

City Council – Action Request Form

Date: November 14, 2023

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager
Tom Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving a Contract with Key Services, Inc. for End-Point Device Support Services

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

The Information Systems (I.S.) Department provides hardware and software support for nearly 2,000 desktop and laptop computers, tablets, and print devices. These items collectively are referred to as end-point devices. Hardware repairs to these devices occur either as a no-cost item covered under a manufacturer’s warranty or as a cost item for labor and materials. To minimize the repair time for warranty items and costs for non-warranty items, the City retains on-site contractors certified to repair or replace these end-point devices. The end-point devices are essential components of most departments’ services, and a failed device for any period may severely affect their ability to conduct business. The contractors provide a same-day response for items in need of repair.

Utilizing on-site contractors procured through a competitive bid process has proven to be an effective method of acquiring these services as compared to hiring full-time equivalent (FTE) employees. The cost of an FTE, with benefits, certifications, and required transportation, is similar to the cost of a contracted cost. The vendor also provides a replacement person in the case of an illness or vacation and extra staffing when needed for special projects.

Committee Action:

Committee	<u>FC (11/14/23)</u>	Action	<u>Unanimous</u>
For	<u>3 Ayes</u>	Against	<u></u>

Remarks:

MPT Adams Absent

The City released a Request for Proposal (RFP) in September 2023 for prospective qualified bidders to provide two qualified full-time persons. One individual will provide end point device repair services on-site in partnership with the I.S. staff, and the other will provide Customer Service Desk Support Services, also in partnership with the I.S. staff. The RFP required that the vendor provide the cost of services for an initial year and optional renewal costs for two additional one-year periods. Two qualified vendor responses were received. Those vendors were Key Services, Inc. and Valen Solutions, LLC.

The evaluation panel, after confirming that the respondent successfully met all RFP requirements, recommends that the City enter into a contract in the amount of \$206,440 with Key Services, Inc. for one year of support services. Funding is available in the FY 23-24 Information Systems operating budget. It is further requested that authorization be provided to enter into annual contracts for two additional one-year periods at the same annual cost, subject to approved funding through the annual budget process.

M/WBE COMMENT: This bid was advertised on the City's website. Notifications of this opportunity were sent to local M/WBE and DBE businesses. Key Services, Inc. is a certified woman-owned business located in Winston-Salem. See Exhibit A for a complete list of businesses notified of the project and workforce demographics for Key Services, Inc.

Exhibit A – Computer End-Point Support Services Scoring Sheet

Exhibit B – Computer End-Point Support Services Bid List

Exhibit C – Workforce Demographics