



/ Opportunities

Innovation & Technology / Technology Goods & Services

IT Service Desk and Deckside Support Services

- **Scope:** The City is seeking a qualified Managed Service Provider (“MSP”) to operate as a single point-of-contact and to provide comprehensive IT Service Desk and Deskside Support services for IT incidents and service requests.
- **Technology Details:** Technology support and problem resolution solution. The City I&T Service Desk is responsible for providing 24/7/365 accurate and timely tier 1 technology support and problem resolution to City Employees. They are also responsible for fulfilling complex and everyday service requests relating to PC, web services, server operations, the enterprise resource system and hardware and software problems and malfunctions; interacting and consulting with clients to manage client satisfaction; providing guidance, assistance, and follow-up on client inquiries; and assisting in the implementation of desktop hardware and software.

Details

Posting Number	2026-Q1(Jan-Mar)-IT-20458
Anticipated Posting Date	2026-03-31
Commodity Code(s):	91828, 91829, 91830, 91871, 92047, 95823

Requirements

Last Updated: 03/02/26

Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

- Automobile-For automobile operations liability
- Errors & Omissions / Professional Liability-For negligence or failure to perform in a professional capacity
- General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury
- Network Security-Network Security-for breaching of our network security
- Workers Compensation-For lost wages and medical expenses of injured workers

Estimated Total Value

The total project value is anticipated to be:

- \$1,000,000 -4,999,999

Contract Term

The term of the project is anticipated to be:

- Multi-Year

For Questions, Contact:

Mary Yang

City Contact

mary.yang@charlottenc.gov