with Protiviti for specialized professional services through fiscal year 2026. This effort directly supports the City’s strategic goal to, “Create a resilient, safe, connected, and prepared City.”

BACKGROUND

In 2019, IT first engaged Protiviti to support cybersecurity initiatives. In 2022, amid the COVID-19 pandemic and widespread staffing shortages, IT required additional network and systems support. Protiviti responded swiftly, providing high-quality resources that enabled IT to transition the City effectively to a hybrid work environment. Since then, IT has continued to successfully leverage Protiviti’s expertise for network and enterprise support whenever specialized skills or supplemental resources are needed.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Protiviti will conduct their work remotely thus reducing greenhouse gas emissions from travel to and from city facilities.

RATIONALE FOR RECOMMENDATION

The City is currently using Protiviti under multiple GSA vehicles across several departments for specific professional services engagements. Protiviti works with Robert Half International to immediately source analysts with the skillset and experience required to support the City’s critical network and system infrastructure.

Additionally, staff determined that not using Protiviti puts operational support in jeopardy for key enterprise systems.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered hiring additional internal staff to fulfill the highly specialized skillset IT seeks, however, given the current budget constraints of the City, coupled with the deep technical expertise and knowledge required, staff recommend continuing to partner with Protiviti.

CONTACT PERSON

Kevin Fong, Director, Information Technology, 510-981-6541

Attachments:  
1: Resolution

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

PROTIVITI GOVERNMENT SERVICES (“PROTIVITI”): USING GENERAL SERVICES ADMINISTRATION (“GSA”) VEHICLE FOR PROFESSIONAL SERVICES PURCHASE ORDERS

WHEREAS, the City has critical network and systems infrastructure that requires a high-level, specialized skillset; and

WHEREAS, Protiviti has the expertise in operations and implementations of complex projects, and provides well qualified analysts; and

WHEREAS, the City regularly participates in purchasing vehicles, or Master Award Schedules (“MAS”) negotiated by GSA, who negotiates long term competitively bid contracts for prices on supplies, products, and services with suppliers on behalf of government agencies, including local government, that ensure volume discount pricing; and

WHEREAS, one-time funding for this project is available in the Department of Information Technology’s Fiscal Year (FY) 2025 and FY 2026 cost allocation fund, and spending for this contract in future fiscal years will be 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 issue purchase orders with Protiviti to procure professional services using GSA purchasing vehicle no. GS-35F-0280X for an amount not to exceed \$900,000 through June 30, 2026.

