



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: 4/13/21	Account: 001-1510-536.56-15	Amount Requested: \$ 32,256.00
Dept/Div: 1510 Finance/Customer Ser	Requester: Lisa Sampson	Quote Attached: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Vendor (Name, Phone, Email)	Verteks Consulting Inc. (352)401-0909	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 software cloud based platform and Voice Over IP (VOIP) service for City of Cocoa Utility Customer Service call center operations.
Describe purpose of product or service.	This service is the platform for inbound/outbound call center operations. Provides 100% call capture, retention for 150 days, extensive reporting options and provides uninterrupted service for teleworking.
What features of product or service makes this unique and exceptional to other comparable products or services?	City of Cocoa Information Technology Department is contracted with Verteks for maintenance of current phone system. Verteks/Five 9 utilize back up servers across the country to support continuity of service in the event of natural disaster or major system updates. The Customer Service Division has utilized this platform system for 3 years without issue. Additional programming is not required.
If applicable, describe why this product or service is compatible to existing equipment, instrumentation or services. If not enter N/A.	Current call center platform was created for City of Cocoa Customer Service Division. City of Cocoa ShoreTel phone system annual contract for maintenance is with Verteks.
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 this system for 3 years without issue. Additional time is not required for creating a new call center platform or implementation of a new service. Staying with current platform would prevent downtime for launching application and training for 15 employees. There is no additional equipment to purchase. No programming 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 services.
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 service is discontinued. Utility customers, approx 85,000, and Third-Party payment processor would be effected.
Describe how pricing was determined to be most responsive, responsible and best value to department.	Verteks Consulting provides Government agencies with round-the-clock support. City of Cocoa Information Technology has a current contract with provider which ensures compatibility with existing infrastructure. The City could incur additional expenses to contract same call center service with a new provider. Verteks/Five 9 has not increased the cost of service 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 14:17:30 -0400
Purchasing Manager Approval	Heath Hancher	Digitally signed by Heath Hancher Date: 2021.04.21 13:45:36 -0400
Finance Director Approval	Rebecca Bowman	Digitally signed by Rebecca Bowman Date: 2021.04.21 16:42:27 -0400
Finance Staff Comments		