SINGLE/SOLE SOURCE JUSTIFICATION FORM

Complete this form when requesting an exception to the county's competitive procurement policy where only one firm has a product that will meet the project's needs or product specifications, or only one firm can do the work requested. Completing this form does not guarantee that the proposed vendor will be selected. It is the requester's responsibility to provide all required information and documentation as indicated in this form.

Procurement Manager reserves the right to competitively bid, negotiate, or solicit additional information and remains the final authority on all procurement issues.

Type of Source

Sole Source: The ***ONLY*** known supplier for unique products and services where no other options are available

Single Source: Though there may be alternate sources for the product or service requested, circumstances dictate the use of the proposed vendor, i.e., availability, timeliness, location, etc.

Part I: General Requester Information

Department Name: Growth Management	**Division Name:**
Will the Annual Amount Exceed $50,000.00?	(●) Yes ( ) No

Part II: Vendor Information

Vendor Name: Online Solutions / Citizenserve	**Vendor Contact Name:** Julie Garvey
Vendor Contact Phone: 1-800-325-9818	**Vendor Contact Email:** julieg@citizenserve.com

Part III: Single/Sole Source Justification (check one or more)

DESCRIPTION OF PURPOSE: The Manufacturer, model number and / or generic description.

Enterprise Permitting Platform for use in multiple permit types across County departments including: building permits, zoning permits, development review, tree permits, right of way use permits, construction permits, code enforcement complaints, irrigation permits, fire marshal permits, floodprone area permits, and information requests.

1	✓	Parts/Equipment can Only be Obtained from Original Manufacturer - Not Available through Distributors.
2		Only Authorized Area Distributor of The Original Manufacturer.
3	✓	Proprietary Item/Service (Explain Below)
4	✓	Parts/Equipment Not Interchangeable with Similar Parts of Another Manufacturer (Explain Below)
5	✓	This is the Only Known Item/Source that will Meet the Specialized Needs of this Department Or Perform the Intended Function. (Explain Below)
6	✓	Parts/Equipment are Required from this Vendor to Provide Standardization (Explain Below)
7	✓	Upgrade to Existing Software. Available Only from The Producer of this Software Who Sells on Direct Basis Only.
8		An Awarding Agency or Passthrough that Was Competitively Procured.
9		None of the Above Apply. Detailed Explanation for Source Request (Explain Below) *Describe the full scope of work contemplated including installation if required; items should include brand, model and part number if applicable;*

Citizenserve is the enterprise permitting platform used by the County for the last 4 years. Initial Set up and implementation of this platform took County staff 2 years to perform. Staff continue to implement features of the platform constituting an investment of significant time and resources. Online Solutions, Inc. is the only provider of Citizenserve which justifies the continued use through a single source procurement. Setting up a new vendor/product would require considerable additional investment of County time and resources. Citizenserve uses a standardized pricing model which is advertised on their website guaranteeing the County a transparent cost model. Additionally, staff, outside customers, and citizens are trained to utilize the Citizenserve platform and deviating to another software provider would require significant retraining and inconvenience for the entire community of users.

Part IV: Confirmation of Documentation

Have you provided required documentation including vendors quote, for this request in support of the justification in Parts III of this form?

(●) Yes ( ) No

You may also attach any additional information not specifically requested on this form to support your single/sole source justification.

Attached

Part V ESTABLISHMENT OF PRICE REASONABLENESS

Analysis of offer and/or offers has determined that the price proposed is determined to be fair, reasonable and in the best interests of the County based on the following:

1 Price obtained was from a catalog or standard price list regularly maintained by the vendor covering standard commercial products sold. (Attach copy of vendor's price list.)

2 Price obtained includes a discount from current list prices. (Attach copy of quote showing list price and net price paid.)

3 Other. (Explain Below.)

1. Price list attached to quote. Price list is openly advertised on the Citizenserve website and is the price paid by all new customers.

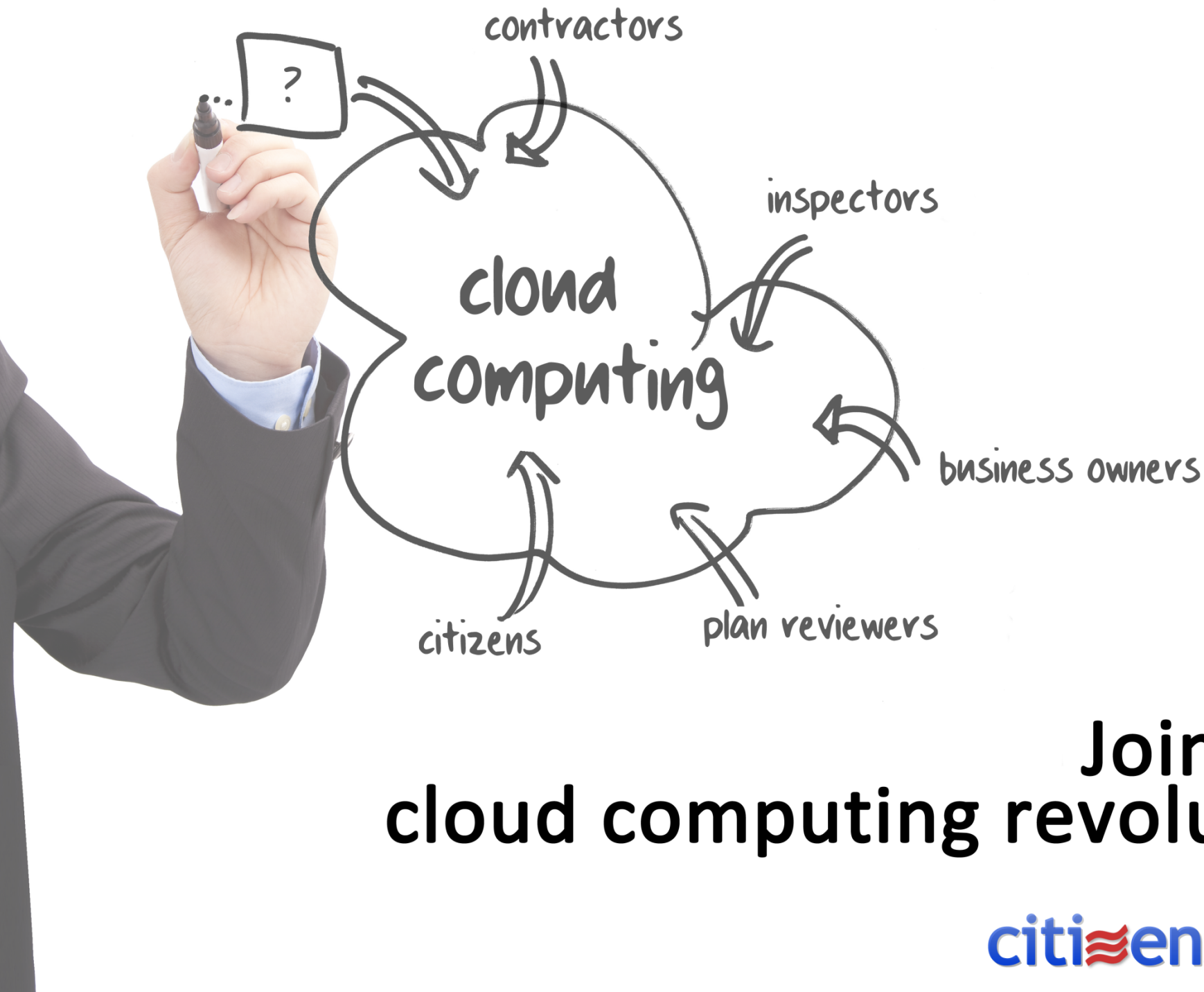
Part VI: Department

Jeffrey Hays		5/2/2024
Requester Name	Requester Signature	Date of Signature
Jeffrey Hays		5/2/2024
Director	Director Signature	Date of Signature

Part VII: Procurement & BOCC

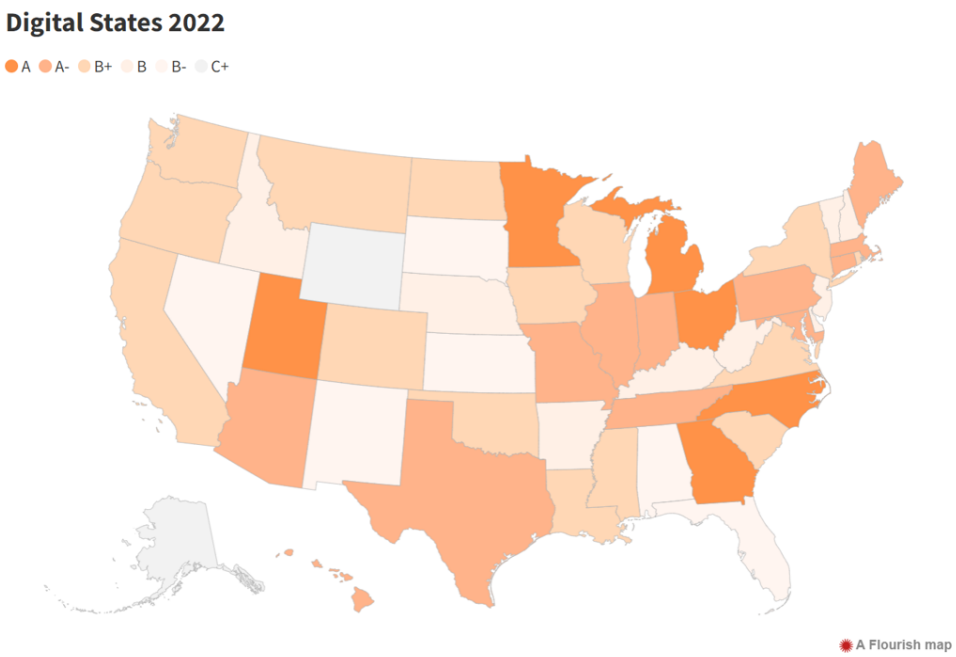
(X) Single Source ( ) Sole Source

TJ White		May 23, 2024
Procurement Manger	Procurement Manger Signature	Date of Signature
Chair	Chair Signature	Date of Signature



Join the cloud computing revolution.

citizenserve®



Source: Pattison-Gordon, J. September 29, 2022. Digital States 2022. govtech.com, https://www.govtech.com/digitalstates2022, February 21, 2023

Cloud Computing

With citizenserve® cloud computing you have access to fast, secure, leading-edge technologies at a low cost. The citizenserve cloud was initially launched in 2003, and we currently process over 500,000 applications annually.

As citizens' expectations for online services continue to grow, state and local agencies are challenged to provide online services without a significant increase to their budgets or IT staff.

With the citizenserve cloud, you can get your constituents' online services up and running quickly while providing an easy-to-use solution for your staff.

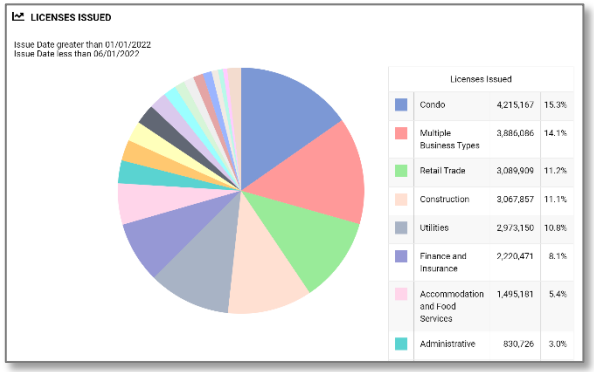
The citizenserve cloud has never had a data loss or security breach and has maintained 99.9% system uptime.

easy to learn & use
fully mobile.
features
mapping
online portal
flexible reporting
easily configurable

General Features

Citizenserve offers robust solutions and rich features in a user-friendly interface. All our components, features, and services are included with every user subscription with no hidden fees. With our agile implementation process, you'll have all the help you need configuring, implementing, and using citizenserve.

Give your citizens, contractors, and business owners access to your services 24-7 through the citizenserve device- and browser-independent online portal.



Licenses Issued Report

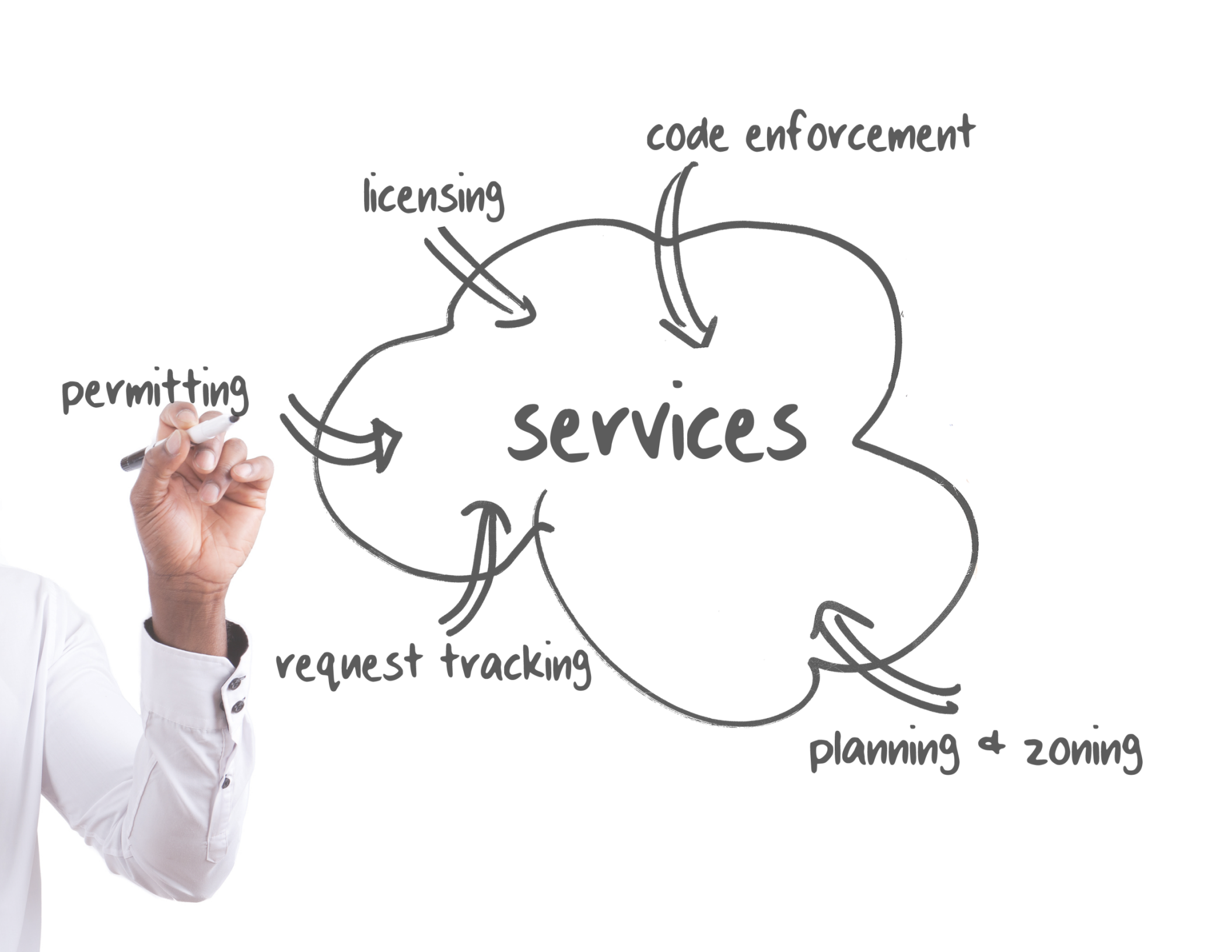
A fully mobile solution, citizenserve provides your inspectors with the ability to access all system features and functions from the field using a tablet or laptop.

Load your GIS layers such as zoning districts and parcel lines. View or look up your files or inspections due on a map.

Create your own custom reports with the report writer or let our support engineers create reports for you at no additional cost. You can easily add pie charts, bar charts, and line graphs to your reports.

"Citizenserve has helped us launch into the digital age by transforming our services from antiquated paper processes to digital, streamlined and transparent workflows. The ease of use and simplicity has not only helped free up staff time but has helped our citizens stay up to date throughout our various permitting processes."

-City of Navasota


code enforcement
licensing
permitting
services
request tracking
planning & zoning

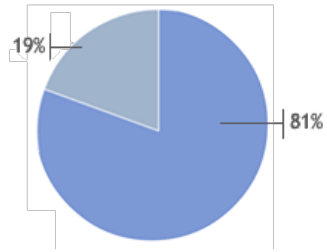
Permitting

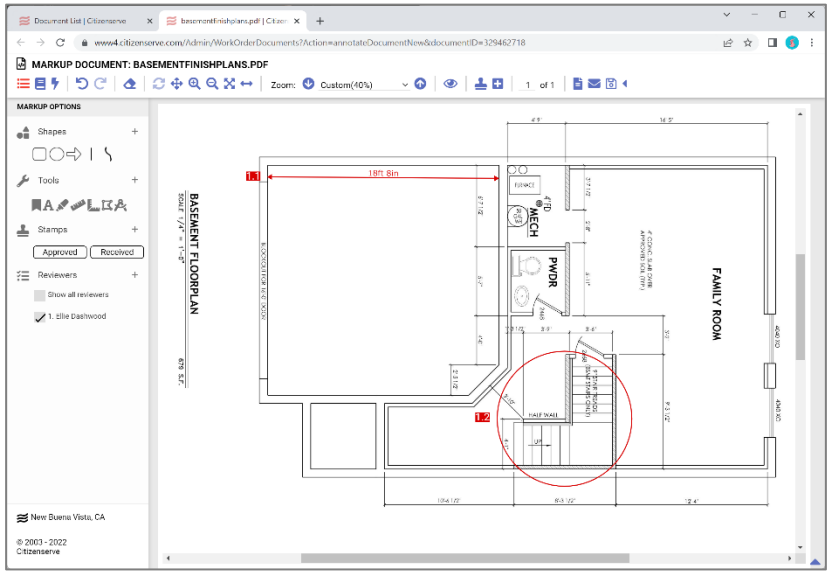
With citizenserve permitting software your contractors, architects, engineers, and property owners can apply for a permit, upload digital plans, and securely pay application fees online. Municipalities have reported that online applications through the citizenserve portal make up more than 80% of total permit applications.

Create customized workflow routes that mimic your plan review process and digitally track plan review status and comments. With the document markup tool, measure distances and add comments, shapes, and highlights to plans and documents.

Move to the citizenserve cloud

Municipalities have reported online applications through the citizenserve portal make up more than 80% of total permit applications.





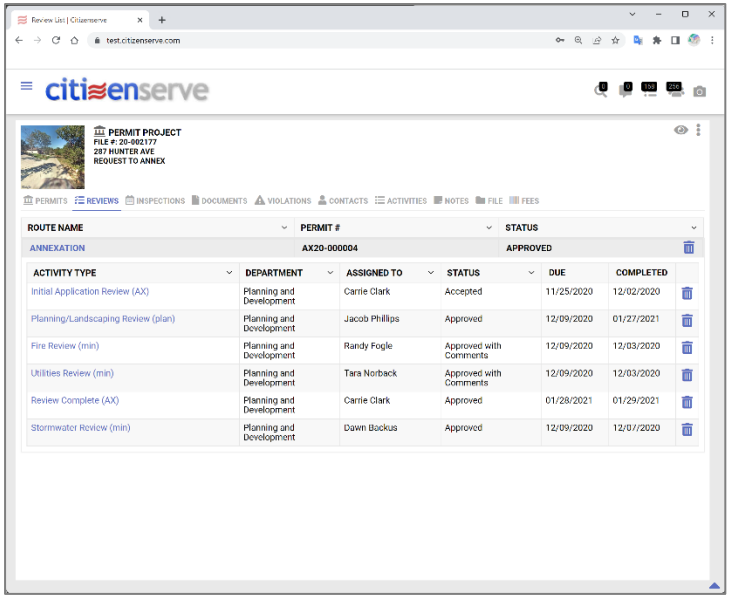
Integrated document markup tools expedite plan reviews.

Custom rules will ensure permits are not issued without the required approvals. After construction begins, inspections can be requested through the online portal, and inspectors can enter inspection results directly from the field using a tablet or laptop. After the final inspection has been completed, easily generate a certificate of occupancy that can be printed, emailed, or downloaded by the applicant, contractor, or property owner.

Planning and Zoning

Citizenserve planning and zoning software completely automates the process of application, review, routing, resubmittals, and public notification.

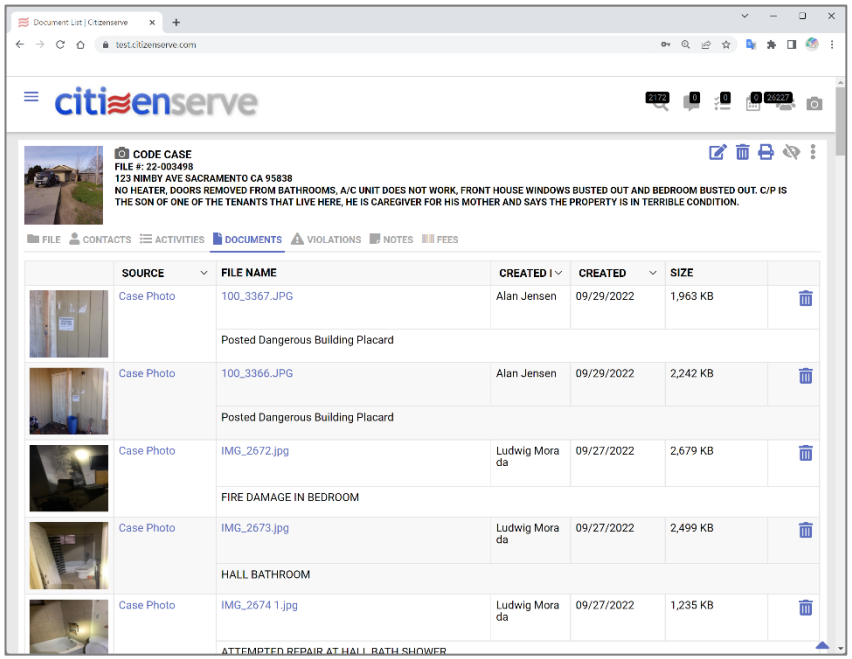
Applicants can submit applications, attach plan documents, and securely pay application fees through the online portal. Applications are automatically routed to the appropriate reviewers based on your workflow routes. Track due dates for public notices and legal advertisements based on the hearing dates you select. Build your plan review report by selecting comments from a custom library of review comments. Electronically comment on plans with the document markup tool by adding notes, highlights, and other annotations. Through a flexible and user-friendly interface, citizenserve helps keep your projects organized and on schedule.



Automated workflow routes provide transparency of project status.

"Citizenserve provided us a solution for all our Community Development requirements. We have had great success with both the over-the-counter and the Portal Applications. We use Licensing, Permits, Code Enforcement, Inspections, Planning & Zoning, Adjudication and an Interface to our Financial system. Their response to report requests or support issues is remarkable."

- Village of Mount Prospect



Documents, photos, and videos are stored in the cloud for easy access in the field.

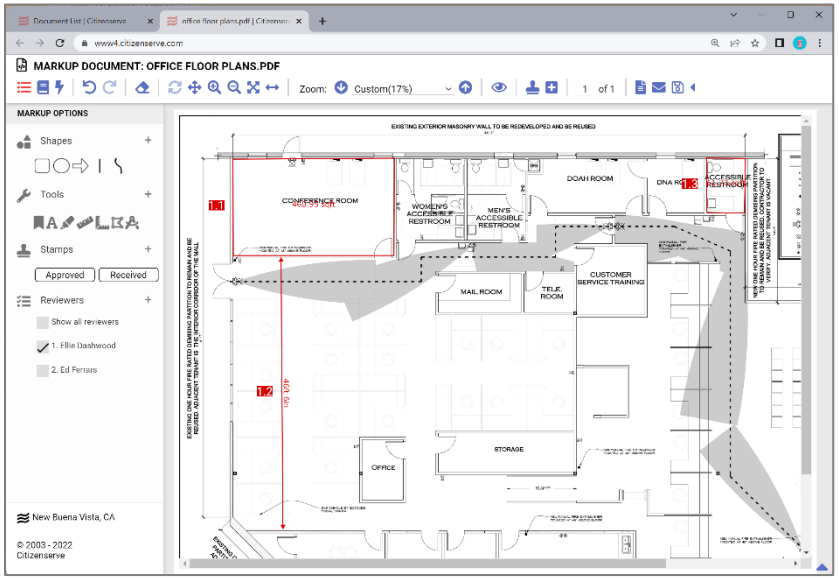
Code Enforcement

Citizenserve code enforcement software completely automates the process of opening cases, scheduling inspections, recording violations, and coordinating resolutions. Property ownership, inspection results, photos, notices, violations, and notes become an electronic record of each case.

As a fully mobile solution, inspectors are notified of inspections due and can look up property ownership information, add violations, take and attach photos, generate tickets or notices of violation, and schedule re-inspections, all in the field from a tablet or laptop.

"We were able to start small with one area (Code Enforcement) and then roll out the system over time so that we addressed more of the functions for our Community Development Department: building permits, planning requests, and licensing. Citizenserve's project manager was excellent and worked very hard to address all of our needs for a smooth implementation. Since the project their support team has continued to deliver quickly on all of the requests we've made, including building a whole new permit in a day when the Mayor identified an online outdoor seating permit as a priority for re-opening during the pandemic."

-City of Urbana



Reviewers add shapes and comments to their layers in the document markup tool.

Plan Review Markup Tool

Citizenserve has robust and flexible document markup tools to enable professional reviews. The markup tool is fully integrated with your workflows and citizenserve's document management. Our review capabilities include tools to measure areas and linear distances and accurately scale drawings. The document markup tool supports electronic plan comments by adding notes, standard or custom comments, highlights, measurements, stamps, and other annotations.

Display the comments and annotations of all reviewers, or display individually by reviewer. You can also choose to show specific comments and marked-up plans to applicants in the online portal at any point in the review process, enabling applicants to start addressing issues immediately.

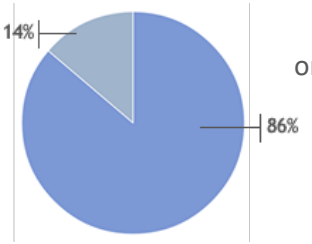
The markup tools also aid in code enforcement and inspection by enabling the mark up of photos to highlight trouble areas and add related comments and annotations.

"Having the ability to electronically mark up, approve, and email our approved plans as well as the Certificate of Plan Approval is amazing. The client is notified via email, which is one step in the process that our front office doesn't have to contend with."

-City of Lakewood

Licensing

Citizenserve licensing software automates the application, payment, review, and renewal of any licenses, including business, contractor, and rental property licensing. Applicants can submit applications, upload copies of required documents, and securely pay application fees through the citizenserve online portal.

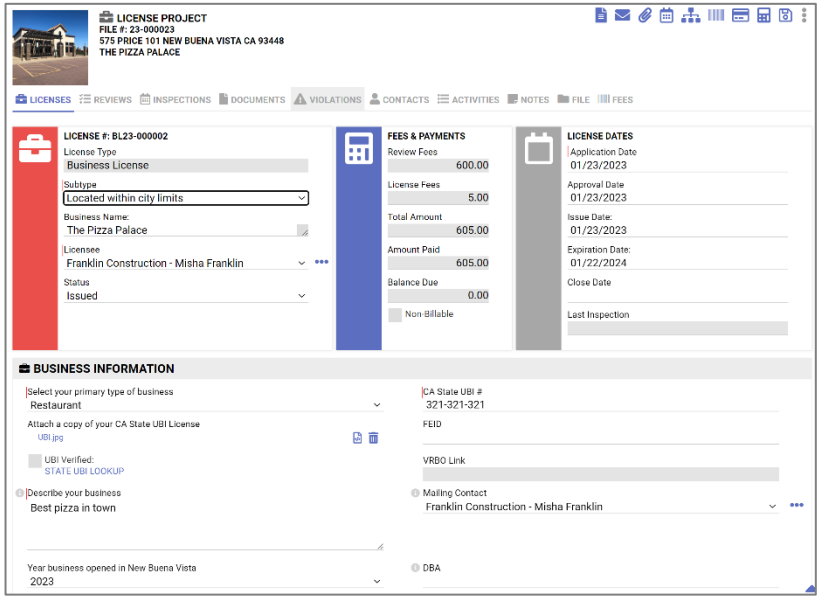


Move to the citizenserve cloud

Municipalities have reported online applications through the citizenserve portal make up more than 85% of total business license applications.

Create customizable deficiency checklists based on application types and quickly generate and email Deficiency Notices. If an inspection is required before issuance, citizenserve can automatically notify your inspectors of pending applications and required inspections. Upon final approval, you can generate License Certificates and ID cards that can be mailed, emailed, or downloaded from the online portal.

When it comes time for renewal, create batch email or mail renewal notices quickly. Citizenserve can be configured to automatically calculate penalties and interest for late renewals. License holders can submit required documentation such as proof of identity and insurance verification through the online portal as part of their license renewals.

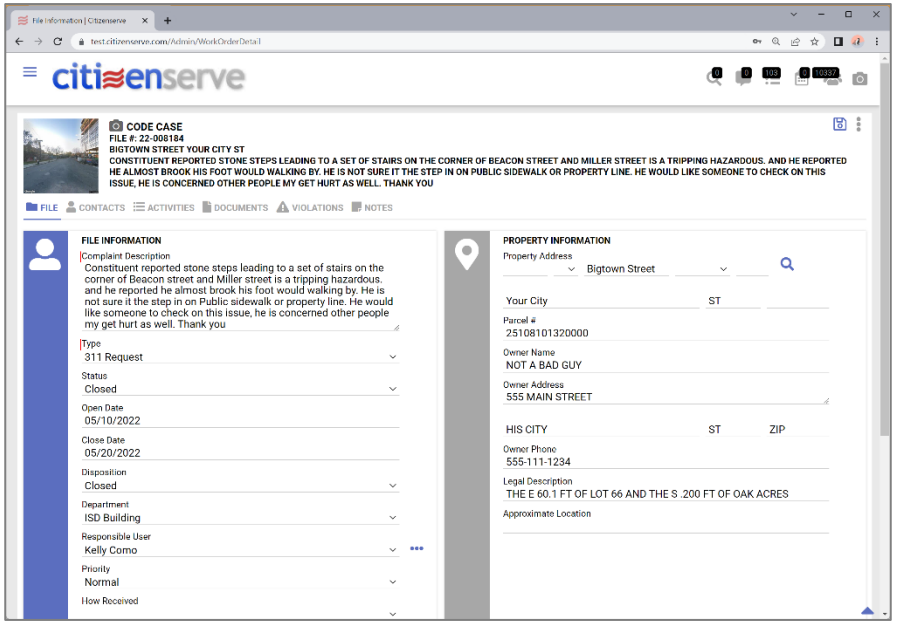


Example Business License File

Request Tracking

Citizenserve request tracking software automates the assignment, routing, and fulfillment of your citizens' requests.

Your citizens can submit requests on your municipal website through the citizenserve online portal. With configurable, automatic routing based on request type, appropriate staff will be notified and can respond to your citizens' requests immediately. Communicate with your citizens effectively and efficiently by using citizenserve's automatic notifications, automated letters, and email templates.



Example Request File

"We began using Citizenserve in 2009 for Code Enforcement case management. Based on this successful use we expanded to include all building permits, development plan review and licensing. We now have a fully cloud based online system and our development community has expressed to us how easy it is to input and track their permits and projects via the public portal. I have found the Citizenserve cloud based software to be very user friendly and they provide fantastic support when needed."

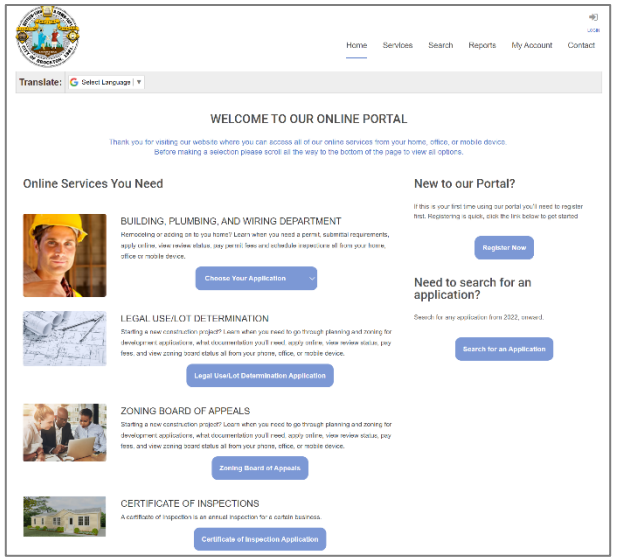
-City of Sanford

Online Portal

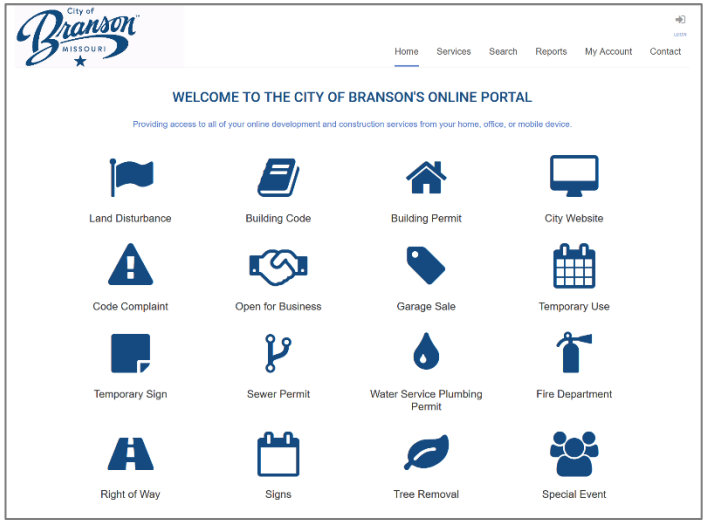
Citizenserve offers an integrated and responsive online portal that provides citizens a single point of access to their community's online services. Portal users participate electronically in the processes of permitting, planning & zoning, code enforcement, inspections, licensing, and requests. They can submit applications, pay online, track the progress of their projects, and communicate with municipal staff online.

The public view detailed information about community processes and requirements from configurable Services pages, and they have real time access to data through reports and a robust search feature.

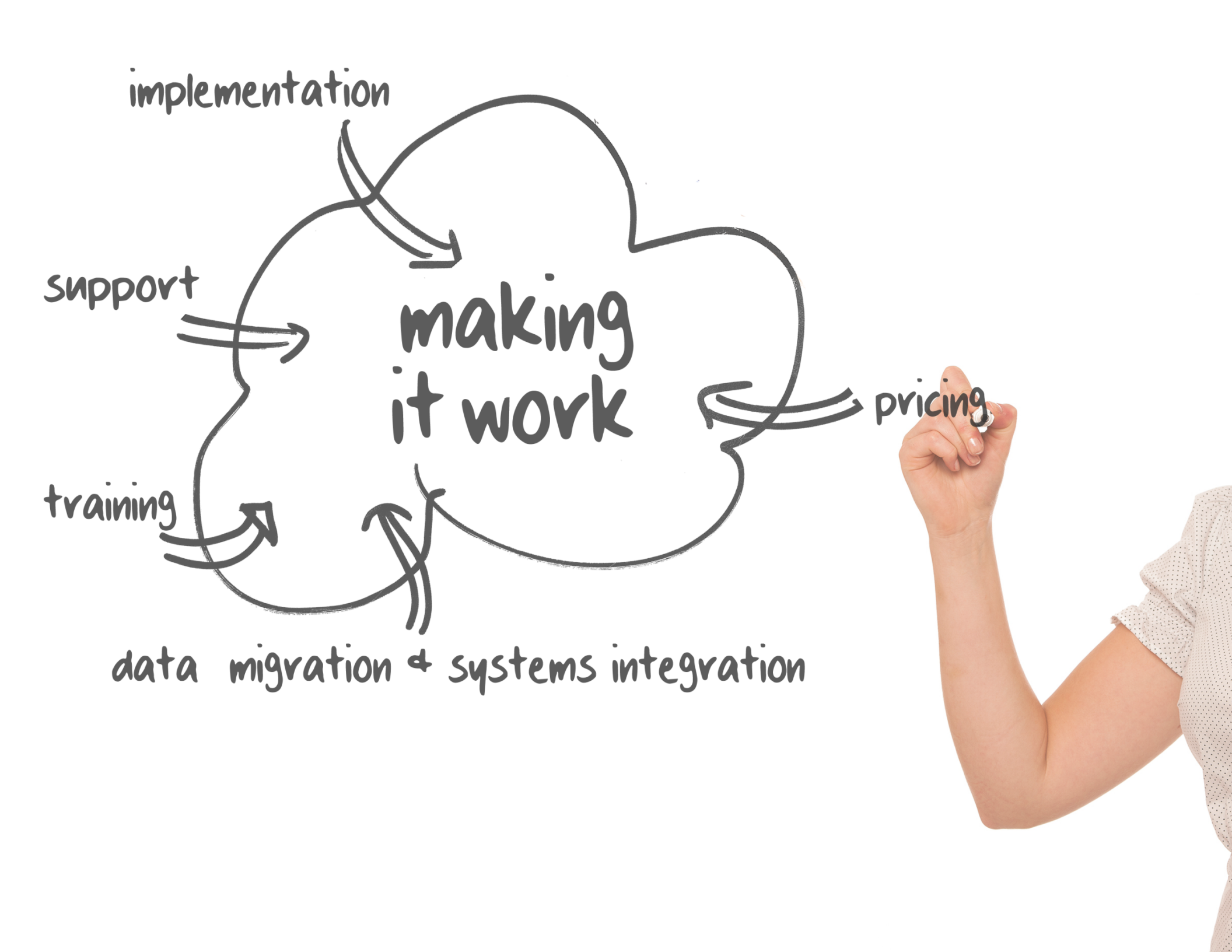
Online Portal Example



Online Portal - City of Brockton, MA



Online Portal - City of Branson, MO


implementation
support
making it work
pricing
training
data migration & systems integration

“As far as overall customer service goes, Citizenserve is hands down the best I have ever encountered. We are so fortunate with the timing of Citizenserve for Branson with all that is currently going on in the world. Citizens, staff and other stakeholders are all able to continue working...just from their home. We appreciate what you all have done for our community.”

-City of Branson

“Transitioning to a new platform seemed daunting. However, the implementation team from Citizenserve has been excellent at really digging into our current processes and synthesizing what we need the platform to be able to do. Drawing on their experience from working with other communities in the region, they are able to anticipate our needs and present multiple options so that we may select what works best for our community. The result is a platform that delivers much needed efficiencies and improved customer service.”

-City of Shaker Heights

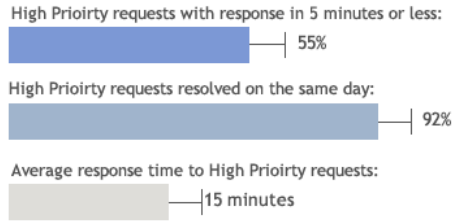
“I have implemented permit tracking systems with other organizations, and Citizenserve is by far the smoothest and easiest implementation. The Citizenserve team is very responsive to the needs of the County and are great to work with, especially during the pandemic. Citizenserve drastically improves efficiency and reduces friction in the permitting and planning process.”

-County of Cochise

Complete Customer Care

Through our Complete Customer Care Program, every user subscription comes with unlimited training and support at no additional cost. Your certified implementation manager will work with you to configure citizenserve to meet your requirements and coordinate any other setup tasks such as data migration or system integration. Once you go live, our experienced staff members are available. Our certified support engineers are trained on all areas of citizenserve and will assist you with whatever questions you have or help you need. We guarantee response time of one hour or less on your high priority items; our average response time is fifteen minutes. For your standard requests, we will respond on the same business day; our average response time is less than four hours.

Complete Customer Care Statistics



Agile Implementation Process

Information Gathering — Collection of forms, fees, letters, templates, etc.

Kickoff Meeting — Project Kickoff with all stakeholders to explain milestones and expectations

System Walk-Throughs — Data exchange between your existing systems and citizenserve

Data Migration — Weekly web conferences to review your citizenserve setup

Training — Creation of programs to import data from your existing systems into citizenserve

Go Live — Online training of all system users

Support — Test data deleted, final data import and go live

System Integration — Ongoing help, configuration changes, and general support

Pricing

Citizenserve pricing is based on the number of dedicated user subscriptions you need. Each of your citizenserve user subscriptions includes access to all citizenserve components and features.

User Subscription Fees	
Number of Users	Annual Fee per User
5 (minimum)	$2,700
6 – 10	$2,400
11 –24	$2,100
25 – 49	$1,800
50 or more	$1,500
One-Time Initial Fees	
Service	One-Time Fee per User
Initial Setup, Configuration, and Training	$1,500
Data Migration*	varies
Systems Integration*	varies

**Pricing for data migration and systems integrations will vary based on your requirements; our team will work with you to determine requirements and pricing.*

online portal
services
customer references
citizenserve
support
mapping
features
cost effective
fully mobile
proven solution

Contact Us

1.800.325.9818
contactus@citizenserve.com
www.citizenserve.com

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Alachua County, Florida
Procurement
Theodore "TJ" White, Jr. CPPB, Procurement Manager
County Administration Building, Gainesville, FL 32601
(352) 374-5202

EXECUTIVE SUMMARY

SS- ITA No. TBD

Intended Single Source Purchase of Citizenserve

RESPONSE DEADLINE: June 18, 2024 at 5:00 pm

Thursday, June 20, 2024

SOLICITATION OVERVIEW

Project Title	Intended Single Source Purchase of Citizenserve
Project ID	
Project Type	Single-Sole Source
Release Date	May 29, 2024
Due Date	June 18, 2024
Procurement Agent	Mandy Mullins
Project Description	This is a Notice for a Single Source Source designation for Alachua County Board of County Commissioners. **Commodity or Service Required:** Enterprise Permitting Platform Cloud Computing **Justification for Single Source Acquisition:** Citizenserve is the Enterprise Permitting Platform currently used by Alachua County. Per Alachua County Code this purchase is also source selection exempt "XBID EX 22 - Software Packages/Renewals Approved by ITS" **Recommended Procurement Approach:** For the reason stated above, Alachua County Procurement Division intends to utilize the Single Source Procurement method to contract with Online Solutions LLC.for supplying the above.

Summary

This is not a formal solicitation and there are no submissions required. The proposed action is for product or services for which the County intends to negotiate and award with only one source under the authority of and in accordance with Florida State Statute 287.057(3)(c). Any responses received as a

result of this Notice of Intent shall be considered solely for the purpose of determining whether to conduct a competitive procurement. Responses will not be considered as proposals, bids, or quotes.

Summary

The description of services intended for purchase from a Single/Sole Source is posted in accordance with section 287.057(3)(c), Florida Statutes and will be posted for a minimum of 7 business days.

This is a Notice for a Single Source Source designation for Alachua County Board of County Commissioners.

Commodity or Service Required:

Enterprise Permitting Platform Cloud Computing

Justification for Single Source Acquisition:

Citizenserve is the Enterprise Permitting Platform currently used by Alachua County. Per Alachua County Code this purchase is also source selection exempt "XBID EX 22 - Software Packages/Renewals Approved by ITS"

Recommended Procurement Approach:

For the reason stated above, Alachua County Procurement Division intends to utilize the Single Source Procurement method to contract with Online Solutions LLC.for supplying the above.

Contact Information

Mandy Mullins
Procurement Agent I
Email: mmmullins@alachuacounty.us
Phone: (352) 384-3090
Department:
Growth Management

Timeline

OpenGov Project Release Date	May 29, 2024
OpenGov Submission Deadline	June 18, 2024, 5:00pm

SOLICITATION STATUS HISTORY

Date	Changed To	Changed By
May 24, 2024 12:43 PM	Draft	Mandy Mullins

Date	Changed To	Changed By
May 29, 2024 9:59 AM	Review	Mandy Mullins
May 29, 2024 10:03 AM	Final	Mandy Mullins
May 29, 2024 10:03 AM	Post Pending	Mandy Mullins
May 29, 2024 10:04 AM	Open	Mandy Mullins
Jun 18, 2024 5:00 PM	Pending	OpenGov Bot
Jun 20, 2024 5:51 AM	Closed	Mandy Mullins
Jun 20, 2024 5:51 AM	Pending	Mandy Mullins
Jun 20, 2024 5:52 AM	Closed	Mandy Mullins

PROPOSALS RECEIVED

Status	Vendor	Contact Info	Submission Date
No Bid	Patterson Veterinary	Gregory Pounds pvs.orders.gov-institute@pattersonvet.com	May 29, 2024 10:16 AM

QUESTIONS AND ANSWERS

No Questions Received.

ADDENDA & NOTICES

ADDENDA ISSUED:

No Addenda issued.

NOTICES ISSUED:

No Notices issued.