

Resolution #21-0494
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**RESOLUTION APPROVING OF A CONTRACT WITH KEY SERVICES, INC. FOR
END POINT DEVICE SUPPORT SERVICES**

WHEREAS, the City of Winston-Salem currently utilizes over 1,700 computers, laptops, tablets, and print devices, collectively referred to as end point devices; and

WHEREAS, repairs to these devices occur either as a no-cost item covered under the 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 end point devices; and

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

WHEREAS, a Request for Proposal (RFP) was released in May 2021 to prospective qualified bidders to provide on-site service and support of end point devices; and

WHEREAS, the RFP required prospective bidders to provide the cost of services for one year and optional renewal costs for two additional one-year periods; and

WHEREAS, the City received a single response to the RFP from Key Services, Inc; and

WHEREAS, an evaluation panel of City staff reviewed the RFP response to ensure the vendor's response met all RFP requirements; and

WHEREAS, approval is requested to enter into a contract with Key Services, Inc. for \$100,000 to provide end point device service and support for one year using funds allocated for and available in the approved FY 21-22 I.S. operating budget; and

WHEREAS, it is further requested that authorization be provided for the option to renew the contract for two additional one-year periods, 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 Key Services, Inc. to provide end point device service and support at the cost of \$100,000 for the first year, and should the City so choose, authorization to renew the contract for up to two additional years at the cost of \$100,000 per year, subject to approved funding through the annual budget process.

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