



DATE: April 20, 2018

TO: Brenda J. Billingsley, Director, Purchasing Division

THRU: Kimm Campbell, Director, Human Services Department

FROM: James Ellis, Information Systems Manager, Human Services Department

PROJECT TITLE: ServicePoint contract extension

REQUISITION NO.

SOLE SOURCE/SOLE BRAND REQUEST

I. REQUEST: Provide a description of the features of the product/service or Scope of Work.

Please see attached for a description of product/services.

II. JUSTIFICATION: Please check all boxes that describe your reason(s) for determining that only one source or brand is reasonably available.

Only Sole Source/ Uniqueness

- ☒ Proprietary Item - this vendor/source has the only rights to provide this service or commodity. A letter from the manufacturer or authorizing entity is included in this request.
- ☒ Technology Improvements - updates or upgrades to an existing system, software, software as a service (SaaS), hardware purchases.
- ☐ Engineering Direction - engineering drawing or specification identifies product; "no substitutes or equivalents will be acceptable."
- ☐ Only qualified supplier - reliability and maintainability of the product or service would be degraded unless specified supplier is used; may void warranty. This request includes a copy of the current warranty information.
- ☒ Other/or Additional information - the County requires this sole source, sole brand purchase for the following reasons:

ServicePoint currently serves as the designated HMIS system for the Broward Continuum of Care (CoC). This system tracks the provision of homeless services for the area which is comprised of 98 projects and 276 users. The Department of Housing and Urban Development (HUD) requires each CoC to designated a single HMIS system for their CoC. A transition from our current system to another system would require a great deal of planning, and additional funding. Any transition will require selection of a new system, configuration of that system to meet the needs of the CoC and its component agencies, and retraining of all users and administrators. Our HMIS data is tied to the more than 11 million dollars in funding that we receive

from HUD each year and it is critical that we meet the funder's expectations in an accurate and timely manner.

This project is a critical component of Commission Goal C.3 Collaborate with public and private partners to find creative, equitable, and responsible solutions to systemic community problems, especially permanent, supportive housing for person experiencing, or at risk of, homelessness. It also supports Commission Goals H.1 Create a system of expectation and accountability across the institution that assures effective communication, continuous performance review and improvement; and H.4 Build into every process and service effective checks and balances that do not cause inefficiency, but rather ensure consistency, continuity, and quality.

The current contract number is A0905401G1_1.

Business Case (One/Most Reasonable Source or One/Most Reasonable Brand)

- ☐ Operational Compatibility - replacement parts from alternate suppliers are not interchangeable with original part and causes equipment incompatibility. Previous findings and/or documentation is included with this request.
- ☐ Ease of Maintenance - maintenance or retooling prohibits competition. Section III, Comparative Market Research includes estimated costs associated with changing current source and/or brand.
- ☐ Follow-On - potential for continued development or enhancement with same supplier and eliminates costs incurred by using different supplier. Section III, Comparative Market Research includes estimated costs for replacing current or existing system.
- ☒ Complies with existing community and safety standards, and/or laws, rules, and regulations.
- ☐ Exempted from the Procurement Code - per Section 21.18 of Broward County Administrative Code.
- ☒ Other/or additional information - using this sole source, sole brand purchase benefits the County for the following reasons:

ServicePoint is a subscription-based application. It is vendor hosted and supported.

ServicePoint is a nationally recognized software solution that currently is in use in more than 50% of the CoCs in the County. The application allows for the tracking of services provided and individuals receiving those services here in Broward. It provides HUD required reporting and has been used in Broward since it was piloted in 2010. The HMIS team, along with the vendor, has configured the system to be used within our CoC's requirements and guidelines. The implementation of a new software solution for HMIS would require acquisition, configuration and implementation, and training for almost 300 users. Our user base is almost exclusively external users from the numerous Homeless service organizations in the area. This results in a need for a more robust training program.

III. COMPARATIVE MARKET RESEARCH: Provide a detailed source or market analysis for justification of sole source/brand or most reasonable source (attach extra sheets as needed).

Estimated project value: \$61,490.00

Contract length (if applicable): 1 year

Expenses to date: \$598,671.75

Has this commodity or service been previously provided to the County? ☒ Yes ☐ No

If yes, when and by whom? Bowman Systems LLC and subsequently Mediware (acquired Bowman). Our initial

How was item/service procured? Reasonable source

What is the current contract (MA) or purchase order number? A0905401G1_1

If this is a sole brand, is there an "authorized" dealers list? ☐ Yes ☐ No

Cost/Benefit Analysis: What would the cost be to utilize an alternate vendor or source? This explanation should include the savings and/or additional costs to the County by not using the preferred vendor or source. Attach additional sheets if needed.

During our market research phase we identified other vendors that provide HMIS software. From that review, it would cost us more than \$600,000 to acquire and implement one of these applications for HMIS at our current levels of 276 users and 98 active programs. I have attached a quote from Eccovia Solutions (Client Track software) which is quoted at 250 users. The current system is being funded by a Federal HMIS grant. The grant and County match dollars.

CERTIFICATION: I have thoroughly researched the sole source or sole brand justification and fully understand the implications of Section 838.22 of the Florida Statutes:

(2) "It is unlawful for a public servant, with corrupt intent to obtain a benefit for any person or to cause unlawful harm to another, to circumvent a competitive bidding process required by law or rule by using a sole source contract for commodities or services."

(5) "Any person who violates this section commits a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084"

James Ellis

JAMES ELLIS Digitally signed by JAMES ELLIS
Date: 2018.04.23 10:44:36 -04'00'

April 23, 2018

REQUESTOR/EVALUATOR (PRINT)

REQUESTOR/EVALUATOR (SIGN)

DATE

Karen Campbell

Karen Campbell

DEPT/DIV DIRECTOR OR
DESIGNEE (PRINT)

DEPT/DIV DIRECTOR OR DESIGNEE
(SIGN)

DATE

5/8/18

The Purchasing Agent has reviewed the request and has completed the required due diligence per the Procurement Code Section(s) 21.34 and 21.35. The Purchasing Agent recommends the following:

☐ Sole Source ☐ Sole Brand ☒ Reasonable Source ☐ RFI attached ☐ Rejected

☒ Request Authorization to Negotiate

Additional Information:

The funding for this request would be from a combination of Federal HMIS grant and County match. James Ellis would be the Project Manager for this agreement.

This request is subject to the review and approval by ETS.

Agency is preparing an Agenda Item to Retroactively Approve the First Amendment to the Agreement Adopting the Miami-Dade County Professional Services, Software License, Maintenance and Support Agreement, Local Services Information System, with Bowman Systems, LLC and Mediware Information Systems, Inc., successor to Bowman Systems, LLC.

Purchasing Agent Signature:

**LEAHANN
LICATA**

Digitally signed by LEAHANN LICATA
DN: dc=city, dc=broward, dc=bc,
ou=Organization, ou=BCC, ou=PU,
ou=Users, cn=LEAHANN LICATA
Date: 2018.05.09 13:51:15 -04'00'

Date:

KAREN

WALBRIDGE

Digitally signed by KAREN WALBRIDGE
DN: dc=city, dc=broward, dc=bc,
ou=Organization, ou=BCC, ou=PU,
ou=Users, cn=KAREN WALBRIDGE
Date: 2018.05.09 15:03:40 -04'00'

APPROVAL AUTHORITY**REASON/SUGGESTED ACTION (IF DISAPPROVED):**

Signature:

**BRENDA
BILLINGSLEY**

Digitally signed by BRENDA
BILLINGSLEY
DN: dc=city, dc=broward, dc=bc,
ou=Organization, ou=BCC, ou=PU,
ou=Users, cn=BRENDA BILLINGSLEY
Date: 2018.05.14 14:10:40 -04'00'

Date:



HUMAN SERVICES DEPARTMENT

115 S Andrews Avenue, Room 303 • Fort Lauderdale, Florida 33301 • 954-357-6385 • FAX 954-468-3592

DATE: May 3, 2018

TO: Brenda J. Billingsley, Director
Purchasing Division

FROM: Kimm Campbell, Director
Human Services Department

KIMM CAMPBELL

Digitally signed by KIMM
CAMPBELL
Date: 2018.05.03 16:25:31 -04'00'

SUBJECT: Request for ☒ Sole Source ☐ Sole Brand ☐ Both (check applicable box)
RQM/RQS No. _____; Northpointe Suite (Adult Civil Citation Program)

I have reviewed the following sole source justification and concur with subject request, fully understanding the implications of Section 838.22 of the Florida Statutes:

(2) "It is unlawful for a public servant, with corrupt intent to obtain a benefit for any person or to cause unlawful harm to another, to circumvent a competitive bidding process required by law or rule by using a sole source contract for commodities or services."

(5) "Any person who violates this section commits a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084."

Broward Homeless Management Information System (HMIS)

We are requesting permission to extend the above referenced Agreement from May 7, 2018 to May 6, 2019. Pursuant to this request, additional information under the headings "Initial Investment in the product/service"; "Total Invested to Date"; and "Outcome if Software Maintenance and Support Services are not renewed"; is being provided. All Continuums of Care (CoC) are required by the Federal Department of Housing and Urban Development (HUD) to have a designate single HMIS system for the homeless service providers in that CoC. ServicePoint has been designated as the sole HMIS System for this Continuum of Care since 2012. The submission of timely and accurate information to HUD is scored as part of the Grant application and directly impacts over 11 million dollars in Federal funding to our CoC. As the HMIS Lead agency, it is incumbent upon Broward County Human Services to provide an effective HMIS system and ensure effective reporting to HUD.

Initial Investment in the Product/Service - \$36,165.00

Total Invested to Date - \$598,671.75

Outcome if Software Maintenance and Support Services are not renewed

The County would be in jeopardy of being out of compliance with Federal McKinney-Vento Act HUD Homeless Continuum of Care HUD Proposed Rule published in the Federal Register Vol. 76, No. 237 Friday, December 9, 2011/Proposed Rules – p 76919 requiring a single HMIS system within each CoC adds a sense of urgency to the need for a single HMIS solution for Broward County. The applicable portion of the rules is as follows:

DUTIES OF THE CONTINUUM OF CARE (§ 580.7)

This section provides that the Continuum of Care must designate a single information system as the official HMIS software for the geographic area. A single information system reduces administrative burden, is more economical for Continuums and, most importantly, allows for Continuum-wide collaboration between organizations serving homeless persons and persons at risk of homelessness.

ServicePoint is our currently designated HMIS System. Failure to extend the Agreement with Bowman Systems, a Mediware Company would cripple the County's ability to timely submit HUD required reporting which could result in a finding from HUD and a decrease in scoring on the Count's annual Homeless funding application; and a subsequent decrease in annual funding from HUD and State Office on Homelessness.

This project is a critical component of Commission Goal C.3 Collaborate with public and private partners to find creative, equitable, and responsible solutions to systemic community problems, especially permanent, supportive housing for person experiencing, or at risk of, homelessness. It also supports Commission Goals H.1 Create a system of expectation and accountability across the institution that assures effective communication, continuous performance review and improvement; and H.4 Build into every process and service effective checks and balances that do not cause inefficiency, but rather ensure consistency, continuity, and quality.

Market research determined that our budget can not support the required funding to acquire a comparable system. Broward County Human Services is requesting this Amendment to extend the Agreement which provides a 2 year extension during which Human Services will review plans moving forward for HMIS and determine whether additional funding can be identified to potentially migrate to another solution. ServicePoint is funded by a Federal Dedicated HMIS grant and County match funds.

**** DO NOT WRITE BELOW THIS LINE. FOR PURCHASING DIVISION USE ONLY**

I, _____, concur with the above request, which has been examined by me, and the required due diligence has been performed (refer to Procurement Code Section 21.34 Sole Source Procurement, and 21.35 Sole Brand Procurement).

Date: _____

Estimated Amount: \$ _____

☐ Only one source

☐ Only one reasonable source

☐ Sole Brand

☐ RFI attached

☐ Rejected – see additional information

Additional Information:

EXHIBITS: (attach supporting documentation)

Signature
Approved by the appropriate Award Authority

Title

Date



Pricing Estimate for Broward County DHS - Hosted

Software Licenses / Fees	Qty	Rate	Year 1	Year 2	Year 3
ClientTrack Essentials Software License	1	\$ 171,600.00	\$ 171,600.00		
Named User Access Licenses (monthly)	250	\$ 52.00	Included	\$ 156,000.00	\$ 156,000.00
ClientTrack Configuration					
Estimated Implementation	1	\$ 300,000.00	\$ 300,000.00		
Estimated Integrations	1	\$ 150,000.00	\$ 150,000.00	TBD	TBD
Implementation Total			\$ 450,000.00		
Professional Services					
End User Training	1	\$ 23,500.00	\$ 23,500.00		
Admin Training and Support	1	\$ 12,000.00	\$ 12,000.00	\$ 12,000.00	\$ 12,000.00
Annual Platinum Level Support (Assume this begins in year 2)	1	\$ 38,500.00		\$ 38,500.00	\$ 38,500.00
Onsite Travel Expenses			Actuals		
Annual Total			\$ 657,100.00	\$ 206,500.00	\$ 206,500.00



Pricing Estimate for Broward County DHS - Self-Hosted

Software Licenses / Fees	Qty	Rate	Year 1	Year 2	Year 3
ClientTrack Self-Host Server License	1	\$ 187,500.00	\$ 187,500.00		
Named User Access Licenses (monthly)	250	\$ 38.00	Included	\$ 114,000.00	\$ 114,000.00
ClientTrack Configuration					
Estimated Implementation	1	\$ 300,000.00	\$ 300,000.00		
Estimated Integrations	1	\$ 150,000.00	\$ 150,000.00	TBD	TBD
Implementation Total			\$ 450,000.00		
Professional Services					
End User Training	1	\$ 23,500.00	\$ 23,500.00		
Admin Training and Support	1	\$ 12,000.00	\$ 12,000.00	\$ 12,000.00	\$ 12,000.00
Annual Platinum Level Support (Assume this begins in year 2)	1	\$ 38,500.00		\$ 38,500.00	\$ 38,500.00
Onsite Travel Expenses			Actuals		
Annual Total			\$ 673,000.00	\$ 164,500.00	\$ 164,500.00