

MANATEE COUNTY GOVERNMENT

SOLE SOURCE or NONCOMPETITIVE INTENT TO AWARD

SUBJECT	Cherwell Professional Services for Radio Division Service Request System	DATE POSTED	MC 9/25/17 GD.
PURCHASING REPRESENTATIVE	Charles Bentley, 749-3036	DATE CONTRACT SHALL BE AWARDED	Five business days after posting
DEPARTMENT	Information Technology	CONSEQUENCES IF DEFERRED	Limiting capacity and efficiencies already in place.
SOLICITATION	Task 17R067246CB	AUTHORIZED BY DATE	Charles Bentley 9-25-17

NOTICE OF INTENT TO AWARD

Noncompetitive Award to Cherwell Software LLC for providing professional services to integrate Manatee County's Radio Division Ticketing and Inventory Maintenance System into Manatee County's Cherwell Service Management System totaling \$29,600.00.

ENABLING/REGULATING AUTHORITY

Manatee County Procurement Ordinance

Manatee County Code of Laws, Sections 2-26-40 & 2-26-45

BACKGROUND/DISCUSSION

- Manatee County currently uses Cherwell's Service Management System for Information Technology Service's (ITS's) and Property Management's service requests.
- Discussions with other vendors has revealed a lack of experience in the design and implementation of service request systems similar the one's used by Manatee County.
- Cherwell Software LLC offers a package that encompasses the needs of service requests in our ITS environment.

If a vendor believes this item is not a sole source or 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)	<ul style="list-style-type: none"> • Sole Source/Noncompetitive Purchasing Request form 	FUNDING SOURCE (Acct Number & Name)	5070005701-531000 50% 5090004901-531000 50% <input checked="" type="checkbox"/> Funds Verified <input type="checkbox"/> Insufficient Funds
COST	\$29,600.00	AMT/FREQ OF RECURRING COSTS (Attach Fiscal Impact Statement)	

GD



Sole Source/Noncompetitive Purchasing Request

Department: Information Technology Services Contact: Cindy Schnelder Ext: 3407

Purchase Request (PR) Number: R067246 Date: 9/20/17

Description:
(Explain request in detail) Cherwell Professional Services for Radio Division Service Request System

Vendor: Cherwell Phone: 719-386-7000 Cost: \$29,200

V020226

\$29,600.00 CB

PART I – SOLE SOURCE PURCHASING (*Sole source purchasing* is defined as the acquisition of commodities or services where there is only one available source for the required commodity or service. Ex: proprietary software or equipment, copyright)

1. Are these commodities or services only available from one single source? ☐ Yes ☒ No
2. Explain why the commodity/service being requested is the only commodity/service that can meet your needs and why alternatives are unacceptable. Be specific regarding specifications, features, capability, compatibility, etc.
3. Why is this vendor the only source from which to make this purchase? Describe efforts made to verify this information. (Attach sole source letter from vendor as documentation)
4. Explain the consequence to the County or its taxpayers, including a dollar amount of the financial impact, if the sole source purchase is not approved.

NOTE: In any case where the County seeks to purchase from a sole source materials for the construction, modification, alteration or repair of any county-owned facility, the Board of County Commission must first make the written findings required by Florida Statutes, Section 255.04.

PART II – NONCOMPETITIVE PURCHASING (*Noncompetitive purchasing* is defined as the acquisition of commodities or services from a unique source or provider based upon particular skills and expertise (*Ex:* standardization, warranty, compatibility) where other competitive sources may be available; or upon a determination that the likely, non-speculative cost of obtaining competitive quotes would exceed any potential savings and benefit to the County.)

1. *Explain why the commodity/service being requested is the only commodity/service that can meet your needs and why alternatives are unacceptable. Be specific regarding specifications, features, capability, compatibility, etc.*

Considering the nature of the SOW, it is imperative that the skill sets meet our needs. This is a specialized area that we are exploring and implementing to remedy the service/work requests in our radio division. Knowing that other customers had a great success path with their product in a radio environment, ensures their expertise is top notch.

2. *Explain the advantages of this noncompetitive purchase on the basis that only one practical source exists. Describe the efforts made to verify this information. (Attach manufacturers or distributorships letter as documentation)*

Discussions with the other vendors reveal lack of experience in the design and implementation of systems similar to what we are looking for. A more seasoned group providing professional services is a better alignment of our overall goals.

3. *Will this purchase obligate us to a particular vendor for future purchases, either in terms of maintenance or compatibility should the need arise to purchase a 'like' item in the future?*

Yes. Cherwell is a provider of choice offering a package that encompasses the needs of service tickets in the ITS environment. We are currently purchasing maintenance support since we use their product for ITS service requests.

4. *Describe your efforts to obtain the best price from the vendor and provide any documentation to substantiate your findings. Give the result of the initial offer versus the final offer.*

5. *Would you prefer Purchasing to contact vendor for the best price?* ☒ Yes ☐ No

6. *Explain the consequence to the County or its taxpayers, including a dollar amount of the financial impact, if the noncompetitive purchase is not approved.*

It could limit the capacity and efficiencies already in place when considering ITS service requests. Having like systems in Radio and ITS provides a seamless and consistence approach to the needs of our customers. ITS consistently stives to move towards best practice by providing efficiencies and ease of use.

I hereby request that a sole source/noncompetitive request be approved for the purchase of the above statement of work, material, equipment, commodity, or service.

Division Manager's Signature
(up to \$25,000)

Print Name

Date


Department Director's Signature
(Greater than \$25,000)


Print Name


Date

FOR PURCHASING DIVISION USE:

Posting: Categories Three and Four require an electronic posting for a minimum of five (5) business days. Category Five requires BCC approval and will be posted via board agenda for a minimum of seven (7) calendar days prior to board meeting.

Sole Source:

Posting: Category Three requires an electronic posting for a minimum of five (5) business days prior to award. Categories Four and Five require BCC approval and will be posted via board agenda for a minimum of seven (7) calendar days prior to board meeting.



Noncompetitive:

Reviewed and Approved by:

 9-22-17
Buyer Name / Date
(up to \$100,000)

Contracts/Buyer Manager / Date
(up to \$250,000)

Purchasing Official / Date
(Greater than \$250,000)