

**RESOLUTION APPROVING CONTRACT WITH COMPUCOM SYSTEMS, INC.
FOR COMPUTER END POINT SUPPORT SERVICES**

WHEREAS, the Information Systems Department provides hardware support for approximately 1,250 desktop and laptop computers, 400 tablets, and 75 printer devices; and

WHEREAS, repairs occur either as a no-cost item covered under a manufacturer's warranty or as a cost item for labor and materials; and

WHEREAS, to minimize time to repair and costs, the City retains a contractor on-site who is certified to repair all user end point computers; and

WHEREAS, the contractor's services are in lieu of a full time employee that would otherwise be needed; and

WHEREAS, a Request for Proposal was released in September 2017 to prospective qualified bidders to provide on-site client based computer end point support services; and

WHEREAS, the RFP required that the vendor provide the cost of services for one year and optional renewal costs for two additional years; and

WHEREAS, CompuCom Systems, Inc. and SA IT Services, Inc. responded within \$1,000 of each other; and

WHEREAS, CompuCom is currently providing the proposed services to the City and has consistently met expectations, responded to special requests many times without additional charges, and can continue services without any startup costs; and

WHEREAS, approval is requested to enter into a contract with CompuCom for \$99,000 to provide computer end point support services, using funds allocated for and available in the approved FY17-18 I.S. operating budget; and

WHEREAS, it is further requested that authorization be provided for the option to renew the contract for two additional years at \$99,000 for year two and \$99,000 for year three, subject to approved funding through the annual budget process.

NOW, THEREFORE, BE IT RESOLVED that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with CompuCom Systems, Inc. for computer end point support services for a first year cost of \$99,000, and should the City so choose, authorization to renew the contract for up to two additional years at \$99,000 per year.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute the contract on behalf of the City.