



Department of Purchasing and Contracting NON-COMPETITIVE PROCUREMENT REQUEST FORM

Requesting Department: Innovation & Technology
Department Contact Person: Angela Green Telephone: 470 755-2241
Email: adgreen@dekalbcountyga.gov

Requisition Number: _____ Suggested Supplier: Speridian Technologies
Estimated Amount of Purchase: \$ 212,640.00
Detailed Description of the Goods or Services to be purchased: Application Maintenance and Support for DeKalb County GOV CX City 311

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):

Speridian Technologies, through its implementation of its "GOV CX City 311" solution and Oracle Platinum Partner, and further confirms that Speridian is the sole source provider for ongoing maintenance & operations (M&O) support for the application.


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 we continue using County GOV CX City 311.

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

We will not have maintenance and support for this system.

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) _____ Signature:  _____ Date: _____
Signed by: John A. Matelski
Date & Time: 12 Jan. 2022 08:31:19 EST

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

Procurement Agent (Typed/Printed Name) Marion K. Dean Signature: Marion Dean Date: 1-27-2022

Procurement Manager (Typed/Printed Name) Phyllis A. Head Signature: _____ Date: _____

Approved Not Approved

Signature: _____, 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: Application Maintenance and Support for DeKalb County GOV CX City 311

Demonstration of Contractor’s Unique Qualifications: Speridian Technologies is a Public Sector Oracle Gold Partner and authorized reseller of Oracle CRM/CX software and services. Speridian developed and certified with Oracle their “Gov CX City 311 Accelerator” for Oracle Service Cloud implementation for Oracle Service Cloud for 311 CRM Systems for the County.

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

Market Survey Results

Date Public Notice posted on website: January 21, 2022

Date Public Notice closed: January 27, 2022

Review of Offers

Were any offers received (Yes/No): No

Number of offers received:0

Responders: 0

Purchasing Agent review and recommendation: Speridian Technologies specifically designed and implemented the County’s “GOV CX City 311” solution and Oracle Platform Partner by migrating from Oracle’s EBS Customer Relationship Management (CRM) System to Oracle Service Cloud. The GOV CX City 311 was implemented in 2017. Speridian is the only Oracle Partner that can provide the proprietary GOV CX 311 services. Due to their leveraging services relevant to this transaction, my recommendation is to approve the sole source, Speridian Technologies for annual maintenance & operations (M&O) support for the application. The coverage term is from March 1, 2022 through February 28, 2023. Agenda 2022-1133 has been prepared for the February 22, 2022 BOC Meeting. Amount Spent to date is \$0.00.

Marion Dean

January 27, 2022

Agent Signature

Date

Procurement Manager Signature

Date



January 3, 2021

Re: Maintenance & Operations (M&O) Support for Speridian GOV CX 311

Attn: Phyllis A. Head, Procurement Manager - DeKalb County Government

This letter confirms that Speridian Technologies, through its implementation of its "GOV CX City 311" solution and Oracle Platinum Partner, and further confirms that Speridian is the sole source provider for ongoing maintenance & operations (M&O) support for the application.

To reiterate, DeKalb's 311 application has been specifically designed for migrating from Oracle's EBS CRM to Oracle Service Cloud leveraging Speridian's GOV 311 pre-built feature functionality and is enabling DeKalb County and its citizens to enjoy modern, high-quality 311 services

Since solution has been implemented and deployed to production, Speridian will continue to provide ongoing M&O support, which will include but not necessarily limited to, level 1-2-3 application support, related issue resolution, along with minor enhancements in the application.

Please let me know if you have any questions or concerns regarding this notice.

Sincerely,

A handwritten signature in black ink that reads 'Scott Weiler'.

Scott Weiler



Scott Weiler

VP Customer Success & Business Modernization
9201 Corporate Blvd | Suite 450 | Rockville | MD | 20850
M: 585.370.8459
scott.weiler@speridian.com | www.speridian.com

Department of Purchasing and Contracting

AMOUNT SPENT TO DATE ON SOLE SOURCE

Vendor Name: Speridian Technologies, LLC

Total Amount Spent To Date: \$0.00

PO	AMOUNT	DATE
N/A	\$0.00	N/A



Application Maintenance & Support for DeKalb County GOV CX City 311 (Statement of Work)

December 1st, 2021



2400 Louisiana Blvd Building 3, Albuquerque, New Mexico 87110

Telephone: +1 505 217 3725



Specialized
Healthcare
Siebel CRM
Rightnow CX Cloud Service
Oracle SOA Suite
Oracle Business Intelligence Foundation
Oracle Business Intelligence Applications

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1. Executive Summary

Speridian presents this Statement of Work ("SOW") for services associated with the maintenance & operational (M&O) support to DeKalb County for the Oracle Sales Cloud applications.

Speridian is an Oracle Platinum Partner, and a world leader in the Oracle CX technologies and their applications in ERP, CRM, and HR. Operating one of the largest CX practices in the world, Speridian is a one-stop full-solution provider for Oracle CX with a long-track record of successful project implementations, support, and maintenance leveraging industry best-practice and proven delivery methodologies.

Speridian has extensive experience implementing and supporting projects in an onshore-nearshore, and offshore model to bring the best in economies-of-scale and bring-forward the knowledge of Speridian's Center of Excellence (COE) to its customers.

Speridian has extensive experience in supporting Oracle Service Cloud for multiple customers globally, and this has helped us in establishing a methodology for providing sustained benefits to any customer, through the entire engagement lifecycle. Through the usage of the Speridian Managed Service we can ensure the highest quality of service with the lowest possible risk to our customers and partners.

The following is a list of advantages in using our Managed Services:

- A framework that provides a clear entry and exit strategy for support service
- Robust transition processes
- Preserving knowledge through robust knowledge acquisition, preservation & management
- Transparent approach to management control, tracking, and reporting
- Leverage Speridian skill sets and COE to build team.

In the past 18 years, Speridian has delivered over 100 customer experience focused projects & solutions and today has over 1,100 IT employees and 300 sub-contractors delivering services world-wide. In 2016, we achieved the highest level of quality based as per CMMi. Speridian is also ISO 9001 certified for Quality Management, and ISO 27001 for Information Security Management.

ISO 9001

ISO/IEC 27001



What these certifications mean for your project is the assurance that we have continuously monitored, improved, and expanded our capabilities and maturity in how we facilitate, train, and execute projects with the highest industry-recognized levels of reliable quality, security, and value.

2. Project Background

As part of the One DeKalb initiative, DeKalb County has replacing its Oracle EBS CRM licenses to Oracle Service Cloud, a modern customer experience (CX) solution that will help DeKalb Co. provide better quality citizen engagement and multichannel customer service (i.e., web/mobile, phone, social media) to its citizens.

Speridian has implemented our GOV CX City 311 accelerated solution for DeKalb Co, with an Agent Desktop user interface, as well as the optimized Browser UI (BUI) interface, which is internet browser independent, and provides a more robust solution as well as a better user experience.

As part of the Phase II of the GOV CX City 311 project, Speridian will be implementing the application changes in order to support two new departments that will start using this new platform for their operations with citizens, while providing application support and maintenance for the functionality in Production.

3. Term of SOW

This SOW shall be effective from the date of the SOW from March 1, 2022 through February 28th, 2023 (the "Term"). After the Initial Term, this SOW may be renewed for successive terms of twelve (12) months each ("Renewal Term"), and cost of professional services may be adjusted in agreement with DeKalb as a result of additional departments or functionality in scope.

4. Project Scope

The project involves:

- a) Production Support (break/fix) for the departments enabled in the 311 application, and up to 20hrs/month for minor enhancements, that can be used during the support year (240 hours per year), not cumulative for subsequent years. Application enhancements that exceed the 240 hours per year will be implemented via Change Order, prior estimation from Speridian and approval from DeKalb.

Speridian will provide capacity-based services, where we will provide the following:

Service Element (Oracle Sales Cloud Support)	Included
Track and report on Jira issues status	✓
Custom Application Bugs/fixes, including unit testing and functional testing	✓
Liaise with Oracle Support for product bugs, enhancements	✓
Oracle quarterly release testing following coordination of DeKalb IT*	✓
Documentation - Update configuration document, functional specifications, technical specifications, installation & test scripts for changes to configuration/specification made as part of application support fixes	✓
Develop and manage agreed upon enhancements/changes and deploy to test and production environments.	✓
Communicate release assessment document with new features summary	✓

*Speridian will provide testing of in-scope applications after each Oracle quarterly update or per agreed update frequency






- Quarterly or Yearly updates - patch and maintenance
 - Maintenance update release notes review and assessment
 - Patch and fix analysis for impact to Oracle Cloud functionality
 - Regression test script updates and maintenance for critical functionality
 - System integration testing (SIT) of implemented Oracle Cloud application functionality
 - Resolve issues that arise from the user acceptance testing (UAT)
 - Ensure successful deployment

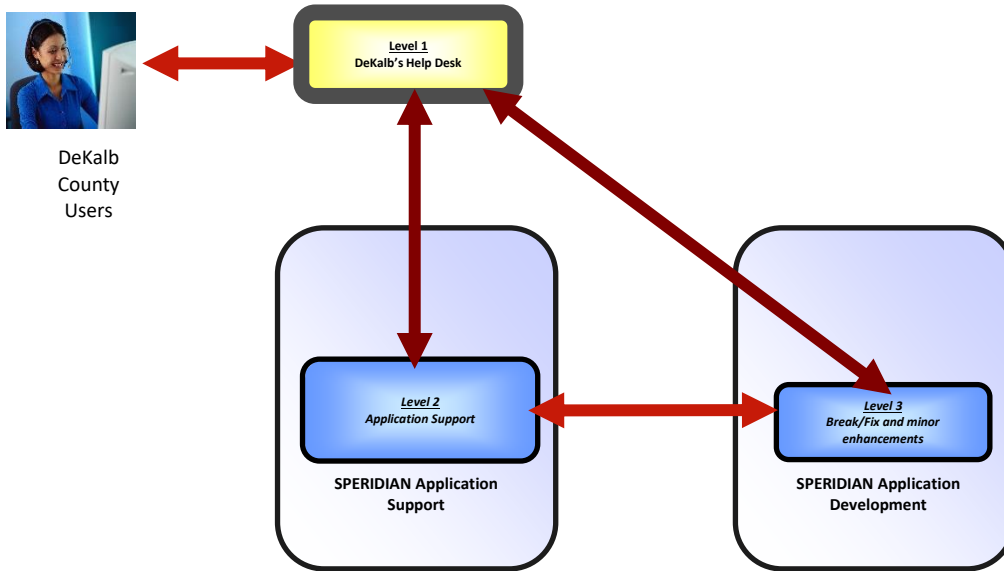
- Quarterly or Yearly updates - new functionality
 - Review release notes
 - Perform new functionality high level assessment; identify impacts to existing configuration, integrations, and reports
 - Conduct impact review - collaborate, facilitate scope decisions
 - Ensure successful deployment

5. Speridian Managed Services

Speridian Managed Services Support will encompass the full spectrum of services and capabilities for managing and maintaining the DeKalb 311 application.

Main Features

-  Tailored and Customizable Services Offering including consulting services
-  Support, maintenance and monitoring to prevent potential problems and enhance operational reliability
-  Constant support for fixing critical issues across different time zones
-  Certified Consultants and Developers supporting technologies
-  Service Level Agreements, Service dashboards, Monthly and weekly KPI tracking and reporting



6. Performance Commitment

Speridian is committed to maintaining the highest levels of support and to ensuring DeKalb’s satisfaction throughout the term of this contract. Speridian’s intent is that our support will meet DeKalb’s expectations throughout the term of this SOW.

Throughout the term of the contractual arrangement, Speridian shall provide qualified personnel to perform all support services as defined in this SOW.

Incident Response Target

Severity	First acknowledgment	Update frequency target
1	Within one (1) hour of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Every (1) hour
2	Within three (3) hours of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Every (3) hours
3	Within two (2) Business Days of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Update frequency will be discussed and mutually agreed with the client
4	Within one (1) week or five (5) Business Days of identification of an Incident from (Mon. – Fri.: 8am - 6pm EST)	Update frequency will be discussed and mutually agreed with the client

Incident Resolution Target

Severity	Description	Impact/urgency	Commitment to Resolution time target
1	Critical, severe impact, the application is not operational, all critical data inaccessible or has severely restricted functionality or degradation.	Major outage that impacts all a large group of Users or a complete business function and the application is not accessible.	8 hours (on-call for application availability related issues and Mon. – Fri.: 8am - 6pm EST)
2	The application is operational but has restricted functionality or degradation that is impacting Users' operations.	Major impact to one or many Users, partial service disruption to business.	1 Business Days (Mon. – Fri.: 8am - 6pm EST)
3	The application is operational with low, intermittent, circumvented errors not impacting the Users' operations.	Bug fix or non-priority Incident or reasonable work-around exists.	Commitment to Resolution time will be assessed in conjunction with the client – 5 Business Days
4	Questions with the application usage, implementation or "nice to have"/suggested adjustments in the application that can be considered in a future release or project		For generic questions not critical for business continuity – 3 Business Days Other "nice to have" suggestions that can be considered in a future release: – 10 Business Days for estimation

Weekly Reporting Sample View

Dashboard

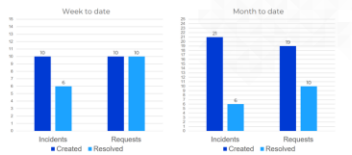
- ✓ % of tickets responded on time for Sev 1, 2, 3 and 4: 100%
- ✓ % of tickets with a response time commitment provided on time for Sev 1, 2, 3 and 4: 100%
- ✓ Number of tickets that breached an SLA: 0

SLA tracking detail					
Severity	First Acknowledgement			Resolution Commitment	
	SLA	# Requests	# fails	SLA	# fails
1	1	0	0	8	0
2	3	1	0	8	0
3	15	4	0	40	1
4	40	1	0	80	1

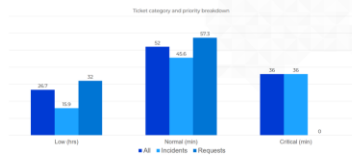
Active Cases - Overview



View of cases created/resolved



SLA (Avg Resolution Time)



Incidents breakdown

Summary	Issue Key	Status	Priority	Created	SLA (Remaining time to be resolved)
an assessment template pushed to prod	050-04	Additional information required	High	2020-08-27	2:24
Health page error	050-03	Change implemented	High	2020-08-27	2:25
Push to Prod - more critical	050-23	Change implemented	High	2020-08-26	3:00
Service - Dashboard - data format is not correct	050-04	Under investigation	Medium	2020-08-26	6:12
doing data issue	050-25	Change implemented	Medium	2020-08-21	4:37
some services turn - update status properly	050-30	Under investigation	Low	2020-08-26	48:30
service health - monitor change after blocking on server	050-02	Additional information required	Low	2020-08-26	24:15
User management assessment	050-29	Change implemented	Low	2020-08-26	24:15
User management	050-36	Change implemented	Low	2020-08-26	47:30
How user study page	050-15	Ready for UAT	Low	2020-08-24	6:15
How issue	050-30	Ready for UAT	Low	2020-08-24	6:34
Health page - Health	050-27	Change implemented	Low	2020-08-22	43:15
Health page - How and settings	050-12	Change implemented	Low	2020-08-18	6:15
Push to Prod interface	050-18	Awaiting Client Approval	Lowest	2020-08-13	44:48

7. Project Cost and Compensation

Working closely with the DeKalb project team throughout the project lifecycle, Speridian will perform this project task order based upon the monthly fixed-fee cost of **\$17,720 usd**. This amount will be invoiced on a monthly basis. The total value of this annual Maintenance SOW is **\$212,640 usd**, and may be renewed in an annual basis, where the cost of professional services may be adjusted in agreement with DeKalb as a result of additional departments or functionality in scope.

8. SIGNATURES

IN WITNESS WHEREOF, the parties have executed this Statement of Work as of the Effective Date indicated above.

Speridian Technologies, LLC

Signed: _____

Name: _____

Title: _____

Date: _____

DeKalb County

Signed: _____

Name: _____

Title: _____

Date: _____

Sole Sources

Project Name	Laptop for Use for iNTREO/Delta BAS System
Attachments	Sole Source Notice
Contact	pdlawton@dekalbcountyga.gov
Project Name	Oracle Software License Support and Maintenance
Attachments	Sole Source Notice
Contact	phead@dekalbcountyga.gov
Project Name	EuroTex™ Equine Arena Footing, Dragging Equipment, Maintenance, and Installation Services
Attachments	Sole Source Notice
Contact	jcapital@dekalbcountyga.gov
Project Name	Rain Jacket Alterations
Attachments	Sole Source Notice
Contact	tbdawson@dekalbcountyga.gov
Project Name	Apex Officer - X2 Pro Training Simulator Suite
Attachments	Sole Source Notice
Contact	tbdawson@dekalbcountyga.gov
Project Name	Jury360 and eJuror Portal Electronic Jury Management System
Attachments	Sole Source Notice
Contact	mkdean@dekalbcountyga.gov
Project Name	Kofax Software and Maintenance Support Renewal for the term of 3/1/2022 – 2/28/2023
Attachments	Sole Source Notice

Contact	snallen@dekalbcountyga.gov
Project Name	Kofax Scanner Maintenance Renewal III First Call Hardware Support and Maintenance for the term of 3/1/2022 – 2/28/2023
Attachments	Sole Source Notice
Contact	snallen@dekalbcountyga.gov
Project Name	Application Maintenance and Support for DeKalb County GOV CX City 311
Attachments	Sole Source Notice
Contact	mkdean@dekalbcountyga.gov