

MANATEE COUNTY GOVERNMENT NONCOMPETITIVE INTENT TO AWARD

SUBJECT	Amendment to implement the upgrade of Banner CIS 4.2.1 to version 4.4	DATE POSTED	MC <u>8/18/15 VSE</u> DS <u>N/A</u> CC <u>N/A</u>
PURCHASING REPRESENTATIVE	Matt Donley, 941-749-3062	DATE CONTRACT SHALL BE AWARDED	Upon approval by the BOCC
DEPARTMENT	Utilities	CONSEQUENCES IF DEFERRED	Upgrade of the software is required so that Utilities can make adjustments that the business operations require
SOLICITATION	Task 20151810	AUTHORIZED BY DATE	Matt Donley August 17, 2015 9/17/15

NOTICE OF INTENT TO AWARD

Noncompetitive Award to Hansen Banner, LLC to purchase implementation services to upgrade the current Utilities Department's main customer service production software to include Call Center Express 2.0 and Customer Web Access. The estimated amount for the implementation services is \$565,260 (time and materials basis).

ENABLING/REGULATING AUTHORITY

Federal/State law(s), administrative ruling(s), Manatee County Comp Plan/Land Development Code, ordinances, resolutions, policy.

Manatee County Code of Laws

BACKGROUND/DISCUSSION

The Manatee County Utilities Department is in need of implementation services to upgrade the current production version of the customer service software to the new software version to allow for full utilization of the software features that include Call Center Express 2.0 and Customer Web Access. The Banner CIS software is the current main customer information and billing system used to process over \$100 million in annual revenue. It must be maintained, updated and managed to ensure accurate and timely billing and customer service. Hansen Banner, LLC is the owner and developer of the software and is the only vendor that can provide the ongoing software maintenance support required.

If a vendor believes this item is not a non-competitive procurement, Manatee County Purchasing Division requires prospective vendors provide information regarding their ability to supply the commodity or contractual services described prior to the date indicated for "date contract shall be awarded".

ATTACHMENTS (List in order of attached)		FUNDING SOURCE (Acct Number & Name)	401-0990002-599000 (Water and Sewer Reserves) 401-0008500-546005; 401-0008500-564000 (Water and Sewer Customer Services Support) 480-0990002-599000 (Solid Waste Reserves) 480-0008400-546005 (Solid Waste Customer Service Software Support) 480-0008400-564000 (Solid Waste Customer Service Machinery and Capital Equipment) <input checked="" type="checkbox"/> Funds Verified <input type="checkbox"/> Insufficient Funds
COST	The estimated amount for the implementation services is \$565,260 (time and materials basis).	AMT/FREQ OF RECURRING COSTS (Attach Fiscal Impact Statement)	None