CITY OF NORTH PORT PROCUREMENT REQUEST FORM
SOLE/SINGLE SOURCE/STANDARDIZATION

Please indicate: ☐ Visa Purchase   ☑ Purchase Order

☑ Single Purchase   ☐ Blanket Purchase   ☐ Change Order   ☐ Amendment
(For current FY)   (Ongoing purchases for current FY)

DEPARTMENT/DIVISION: CMO/IT   **NAME OF REQUESTOR:** Vicki Edwards

If Applicable: COMMISSION MEETING DATE: 2/28/2023   **AGENDA ITEM NUMBER:** 23-0303

*Section 2-407 of the City of North Port Procurement Code states a Sole/Single source purchase is defined as a non-competitive purchase of supplies, equipment and contractual services that is either: the only item that will produce the desired results; or is available from only one source of supply who possesses the unique and singularly available capability to meet the requirement of the solicitation (such as technical qualifications, ability to deliver at a particular time, or services from a public utility). Sole Source services must be available only from vendors (firms or individuals) who are uniquely qualified to perform such services. **All Sole/Single source requests will be posted on DemandStar & the City's Purchasing site for seven (7) calendar days.***

A. **Please describe all products and/or services to be procured under this exemption**:
(If additional space is needed, please attach a separate memo)

Renewal SeeClickFix

B. **Briefly explain why it is in the best interest of the City to exempt this procurement from competition**:
(If additional space is needed, please attached separate memo)

This City has standardized on this vendor to provide a way for our citizens to report problems/issues to us.

C. **What steps were taken to verify that these goods and/or services are not available elsewhere?**
Other brands/manufacturers were examined (please list name and phone numbers, and explain why they are not suitable for use by the City – attach additional pages as necessary, **do not leave blank**):

NA

(FORM MUST BE COMPLETED IN ITS ENTIRETY FOR ACCEPTANCE)

Other vendors were contacted (please list names and phone numbers, and explain why those contacted would not meet the needs of the City – attach additional pages as necessary, **do not leave blank**):

NA

D. **Attach documentation from the manufacturer certifying the vendor selected is the only distributor/dealer/contractor for the products or services in question and/or holds the production, unique capability, copyrights, trademark, and/or patent to the item, and check the following applicable statements:**

☐ Patent, copyright or unique design restrictions *(Sole Source)* ***Attach verification from Manufacturer***

☐ Proprietary rights in technical data and/or product formulations (e.g. cleaning compounds, lubricating oils, paint, etc.), which can only be determined through extensive laboratory analysis and examination *(Sole Source)* ***Must attach verification from Manufacturer***

☐ Only producer, such as utility supplier or construction material supplier, that will meet the specialized needs of the department or perform the intended function *(Sole Source)* *** Must attach verification from Manufacturer***

☐ Direct replacement parts, equipment or supplies that must be compatible with original equipment already installed but available only from the original equipment manufacturer. Most manufacturers have more than one dealer or distributor for their products. When this is the case, competition between dealers and/or distributors may be possible, eliminating the "sole or single source" restriction *(Single Source)* *** Must attach verification from Manufacturer***

☐ When tests and/or demonstrations of equipment, supplies, part, etc. under actual operating conditions reveal superior quality, performance, design or other characteristics in a brand product(s), which is *available* from only one source. Testing must be performed as often as practical *(Single Source)* *** Must attach verification from Manufacturer***

☐ Purchases for a brand product are to be made from one selected **supplier**, even though there are other suppliers that provide similar products. Options, such as pricing, availability, servicing, have been vetted and a supplier has been chosen that best meets the City's needs (*Single Source*). ***Must attach backup/supporting documentation to this form.**

☑ Maintenance, repair services or warranty which require specialized test equipment, procedures, and technical expertise available only from the original equipment manufacturer or authorized/licensed dealer/field service representative *(Single Source)* *** Must attach verification from Manufacturer***

☑ The part(s)/equipment are required to permit standardization and operating efficiencies within the organization and the parts and equipment are only available thorough a sole or single source. If competition is available, the parts and equipment must be competed. *(Standardization)* ***Must attach justification to this form. For brand-specific items, quotes should still be obtained***

☐ Other: None **or** some of the above apply. ***Detailed explanation and justification for this sole/single source request must be provided below. Attach additional pages as necessary***

E. **Vendor Information**

Vendor Name: **CivicPlus LLC**   Vendor Number: **7701**

Address: **302 S 4th St Manhattan, KS 6602**

Contact: _____ Phone: **888-228-2233 X291** Email: _____

> **Vendor Tracking:**
>
> ☑ Check if Vendor Documents Current
>
> YTD Dept Exp. (Inclusive): $**24,790.86**
>
> **To be completed by Purchasing:**
>
> YTD City Wide Exp. (Inclusive): $_____

(For Purchasing Division)

Verified By: **B. Moen**   Date Posted: **05/16/2022**

Sole/Single Source Number: **SS22-84** Eff. Date: **05/24/2022** Exp. Date: **05/23/2023**

PURCHASE DETAILS

Please provide the amount of the purchase for this product or service: $ 24,790.86

Account # 001-0710-516-54-00   Project # _____   Subtotal $ 24,790.86

Account # _____   Project # _____   Subtotal $ _____

Account # _____   Project # _____   Subtotal $ _____

Account # _____   Project # _____   Subtotal $ _____

Line Item No.	Description	Unit of Measure	Quantity	Unit Price	Extended Price
1	SeeClickFix Annual License Renewal	Each	1	24,790.86	24,790.86
	Shipping (FOB Destination)				
				Total	24,790.86

Attach Additional Pages if Necessary

I approve the Sole/Single Source/Standardization procurement(s) as requested herein:

Requesting Department Director: Eric Ryan
Digitally signed by Eric Ryan
DN: CN=Eric Ryan, O=City of North Port, OU=Information Technology, E=eryan@cityofnorthport.com, C=US
Reason: I have reviewed this document
Location:
Date: 2022.12.19 14:46:14 -05'00'
Foxit PDF Editor Version: 12.0.0
Date: 12/19/22

Budget Administrator: Lisa Herrmann
Digitally signed by Lisa Herrmann
Date: 2023.02.09 09:07:38 -05'00'
Date: _____

Purchasing: Ginny Duyn
Digitally signed by Ginny Duyn
Date: 2023.02.09 08:30:40 -05'00'
Date: _____

Finance Director (If applicable): Lisa Herrmann
Digitally signed by Lisa Herrmann
Date: 2023.02.09 09:07:50 -05'00'
Date: _____

Assistant City Manager (If applicable): Juliana B. Bellia
Digitally signed by Juliana B. Bellia
Date: 2023.02.09 17:30:56 -05'00'
Date: _____

City Manager (If applicable): _____   Date: _____

Print Form   **Clear All Fields**

SeeClickFix

Invoice

#242312

11/1/2022
PO #

SeeClickFix Inc.
PO Box 1572
Manhattan KS 66505

Bill To

City of North Port, FL
4970 City Hall Blvd
North Port FL 34286

TOTAL DUE

$24,790.86

Due Date: 12/1/2022

Terms	Due Date	PO #	Approving Authority
Net 30	12/1/2022		

Qty	Item	Start Date	End Date
1	Plus Annual License	11/1/2022	10/31/2023
1	SeeClickFix-hosted integration with Lucity (CentralSquare Technologies). Requires Lucity Citizen Portal REST API.	11/1/2022	10/31/2023
1	Upgrade to Unlimited Annual Licenses	11/1/2022	10/31/2023

	Total		$24,790.86
	Due		**$24,790.86**

Please submit payment via ACH using the details below. Please send notification of ACH transmission via email to accounting@civicplus.com.

Bank Name	Account Name	Account Number	Routing Number
KS State Bank	SeeClickFix, Inc	1184288	101101536

SeeClick Fix Inc.
PO Box 1572
Manhattan KS 66505

5/16/2022

Re: Sole Source Letter
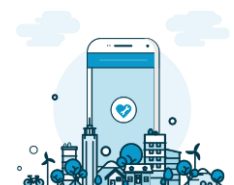Attn: Vicki Edwards - IT Senior Business Administrator - IT Division

Dear Vicki,
This letter serves to document that SeeClickFix is a sole source provider of the functionality that our software delivers.

CivicPlus announced it had acquired SeeClickFix, the proven leader of 311 citizen request and work management software solutions in October of 2019. With this acquisition, SeeClickFix became part of CivicPlus' integrated suite of municipal software solutions. With SeeClickFix from CivicPlus, you'll enable staff to promptly respond to resident inquiries and requests and empower community members to collaborate with local leaders on area improvements.

SeeClickFix is the only complete system to provide management, reporting, analysis, alerting and public documentation of those issues and the actions taken on them through mobile web, web, mobile app (iPhone and Android) platforms and Open311 API. Based upon our knowledge of this industry, SeeClickFix is the sole source provider of the only product on the market today containing the entire combination of functionality, service and experience listed below:

1. SeeClickFix is the only geodynamic reporting application that allows for the customization of the iPhone and Android application based on the location of the user at the time they open the application. SeeClickFix's smartphone reporting application can be customized on the fly through a convenient web dashboard. SeeClickFix can also build, place and maintain dedicated mobile apps under the city's branding and description in the iPhone and Android marketplaces (e.g. Anne Arundel County 311, ABQ 311, Houston 311, Minneapolis 311, etc.).
2. SeeClickFix allows the city to leverage the same free mobile apps that are available to citizens as a mobile workforce solution, allowing staff to be assigned requests, view assigned requests from their mobile app and to close issues from the field (with the option to attach a photo of the fix).
3. SeeClickFix is unique in our platforms ability to support "Internal Only" service request categories that are only visible to city staff users to access for submitting reports (e.g. Tree inspection, etc.) as well as "Private" service requests that route the request into the city's platform but are not publicly visible.
4. SeeClickFix has a 100% success rate integrating into existing web-enabled work order platforms via our API.
5. SeeClickFix provides mobile web functionality for citizens that have a phone with Internet access, but that is not a Smart phone.

6. SeeClickFix can provide Open 311 API management, request rate limiting, content filtering and moderation, version updating and compliance, and inclusion in global discovery service.

7. SeeClickFix provides interactive map portals that can be easily embedded into the city's web site, which increase citizen engagement and confidence in the city while reducing phone inquiries and incidents of the same request submitted multiple times.

8. SeeClickFix provides the city with the option to automatically post closed service requests to Twitter via an RSS feed, if desired.

9. SeeClickFix provides a robust hosted CRM with city admin user accounts, allowing the city to manage self-service citizen requests and efficiently enter new requests via our call center interface from a centralized platform. SeeClickFix also provides robust mapping and reporting functionality.

10. SeeClickFix includes our "Notices" feature, allowing the city to proactively send notices to users. For example, the city can use our Notices feature to send a notification about an upcoming parade and to alert residents about planned road closures. Notices may also be sent specifically to geographic regions (example: Notice for delayed recycling pick-up to a certain neighborhood).

11. The SeeClickFix platform can support overlapping zones or shapefiles, including road center-line data. One of our clients leveraging this feature is the Utah Department of Transportation.

12. SeeClickFix serves as the first and largest open government community with over 500 government clients and thousands of communities participating in 11 languages on 6 continents. With over 60 million page views served monthly on scalable servers, this growth continues as more and more communities adopt the SeeClickFix platform.

13. SeeClickFix is the only platform that alerts a reporter to potential duplicate issues before they submit the request. SeeClickFix Android and iOS mobile applications can determine that a new request a citizen is preparing to submit has a similar address and request category to an existing request within the system. The citizens can then click into the suggested duplicates and choose to follow the existing request for updates, rather than clog your CRM with another ticket for the same issue. A call taker using the SeeClickFix internal Call Taker Interface is also able to see a list of potential duplicates when they begin entering the request on the caller's behalf. If the request is in fact a duplicate, the call taker can "Add a Follower" to the existing request so that the citizen will receive progress updates from the city.

Kevin Crook
VPGM for SeeClickFix
CivicPlus
302 S 4th Street Manhattan, KS 66502