



# Department of Purchasing and Contracting NON-COMPETITIVE PROCUREMENT REQUEST FORM

Requesting Department: Innovation and Technology  
Department Contact Person: Angela Green Telephone: 470-255-2241  
Email: adgreen@dekalbcountyga.gov

Requisition Number: \_\_\_\_\_ Suggested Supplier: Systems and Software  
Estimated Amount of Purchase: \$ 2,568,381.67  
Detailed Description of the Goods or Services to be purchased: enQuesta Annual Hosting, Maintenance and Support

**Emergency** (For Emergency Requests, Please check this box and answer **all** questions below.)

1. Date and Time of Emergency Occurrence: \_\_\_\_\_

2. Please state the nature of the emergency posing a risk to public health, welfare, safety or resources:

\_\_\_\_\_

3. State how the Estimated Amount was determined to be Fair and Reasonable (attach supporting documentation):

\_\_\_\_\_

**Sole Source** (Please check box and answer all of the following completely.)

1. Provide an explanation why the product, service or supplier requested is the only method that can satisfy the requirements. Please explain why alternatives are unacceptable. Be specific with regard to specification, features, characteristics, requirements, capabilities and compatibility. (Attach additional documents, if necessary):

Systems and Software is the owner/sole support mechanism for the enQuesta product; they are the only ones that have access to address any software defects and provide software updates that are bug fixes or functionality improvements.

2. Will this purchase obligate us to a particular vendor for future purchases? (Either in terms of maintenance that only this vendor will be able to perform and/or if we purchase this item, will we need more "like" items in the future to match this one?) Explain in detail.

Yes - as long as the County utilizes the enQuesta product, we will need the ability to request support and maintenance from Systems and Software for the product.

3. Explain the impact to the County or Public if this request is not approved.

If not approved, the county would not receive support for any software defects and any updates/upgrade for future functionality. This could hinder the county in performing the essential functions that this software provides.

I hereby request that this non-competitive procurement request be approved for the purchase of the above stated work, material, equipment, commodity, or service.

Department Director (Typed/Printed Name) John Matelski Signature: John A. Matelski Digitally signed by John A. Matelski Date: 2023.12.20 14:29:16 -05'00' Date: 12/20/21

### Do Not Write Below – for the Department of Purchasing and Contracting Use Only

Procurement Agent (Typed/Printed Name) Jovan Hooper Signature: Jovan Hooper Digitally signed by Jovan Hooper Date: 2024.01.02 13:21:50 -05'00' Date: \_\_\_\_\_

Procurement Manager (Typed/Printed Name) Phyllis A. Head Signature: Phyllis A. Head Digitally signed by Phyllis A. Head Date: 2024.01.10 08:48:34 -05'00' Date: \_\_\_\_\_

Approved  Not Approved

Signature: Michelle Butler Digitally signed by Michelle Butler DN: cn=Michelle Butler, o=DeKalb County Govt, ou=Procurement and Contracting, email=mbutler@dekalbcountyga.gov, c=US Date: 2024.01.10 11:49:28 -05'00' Adobe Acrobat version: 2023.008.20458, Director, Department of Purchasing and Contracting Date: \_\_\_\_\_

**Public Notice of Proposed Award of Sole Source Procurement**

**Section A – Description of Proposed Sole Source Procurement**

**Description of Supplies/Services:** enQuesta CIS Utility Billing Annual Hosting, Maintenance and Support

**Demonstration of Contractor’s Unique Qualifications:** The enQuesta Customer Information System (CIS) Utility Billing services are required to ensure the annual hosting, maintenance, and support of a state-of-the-art CIS solution for the County’s customer billing system integration. These services also include software updates, custom modifications, or upgrades for functionality improvements and bug fixes, which cannot be obtained from any other vendor.

**Section B – To Be Completed by the Department of Purchasing and Contracting**

**Market Survey Results**

**Date Public Notice posted on website:** 11/14/2023

**Date Public Notice closed:** 11/21/2023

**Review of Offers**

**Were any offers received (Yes/No):** No

**Number of offers received:** 0

**Responders:** None

**Purchasing Agent review and recommendation:** Systems and Software is the sole owner and sole supplier of enQuesta CIS Utility Billing solution that is the designated product for the County and cannot be obtained from any other vendor. Therefore, they are the only vendor that can provide software updates and resolve any software defects to improve its functionality. Without these services, the County would not receive support for any software updates/upgrades, which could hinder the County in performing the essential functions that are provided. Due to their exclusive ownership of all functionalities, software, and support services relevant to this transaction, my recommendation is to approve the Sole Source enQuesta CIS Utility Billing Annual Hosting, Maintenance and Support. The coverage period is through December 31, 2028. Total amount not to exceed: \$2,568,381.67.

**Jovan Hooper** Digitally signed by Jovan Hooper  
Date: 2023.11.22 10:32:06 -05'00'

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Agent Signature

November 22, 2023

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Date

**Phyllis A. Head** Digitally signed by Phyllis A. Head  
Date: 2024.01.10 08:49:05 -05'00'

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Procurement Manager Signature

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Date

October 12, 2023

## Memo: Sole Source

**Phyllis A. Head, NIGP- CPP, CPPB, GCPA | Procurement Manager Team B**

DeKalb County Government | Purchasing & Contracting Department

1300 Commerce Drive, 2nd Floor | Decatur, GA | 30030

Re: Sole Source Statement

Dear Phyllis,

Systems and Software is the sole owner and sole supplier of enQuesta CIS Utility Billing solution that is the designated product in the Contract Agreement made between DeKalb County and Systems and Software. Support and Maintenance, custom modifications, or upgrades for enQuesta cannot be obtained from any other vendor.

Please contact me if you have any questions at [smartin3@harriscomputer.com](mailto:smartin3@harriscomputer.com).

Sincerely,

Shannon Martin

VP, Sales and Marketing

# Sole Sources

<b>Project Name</b>	enQuesta CIS Utility Billing Annual Hosting, Maintenance and Support
<b>Attachments</b>	<a href="#">Sole Source Notice</a>
<b>Contact</b>	Jovan Hooper, <a href="mailto:jhooper@dekalbcountyga.gov">jhooper@dekalbcountyga.gov</a>