

CITY OF HIGH POINT

AGENDA ITEM



Title: Sole Source – DataVoice International
Upgrade of Workforce Management System

From: Garey Edwards, PE; Electric Utilities Director
Tyler Berrier, PE; Electric Utilities Asst. Dir.

Meeting Date: May 20, 2019

Public Hearing: N/A

Advertised By: N/A

Attachments: Attachment A: Sole Source Form

PURPOSE:

The Electric Utilities Department, wishes to upgrade our work order system. This upgrade will allow us to dispatch work orders, to the lineman remotely on their iPads through our existing app. The lineman can then work the order, and close it through the app, or add comments, to the order in Cayenta. This will allow us to be able to see completed work orders as they happen in the field so we are notified of their progress in the office. This will also increase our ability to respond to service orders as they are received, to improve customer service. The goal is for the app upgrade to save us time and money.

BACKGROUND:

Cayenta is the software utilized by customer service currently for work orders. DataVoice, who is owned by the same company, is currently utilized by the Electric Utilities department for outage management. This upgrade will allow those two systems to communicate with respect to work force management.

BUDGET IMPACT:

Funds are included in the 2018-19 budget to cover this service.

RECOMMENDATION / ACTION REQUESTED:

City Council is requested to approve the sole source contract with DataVoice International in the amount of **\$55,575.00** for workorder system upgrades.

Financial Services

Purchasing Division



Requisition # 22733

**CITY OF HIGH POINT
SOLE SOURCE JUSTIFICATION
FORM (For Items Costing \$5000.00 or More)
Statutory Reference N.C.G.S. 143-129(e)6**

Vendor: DATAVOICE INTERNATIONAL INC

Item(s): UPGRADE WORK FORCE MANAGEMENT SYSTEM

Justification:

UPGRADING WORK FORCE MANAGEMENT SYSTEM WITH CAYENTA SERVICE ORDERS.

Estimated expenditure for the above item(s): 55,575.00

CHECK ALL ENTRIES BELOW THAT APPLY TO THE PROPOSED PURCHASE.
ATTACH A MEMO CONTAINING JUSTIFICATION AND SUPPORT DOCUMENTATION.

1. ☒ Performance or price competition for a product are not available.
2. ☐ A needed product is available from only one source of supply.
3. ☒ Standardization or compatibility is the overriding consideration.
4. ☐ The parts/equipment are required from this source to permit standardization.
5. ☐ None of the above applies. A detailed explanation and justification for this sole source request is contained in attached memo and support documentation.

The undersigned requests that competitive procurement be waived and that the vendor identified as the supplier of the material or service described in this sole source justification be authorized as a sole source for the material or service.

Department Head/Authorized Personnel

Tyler Berrier

Digitally signed by Tyler Berrier
DN: cn=Tyler Berrier, o=City of High Point,
ou=Electric Utilities,
email=Tyler.Berrier@highpointnc.gov, c=US
Date: 2019.04.30 09:37:04 -0400

Department/Division

ELECTRIC

Date APRIL 30, 2019

Approval Process

Under \$5,000 (Purchasing Manager)

\$5,000-\$30,000 (Financial Services Director)

\$30,000 – Up (City Council)

Erik Conti

Digitally signed by Erik Conti
Date: 2019.05.01 16:52:10 -04'00'

Bobby Fitzjohn

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Greg Demko

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