

Resolution #24-0285
2024 Resolution Book, Page 108

**RESOLUTION APPROVING A 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 enterprise applications, and continuity of City services requires that this equipment operates at near-100% availability; and

WHEREAS, this level of availability is accomplished by City staff working with external services providers through contractual relationships to provide a combination of proactive maintenance, 24 x 7 monitoring, and quick response guarantees for faulty equipment; and

WHEREAS, a Request for Proposal (RFP) was issued for a single vendor to provide network equipment maintenance, remote system monitoring, and professional engineering services under a one-year agreement with the option for the City to renew the agreement annually for four additional years; and

WHEREAS, two vendors responded to the RFP; and

WHEREAS, with consideration of the vendor's proposed pricing and industry experience, NWN Corporation (NWN), which has a corporate office in Greensboro, NC, is the recommended vendor; and

Winston-Salem City Council
APPROVED
June 3, 2024

WHEREAS, NWN has agreed to provide all services over the five-year period with no annual cost increase, with the exception of cost increases that would occur if the City adds network equipment during the agreement term; and

WHEREAS, approval is requested to enter into a contract with NWN Corporation for \$448,553.47 for a contract term of July 1, 2024 through June 30, 2025; and

WHEREAS, it is further requested that authorization be provided for the option to renew the contract for up to four additional years at a cost of \$448,553.47 for each year, and to expand the agreement to include new network equipment and associated maintenance cost 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 Corporation for Network Managed Support Services for the period of July 1, 2024 through June 30, 2025 at a cost of \$448,553.47, with the option of renewing the contract for up to four additional years at the same annual cost.

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