

City Council – Action Request Form

Date: September 13, 2021

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Johnnie Taylor, Assistant City Manager
Tom Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving of a Contract with Key Services, Inc. for End Point Device Support Services

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery efficiency and effectiveness

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

The Information Systems (I.S.) Department provides hardware support for over 1,700 desktop and laptop computers, tablets, and print devices. These items collectively are referred to as end point devices. Repairs to these devices occur either as a no-cost item covered under a manufacturer’s warranty or as a cost item for labor and materials. In order to minimize the repair time for warranty items and costs for non-warranty items, the City retains an on-site contractor certified to repair or replace these end point devices. The end point devices are essential components of most departments’ services, and a failed device for any period of time may severely affect their ability to conduct business. The contractor provides a same-day response for items in need of repair.

Utilizing an on-site contractor procured through a competitive bid process has proven to be an effective method of acquiring these services as compared to hiring a full-time equivalent (FTE) employee. The cost of an FTE with benefits, certifications, and required transportation is similar to the contracted cost. The contractor also provides a replacement person in the case of an illness or vacation, and extra staffing when needed for special projects.

Committee Action:

Committee	Finance 9/13/2021	Action	Approval
For	Unanimous	Against	

Remarks:

The City released a Request for Proposal (RFP) in May 2021 for prospective qualified bidders to provide end point device repair services on-site in partnership with the I.S. staff. The RFP required that the vendor provide the cost of services for an initial year and optional renewal costs for two additional one-year periods. One vendor response was received.

The evaluation panel, after confirming that the respondent successfully met all RFP requirements, recommends that the City enter into a contract in the amount of \$100,000 with Key Services, Inc. for one year of support services. Funding is available in the FY21-22 Information Systems operating budget. It is further requested that authorization be provided to enter into annual contracts for two additional one-year periods, subject to approved funding through the annual budget process.

M/WBE COMMENT: This bid was advertised on the City's website. Notifications of this opportunity were sent to local M/WBE and DBE businesses. Key Services, Inc. is a certified woman-owned business located in Winston-Salem. See Exhibit A for a complete list of businesses notified of the project and workforce demographics for Key Services, Inc.

Exhibit A – Computer End Point Support Services Bid List and Demographics

Exhibit B – Computer End Point Support Services Scoring Sheet