



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
April 15, 2025

TOPIC: Managed Detection and Response (MDR) Services

AGENDA TITLE

Agreement with eSentire, Inc. for Managed Detection and Response (MDR) Services (Specification No. 25-028) (Non-General Fund)

RECOMMENDED ACTION

Authorize the City Manager to execute an agreement with eSentire, Inc. to provide Managed Detection and Response (MDR) Services in an amount not to exceed \$592,433, plus a 10% contingency of \$59,243 totaling \$651,676, for a term beginning April 15, 2025 and expiring April 14, 2028 (Agreement No. A-2025-XXX).

GOVERNMENT CODE §84308 APPLIES: No

DISCUSSION

The City of Santa Ana depends on a robust cybersecurity infrastructure to safeguard its digital assets, sensitive data, and critical public services. With the increasing sophistication and frequency of cyber threats, traditional security measures are no longer sufficient to mitigate risks effectively. Cyberattacks such as ransomware, phishing, and zero-day vulnerabilities pose a significant threat to the City's operations and public trust.

Managed Detection and Response (MDR) services are proactive cybersecurity solutions that provide 24/7 monitoring, threat detection, and incident response capabilities. MDR services leverage advanced threat intelligence, behavioral analysis, and artificial intelligence to identify and neutralize cyber threats before they can cause damage. By implementing MDR services, the City will strengthen its ability to detect, analyze, and respond to security incidents in real time, reducing the risk of operational disruptions and data breaches.

The MDR service will integrate seamlessly with the City's existing cybersecurity infrastructure, protecting its framework through continuous threat hunting, automated remediation, and expert-led investigations. Additionally, MDR services will ensure

compliance with cybersecurity regulations and industry best practices, maintaining the City’s resilience against evolving threats. As the City grows and its digital infrastructure expands, cybersecurity demands will rise. To meet these increasing needs, incorporating contingency is essential. Scalable MDR services will enable the City to protect larger data volumes, secure new systems, and adapt to emerging threats without costly overhauls, ensuring long-term resilience and the uninterrupted protection of critical operations.

Santa Ana City Ordinance No. NS-3041 authorizes the City to purchase against contracts from any public agency utilizing a competitive bid process. The City of Moreno Valley awarded a contract to eSentire, Inc. (Exhibit 1) for cybersecurity services as a result of open, competitive bidding.

Staff researched available procurement options and determined that eSentire, Inc. meets the City’s specifications and can provide MDR serviced to be utilized by IT. By leveraging the procurement power through cooperative purchasing, the City of Santa Ana is able to obtain vetted, high quality products at competitive volume pricing, and is in accordance with the City’s existing Purchasing Guidelines.

ENVIRONMENTAL IMPACT

There is no environmental impact associated with this action.

FISCAL IMPACT

Funding is available in the current FY 2024-25 budget and funding for subsequent fiscal years will be included in the proposed budget for City Council consideration.

Fiscal Year	Accounting Unit – Account	Fund Description	Accounting Unit, Account Description	Annual Amount	Contingency	Total
FY 24-25	10920149-62300	Information Technology	Contract Services-Professional	\$210,144	\$21,014	\$231,158
FY 25-26	10920149-62300	Information Technology	Contract Services-Professional	\$191,144	\$19,114	\$210,259
FY 26-27	10920149-62300	Information Technology	Contract Services-Professional	\$191,144	\$19,114	\$210,259

Managed Detection and Response (MDR) Service

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Total				\$592,433	\$59,243	\$651,676
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EXHIBIT(S)

1. City of Moreno Valley Master Security Services Agreement (MSSA # 00036602)
2. eSentire Master Security Services Agreement
3. eSentire Order Form

Submitted By: Jack Ciulla, Chief Technology Innovations Officer

Approved By: Alvaro Nuñez, City Manager