



Exemption to Competitive Purchase

An Exemption to Competitive Purchase shall be approved before routing the purchase requisition for purchases expected to total less than \$35,000 in one fiscal year. This form shall be used to justify Emergency, Single-Source, Sole-Source and Standardization purchases.

SECTION A: General

Date: 4/15/21	Account: 001-1510-536.56-15	Amount Requested: \$ 32,460.00
Dept/Div: 1510 Finance/Customer Ser	Requester: Lisa Sampson	Quote Attached: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Vendor (Name, Phone, Email)	Five9 thru Verteks (352) 401-0909 dgulling@verteks.com	Emergency Purchase: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is Vendor Original Equipment Manufacturer (OEM)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Single Source Purchase (If YES, attach no quote from vendor or email attempt to justify use of single source selection.) <input type="checkbox"/> Yes <input type="checkbox"/> No
Can multiple vendors provide the same or salient product / service?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Sole Source Purchase (If YES, attach vendor memo, letterhead, stating sole source of product / service with OEM dealer, distributor, reseller authorization) <input type="checkbox"/> Yes <input type="checkbox"/> No
Is this purchase or project to be capitalized?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Standardization Purchase (If YES, provide detailed description, attach supporting documentation if applicable) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

SECTION B: Justification

Use section to provide a detailed explanation of services or products and why an exemption to competitive purchase is justified. Include the purpose of the services or products and how it directly impacts department operations.

Product or Service Description (Include Model / Part No., if applicable)	Call center monthly subscription service for direct inward dial, communications and storage fees for City of Cocoa Utility Customer Service call center operations.
Describe purpose of product or service.	This service supports the inbound/outbound call center operations. Communication charges for all call activity connections and dedicated line through the Customer Service call center.
What features of product or service makes this unique and exceptional to other comparable products or services?	All programing fees and licenses were previously purchased in 2018, no additional programming costs involved. Five9 is the cloud based platform which the Customer Service Division has utilized for its call center operations for 3 years without disruption or connectivity issues.
If applicable, describe why this product or service is compatible to existing equipment, instrumentation or services. If not enter N/A.	Current Five9 call center platform was created for the City of Cocoa Customer Service Division. The call center platform is billed in conjunction with the per minute usage thru Verteks Consulting, who the City of Cocoa IT Dept also has an annual maintenance contract with for the ShoreTel phone system.
If applicable, is this purchase in effort to support standardization of equipment or services? Provide description of how it will benefit department or operations. If not enter N/A.	Yes, The Customer Service Division has utilized the Five9 call center platform for 3 years. A change to a new platform would incur programming costs and licenses to be purchased. Additional time would be required for implementation of a new service. Staying with the current platform would prevent downtime for launching application and training for 15 employees. There is no additional equipment to purchase. The cost per minute remains the same as previous contract term, no increase in costs. Continuing with current platform retains customer and employee reporting and customer call information for communication retention.

SECTION C: Justification of Due Diligence

Use this section to document effort to identify other sources of product or services. This section does not apply for Emergency Products or Services.

Brief description of efforts made to resource other providers of product or services.	Reviewed options and services other communication companies offer. Conference call to other provider for comparison of how services are billed.
Describe consequence to operations if exemption is not declared.	Possible disruption of call center operations when new platform is created and implemented. Standard call recordings must be re-recorded. Separate retention of all reporting and call information required.
How will department or program function if product or service is discontinued?	City of Cocoa Customer Service Division cannot continue call center operations if communication service is discontinued. Utility customers, approx 85,000, and payment processor would be effected.
Describe how pricing was determined to be most responsive, responsible and best value to department.	Five9 thru Verteks Consulting provides Government agencies with round-the-clock support. City of Cocoa would incur additional programming and start up expenses to contract same call center service options with a new provider. Five9/Verteks have not increased the cost of service or per minute usage since implementation (2018).

Florida Statute 838.22(2), BRIBERY, MISUE OF PUBLIC OFFICE, which applies to public servants working for municipal government agencies, reads as follows: "It is unlawful for a public servant or a public contractor who has contracted with a governmental entity to assist in a competitive procurement to knowingly and intentionally obtain a benefit for any person or to cause unlawful harm to another by circumventing a competitive solicitation process required by law or rule through the use of a

Requesting Department Director Approval	Rebecca Bowman	Digitally signed by Rebecca Bowman Date: 2021.04.19 14:17:06 -0400
Purchasing Manager Approval	Heath Hancher	Digitally signed by Heath Hancher Date: 2021.04.21 13:52:38 -0400
Finance Director Approval	Rebecca Bowman	Digitally signed by Rebecca Bowman Date: 2021.04.21 16:42:07 -0400
Finance Staff Comments		