



DeKalb County Government
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TO: Phyllis Head, Procurement Manager, Purchasing and Contracting
FROM: Angela D. Green, IT Business Officer, Innovation & Technology
THROUGH: John A. Matelski, Chief Innovation Officer, Innovation & Technology *AM*
THROUGH: Robert L. Gordon, Director, Fleet Management
SUBJECT: Faster Software Upgrade Migration
DATE: September 24, 2019

The Department of Innovation and Technology on behalf of Fleet Management is requesting Purchasing and Contracting's assistance in creating a BOC agenda item for the Faster Upgrade Migration with CCG Systems, Inc. dba FASTER Asset Solutions in the amount of \$299,866.00.

The Department of Information and Technology is submitting this request as a sole source because this is proprietary software, developed and supported by this vendor. The DeKalb county fleet management division was recently rated the Number One (# 1) fleet management service in North America. It manages the bulk of the county's fleet including police cars, fire trucks, sanitation trucks and all other vehicles that are critical to the county being able to provide services. The FASTER software is used to manage the repairs and servicing of the fleet in an accurate and timely manner. The software version currently being used is based on old technology and must be upgraded to the newer web-based version so that the fleet management division can continue to maintain their high quality of service provision. Since this is proprietary software, only the software vendor can provide the necessary services to perform the migration from our current version of the software to the new version in a seamless manner, minimizing any disruption to fleet services. Other alternatives such as procuring completely new software will add significant cost, complexity and disruption to existing services. The risk of any disruption is that fleet services will not be able to manage the servicing and repairs on vital county vehicles – police cars, fire trucks etc. This could result in potentially significant disruptions of public services to county residents as well as additional costs (both maintenance and acquisitions) because the division cannot track the repairs and maintenance accurately.

The funding for this project is coming from Fleet Managements CIP Fund
105166.81210.542202.01.602194

Thank you for your assistance in this matter. If additional information is required, please contact Angela Green at (404) 371-2374.

Attachment(s): Non-Competitive Procurement Request Form
Faster Web Statement of Work