SOLE SOURCE / BEST SOURCE JUSTIFICATION

To be completed by Unit or Area and forwarded to
Procurement Unit of Financial Services

Purchase Order No._____ Amount $ __ **$81,125**

Unit or Area __Finance_____ Date   _01/10/2016___

☐   Sole Source – A single vendor is uniquely qualified to meet the City's procurement objective.

Provide an explanation of the "need" that has to be fulfilled, focusing on the requirements (not a description of the product or service, which satisfies that need). Why is this vendor the only one that can fulfill the need identified?
Describe the unique aspects of their product or service or attach letter from vendor:

Check appropriate reason below:

☐ This is a product manufactured by a single vendor.

☐ This product or service is sold only through this single distributor.

☐ This service is unique to a single organization.

☐ An unusual or compelling urgency exists (explain below).

What activities have already occurred prior to submitting this request? Discuss what other products and services in the market were reviewed and why they didn't fulfill the need. Have you already evaluated products or services available on the market and then made a determination that this product or service is the only one that meets your need? Has the vendor already done any work related to this project or purchase?

■   **Best Source – Does the need meet one of the following "best source" definitions instead of the sole source definition referenced above (explain below):**

- **The product or service must match or be compatible with current equipment or services; or**
- **It would not be economically feasible for another vendor to provide the product or service needed; or**
- **A single vendor is uniquely qualified to fulfill the City's need; or**
- **An unusual or compelling urgency exists.**

The City is heavily invested in the Microsoft suite of products to manage our technology infrastructure.

- The Cireson service management and asset management modules are built on our existing Microsoft System Center platform and provide functionality we do not have the resources in-house to develop in this platform. The Cireson solution exceeds the project Business and Functional Requirements.

- Other Help Desk products on the market would require multiple products and will have costly integration challenges, if even possible.

- There is a significant advantage to purchasing directly from the manufacturer: Cireson is the most qualified for the professional implementation services we require for a successful project.

- Urgency exists in that our current solution, Altiris, is no longer a supported product running on an out dated Microsoft 2003 server. Should the solution become corrupt, the ability for IT customers to submit requests for service and for the IT Dept. to respond to requests would be significantly impeded for an indefinite period of time.

Background:

The current Help Desk ticket management system is very dated, is no longer a supported product in the marketplace, and operates on servers that are no longer supported. It also lacks desired business requirements, such as asset management and an enhanced customer portal for requesting IT services and products.

The IT Dept. assembled a project team nearly a year ago that has documented business and functional requirements, while researching Help Desk solutions available. Three quotes were evaluated.

The Cireson solution is built on our current Microsoft platform, Microsoft System Center, that is being used to manage many IT resources such as centrally managing City computers and deploying software and updates. There is a strong business case to find a solution that leverages this investment rather than deploying multiple solutions in a piece-meal approach. Cireson offers both service desk and asset management modules in this platform, as well as implementation services directly from the manufacturer.

Altiris is the current help desk ticketing software. This product was acquired by Symantec Corporation years ago and was redeveloped into a new Service Desk product. Altiris is no longer supported by Symantec and any migration/upgrade to the new product suite is no longer offered. The Symantec Service Desk and Asset Management products are standalone products that will have integration issues with our current Microsoft System Center platform.

Track-It, by BMC corporation, is a standalone help desk product used by many small to mid-sized organizations. The product met a narrow scope of the functional and business requirements of the project. As a standalone system, it is not built on our current Microsoft System Center Platform.

REQUESTED BY:

Signature_____ Date_____

(Typed Name) _Tom Shewchuk_____

APPROVALS:

Unit Manager ___Tom_____ Date __1/17/17___

Service Area Admin. ___Tom Campbell_____ Date __1/13/17___

Procurement _____ Date _____