

**RESOLUTION APPROVING CONTRACT WITH NWN CORPORATION FOR
NETWORK MANAGED SUPPORT SERVICES**

WHEREAS, the City's information technology infrastructure includes networking equipment and servers for data, voice, video, and business applications, and city services require that this equipment operate at near-100% availability; and

WHEREAS, this level of availability is accomplished through staff working with external services providers on a combination of proactive maintenance, 24 x 7 monitoring, and quick response for broken equipment; and

WHEREAS, the existing contracted services for network maintenance, remote system monitoring, and technical assistance terminated on June 30th; and

WHEREAS, to continue with the benefits of volume purchasing and to control costs, a Request for Proposal (RFP) was issued for a single vendor to provide these services under a new agreement, with desire for a one-year contract with the option for the City to renew the agreement for two additional years; and

WHEREAS; five vendors responded to the RFP, with none of the responders having offices in Winston-Salem, and no known vendors in Winston-Salem who can meet the requirements; and

WHEREAS, with consideration of each vendor's proposed cost for services and industry experience, NWN Corporation (NWN), the incumbent, with corporate offices in Waltham, MA and a local office in Greensboro, NC, is the recommended vendor; and

WHEREAS, NWN has agreed to provide all of the services over the three-year period at no additional cost, with the exception of hardware maintenance or additional equipment, with hardware maintenance costs determined by the manufacturers and outside of their control; and

WHEREAS, approval is requested to enter into a contract with NWN for \$408,749.90 for the ten remaining months of the first year to provide infrastructure support services through June 30, 2018, using funds that were previously budgeted in FY16-17 for this contract and proposed to be carried over to FY17-18 via the attached budget amendment; and

WHEREAS, it is further requested that authorization be provided for the option to renew the contract for two additional years at \$476,811.35 for year two and \$477,023.64 for year three, and to expand the agreement to include new equipment and maintenance adjustments as required, 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 NWN for Network Managed Support Services for a total cost of \$408,749.90, and should the City so choose, authorization to renew the contract for up to two additional years.

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