

**RESOLUTION APPROVING CONTRACT WITH KEY SERVICES, 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 who would otherwise be needed; and

WHEREAS, a Request for Proposal was released in March 2018 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, Key Services, Inc.'s proposal was ranked the highest during the vendor evaluation process using the defined scoring criteria; and

WHEREAS, subsequently Key Services, Inc., having recognized an error in their initial pricing, provided updated cost information that is lower than all other vendors' proposed pricing; and

WHEREAS, approval is requested to enter into a contract with Key Services, Inc. for \$98,000 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 \$93,000 for year two and \$93,000 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 Key Services, Inc. for computer end point support services for a first year cost of \$98,000, and should the City so choose, authorization to renew the contract for up to two additional years at \$93,000 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.