

City of Commerce Information Technology Staff Augmentation



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1. Executive Summary

The City of Commerce seeks consistent, reliable onsite technical support to strengthen day-to-day IT operations and end-user service delivery. To support this objective, IBE Digital proposes to provide dedicated IT Staff Augmentation services through the assignment of one full-time, onsite Information Technology Support Specialist.

This engagement is designed to provide the City with a dependable technical presence to address routine service requests, support workstation and peripheral issues, assist with user account management, and provide general help desk functions necessary to maintain operational continuity. The assigned specialist will work closely with City IT leadership to ensure service requests are handled promptly and that more complex or infrastructure-related matters are appropriately escalated.

IBE Digital brings extensive experience supporting public-sector organizations throughout Southern California, including municipalities, school districts, and higher education institutions. Our staff augmentation model is structured to integrate seamlessly with existing City IT operations while maintaining clear responsibility, boundaries, and professional service standards.

Through this engagement, the City will benefit from improved responsiveness to end-user needs, enhanced service consistency, reduced burden on senior IT personnel, and a strengthened overall user experience.

1.1 Company Overview

IBE Digital is a family-owned, Southern California-based technology services provider with more than 40 years of experience delivering managed IT and managed print solutions to cities, school districts, and other public agencies. Founded in 1986, IBE Digital has grown into a trusted partner for municipal and educational organizations throughout Los Angeles, Orange County, and Santa Barbara County.

Our mission

Our mission is to help public-sector organizations operate more efficiently, securely, and sustainably by delivering technology solutions that are practical, reliable, and easy to support. We are committed to providing exceptional customer service, minimizing downtime, and maintaining transparent, predictable pricing—so our clients can focus on serving their communities.



This commitment is reinforced by our performance metrics, including a 2025 Net Promoter Score (NPS) of 97.1%, reflecting consistently high customer satisfaction.

As a local family owned and operated Minority Business Enterprise, IBE Digital is committed to reinvesting our resources into the communities we serve and the causes that matter most to them.

Proven Public-Sector Experience



IBE Digital has extensive experience supporting municipalities and other public-sector agencies throughout Southern California. In addition to our broader public-sector portfolio, we recently delivered a comprehensive IT remediation and modernization initiative for the City of Commerce. That engagement included Multi-Factor Authentication deployment, Microsoft Entra ID synchronization, compute and storage modernization, network access control implementation, backup and resiliency upgrades, IT documentation development, and business continuity planning

Local Service & National Support



Based in Southern California, IBE Digital provides responsive, accountable local support. Our onsite staff augmentation model ensures consistent day-to-day service presence. When issues require additional technical depth beyond routine end-user support, we have access to a broader network of engineers and specialists to support proper escalation and resolution without disruption to City operations.

Security and Resiliency



IBE Digital recognizes that technology stability and responsible operational practices are essential in a municipal environment. Our structured support model promotes accountability, consistent service standards, and proper coordination with City leadership to help maintain a secure and resilient technology environment.

Institutional Knowledge



Having recently completed significant modernization work within the City's IT environment, IBE Digital possesses a working understanding of the City's infrastructure, security configuration, and operational workflows. This familiarity allows for faster onboarding of the onsite Support Specialist, improved coordination with City IT leadership, and continuity in service delivery.

Community Partner



IBE maintains a community partnership model focused on long-term stewardship participating in local initiatives and reinvesting time and resources into the communities we serve. Our involvement is delivered through transparent, mission-aligned activities.

2. Proposed Solution

IBE Digital will provide IT Staff Augmentation services to the City of Commerce through the assignment of one (1) full-time, onsite Information Technology Support Specialist for forty (40) hours per week during the term of this engagement.

2.1 Scope of Services

The IT Support Specialist will provide day-to-day end-user support and frontline help desk services, including:

- Responding to end-user service requests (in person and/or via ticketing system)
- Troubleshooting and resolving routine workstation and peripheral issues
- Supporting basic application issues (e.g., Office productivity tools, printing/scanning, standard business applications)
- Assisting with user account-related requests as directed by City IT leadership (e.g., password resets, basic access requests)
- Supporting hardware setup, basic moves/adds/changes, and device replacements
- Documenting work performed and maintaining clear service notes for visibility and continuity
- Escalating non-routine issues requiring infrastructure administration, cybersecurity work, vendor engineering, or project-based changes to designated City IT leadership or approved third parties

2.2 Expected Benefits

This engagement is designed to deliver the following outcomes:

- Timely response to end-user service requests
- Efficient resolution of routine technical issues
- Clear and consistent escalation of complex matters



- Improved end-user experience and satisfaction
- Reduced workload on senior IT staff for daily operational support
- Dedicated onsite technical presence to support City person

2.3 Investment

Line Item	Description	Business Hours Hourly Rate	Outside Business Hours Hourly Rate	40 Hr Work Week
Professional Services	IT Support Specialist	\$89	\$150	\$3,560

Initial Monthly Investment: \$14,240 (based on 40 hours/week)

Supplemental Services

Any additional or after-hours services requested by the City will be billed on a time-and-materials basis at the published rates below:

Line Item	Description	Business Hours Hourly Rate	Outside Business Hours Hourly Rate
Professional Services	Project Manager	\$225	\$295.50
Professional Services	IT Support Specialist	\$195	\$292.50
Professional Services	IT Support Consultant	\$225	\$337.5
Professional Services	Technical Consultant	\$240	\$360
Professional Services	Sr. Technical Consultant	\$265	\$397.50

Additional Fee Details

- Standard business hours are 8 A.M. – 5 P.M.
- Annual rate adjustments may be applied not to exceed 3%
- Services provided outside business hours will be billed at “outside biz hours” rate



All proposed services are available through Sourcwell Contract No. 112124-KON, a competitively solicited cooperative purchasing agreement that the City may utilize in accordance with its procurement policies.

2.4 Term

This engagement shall commence on August 11, 2026 (the “Commencement Date”) and shall continue for an initial term of thirty six (36) months, ending on August 10, 2029, unless sooner terminated pursuant to the provisions of this Statement of Work.

Unless terminated earlier pursuant to this Statement of Work, this engagement shall automatically renew for one (1) additional twenty four (24)-month renewal term, through August 10, 2031 (the “Renewal Term”), unless either party provides written notice of its intent not to renew at least ninety (90) days prior to the expiration of the initial term. The Renewal Term shall be upon the same terms and conditions as set forth in this Statement of Work, except as to compensation, which shall be as set forth above under Investment.

Either party may terminate this Agreement for convenience upon ninety (90) days’ written notice to the other party. This Agreement shall terminate, and IBE Digital shall cease all work hereunder, upon the expiration of the ninety (90)-day notice period, regardless of which party provides the notice. In the event of termination, the City shall remain responsible for payment of services rendered through the effective date of termination.

Any adjustments to staffing levels, schedule, or scope of services during the term shall require written mutual agreement between the City and IBE Digital.

3. Terms and Conditions of Service

By executing this Schedule of Services, Client agrees to purchase the services designated above and further agrees that the services shall be subject to the following Terms and Conditions of Service.

1. Fees and Payment: Client agrees to pay all fees specified in this Schedule. Payment terms are net 30 days from date of invoice. Client shall be responsible for all applicable taxes arising from the services. IBE Digital may suspend service if Client has failed to pay any undisputed invoice within fifteen (15) days of the due date. Undisputed invoices not paid by the due date may be



subject to a monthly service charge which is the lesser of one and one-half percent (1.5%) per month or the highest rate allowed by law.

2. Limited Warranty: (a) IBE Digital warrants for a period of thirty (30) days following delivery (the "Warranty Period") that all services shall be performed in a professional manner in accordance with generally applicable industry standards. IBE Digital sole liability (and Client's exclusive remedy) for any breach of this warranty shall be for IBE Digital to re-perform any deficient services, or, if IBE Digital is unable to remedy such deficiency within thirty (30) days, to void the invoice for the deficient services. IBE Digital shall have no obligation with respect to a warranty claim: (i) if notified of such claim after the Warranty Period or (ii) if the claim is the result of third-party hardware or software failures, or the actions of Client or a third party. (b) THIS SECTION 2 IS A LIMITED WARRANTY AND SETS FORTH THE ONLY WARRANTIES MADE BY IBE DIGITAL. ALL COVERED MAKES NO OTHER WARRANTIES, CONDITIONS OR UNDERTAKINGS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. ALL SOFTWARE AND HARDWARE PROVIDED OR INSTALLED BY IBE DIGITAL HEREUNDER ARE SUBJECT EXCLUSIVELY TO THE RESPECTIVE MANUFACTURER'S WARRANTY.

3. **COMPENSATION FOR HIRING OTHER PARTY'S EMPLOYEES:** During the term of this Schedule and for twelve (12) months thereafter, if either party retains the services (whether as an employee, independent contractor or otherwise) of any employee of the other party (or ex-employee within six (6) months of the employee's termination of employment) who was directly involved in the provision of Services hereunder, the hiring party shall pay to the other party as reasonable compensation for the loss of the employee the sum of One Hundred Thousand Dollars (\$100,000).

4. **LIMITATION OF LIABILITY:** (A) NEITHER PARTY SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR INTERRUPTION OF SERVICES, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF DATA, OR LOSS OR INCREASED EXPENSE OF USE), WHETHER IN AN ACTION IN CONTRACT, WARRANTY, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE), OR STRICT LIABILITY, EVEN IF THE PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LIABILITIES. IBE DIGITAL SHALL NOT BE RESPONSIBLE FOR PROBLEMS THAT OCCUR AS A RESULT OF THE USE OF ANY THIRD-PARTY SOFTWARE OR HARDWARE. (B). EXCEPT FOR GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, IBE DIGITAL'S AND ITS SUBCONTRACTOR'S TOTAL AGGREGATE LIABILITY TO CLIENT ARISING OUT OF SERVICES PERFORMED UNDER THIS SCHEDULE, REGARDLESS OF THE LEGAL THEORY UPON



WHICH SUCH LIABILITY MAY BE BASED, SHALL NOT EXCEED THE TOTAL PAYMENTS MADE BY CLIENT TO IBE DIGITAL FOR THE SERVICES IN QUESTION IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE FIRST OCCURRENCE OF THE EVENT GIVING RISE TO SUCH LIABILITY.

5. Confidential and Proprietary Information: (a) Each party agrees that all know-how, business, technical and financial information it obtains (as a “Receiving Party”) from the disclosing party (as a “Disclosing Party”) constitute the confidential property of the Disclosing Party (“Confidential Information”), provided that it is identified as confidential at the time of disclosure or should be reasonably known by the Receiving Party to be Confidential Information due to the nature of the information disclosed and the

circumstances surrounding the disclosure. Except as may be necessary to perform its obligations under this Schedule, the Receiving Party will hold in confidence and not use or disclose any of the Disclosing Party's Confidential Information. The Receiving Party's nondisclosure obligation shall not apply to information that: (i) was known to it prior to receipt of the Confidential Information; (ii) is publicly available; (iii) is rightfully obtained by the Receiving Party from a third party; (iv) is independently developed by employees of the Receiving Party; or (v) is required to be disclosed pursuant to a regulation, law or court order. (b) Any templates, schematics, processes or technical documentation provided by IBE Digital shall be deemed Confidential Information and proprietary information of IBE Digital without any marking or further designation. Client may use such information solely for its own internal business purposes. IBE Digital shall retain all rights to the aforementioned, which shall be returned to IBE Digital upon termination of the applicable Schedule. (c) IBE Digital shall maintain the confidentiality of protected health information in its possession or under its control in accordance with the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health Act.

6. Independent Contractor: IBE Digital and Client shall at all times be independent contractors. There is no relationship of partnership, joint venture, employment, franchise or agency created hereby between the parties. Neither party shall have the power to bind the other or incur obligations on the other party's behalf without the other party's prior written consent.

7. Assignment: This Schedule may not be assigned by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed. No consent shall be required where an assignment is made (i) pursuant to a merger or change of



control or (ii) to an assignee of all or substantially all of the party's assets. Any purported assignment in violation of this section shall be void.

8. Complete Understanding; Modification: This Schedule, as well as any applicable terms of service posted at www.allcovered.com/terms, shall constitute the full and complete understanding and agreement between Client and IBE Digital and supersedes all prior or contemporaneous negotiations, discussions or agreements, whether written or oral, between the parties regarding the subject matter contained herein. Any waiver, modification or amendment of any provision of this Schedule shall be effective only if in writing and signed by both parties.

9. Waiver and Severability: Waiver or failure by either party to exercise in any respect any right or obligation provided for in this Schedule shall not be deemed a waiver of any further right or obligation hereunder. If any provision of this Schedule is found by a court of competent jurisdiction to be unenforceable for any reason, the remainder of this Schedule shall continue in full force and effect.

10. Force Majeure: Neither party shall be liable to the other for any delay or failure to perform any obligation under this Schedule, except for a failure to pay fees, if the delay or failure is due to unforeseen events which are beyond the reasonable control of such party, such as strikes, blockade, war, terrorism, riots, natural disasters, power outages, and/or refusal of license by the government, insofar as such an event prevents or delays the affected party from fulfilling its obligations and such party is not able to prevent or remove the force majeure at reasonable cost.

11. Counterparts. This Schedule may be executed in any number of counterparts and each fully executed counterpart shall be deemed an original. The parties agree (a) that facsimile or electronic signature shall be accepted as original signatures; and (b) that the Schedule, or any document created pursuant to the Schedule, may be maintained in an electronic document storage and retrieval system, a copy of which shall be considered an original. In any legal proceeding relating to the Schedule, the parties waive their right to raise any defense based on the execution of the Schedule in counterparts or the delivery of such executed counterparts by copy, facsimile, or electronic delivery.

By executing this Statement of Work, City of Commerce agrees to purchase the services designated above subject to the preceding Terms and Conditions of Service.



City of Commerce

Signature:

Name:

Title:

Date:

IBE Digital

Signature:

Name:

Title:

Date:

