

Resolution #23-0465
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RESOLUTION APPROVING A CONTRACT WITH KEY SERVICES, INC. FOR END-POINT DEVICE SUPPORT SERVICES

WHEREAS, the City of Winston-Salem currently utilizes nearly 2,000 computers, laptops, tablets, and print devices, collectively referred to as end-point devices; and

WHEREAS, hardware and software repairs to support these devices may occur 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 contractors on-site that are certified to repair all end-point devices; and

WHEREAS, the contractors' services are in lieu of full-time employees who would otherwise be needed; and

WHEREAS, a Request for Proposal (RFP) was released in September 2023 to prospective qualified bidders to provide on-site service and support of end-point devices and Customer Service Desk support; 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 two qualified responses to the RFP from Key Services, Inc. and from Valen Solutions LLC; and

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

Winston-Salem City Council
APPROVED
November 27, 2023

WHEREAS, approval is requested to enter into a contract with Key Services, Inc. for \$206,440 to provide end-point device support services for one year using funds allocated for and available in the approved FY 23-24 Information Systems 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 support services at the cost of \$206,440 for the first year, and should the City so choose, authorization to renew the contract for up to two additional one-year periods at the cost of \$206,440 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.