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## Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.

The Department is seeking extended software support for enhancements and updates of the EZappt Automated Client Appointment Management System currently used by the Department and ongoing maintenance for the EZappt software and all requested updates and enhancements.

2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.

Lynn Sweet  
12020 S Warner-Elliott Loop, Ste. 101  
Phoenix, AZ, 85044  
(606) 377-6850  
Lynn.Sweet@EZappt.com

3. What is the total cost of the acquisition? If an agreement, state the total cost of the initial term and the amounts for potential renewal terms.

The Agreement term will be for 12 months with a maximum compensation of \$35,650.00.

4. Identify the unique qualities and/or capabilities of the service(s) and/or product(s) that qualify this as a Suspension of Competition acquisition.

The Department's current Automated Client Appointment Management System was programmed and maintained by EZappt LLC. EZappt LLC is the only vendor that can provide support for the current Automated Client Appointment Management System used by the Department. In addition, the Department is currently in the process of determining if an automated client appointment management system can be built into CalWIN, the Department's benefits determination and issuance system. This process will not be completed before June 30, 2017, the end of the current contract term. A one year term will allow the Department to finish researching the feasibility of building an Automated Client Appointment Management System into CalWIN.

5. Identify from Administrative Policy #34 what circumstances constitute a Suspension of Competition.

- ☐ In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
- ☐ When the contract is with a federal, state, or local governmental agency.
- ☐ When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$1,000 whichever is more.
- ☐ When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
- ☐ When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
- ☒ When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

6. Explain why the unique qualities and/or capabilities described above are essential to your department.

An Automated Client Appointment Management System is needed by the Department to maintain a centralized client appointment scheduling capability. This allows for federal and state required interview appointments to be scheduled at multiple Department buildings to increase efficiency.

7. Provide a comprehensive explanation of the research done to verify that the recommended vendor is the only vendor with the unique qualities and/or capabilities stated above. Include a list of all other vendors contacted, what they were asked, and their responses.

The Department has identified EZappt LLC as the only vendor that can provide extended software support and maintenance for the EZappt Automated Client Appointment Management System. The EZappt Automated Client Appointment Management System is proprietary software programmed and maintained by EZappt LLC. Other Automated Client Interview systems offered by NTT Data, IBM, MINDBODY, Appointment Plus, Booker, and Acuity Scheduling would require additional cost of implementation, training, and interfacing with the Department's current CalWIN system.

dbrawley 4/6/2017 11:24:14 AM

Requested By:

Staff Analyst

Title

[\[Sign\]](#) Double click!

**I approve this request to suspend competition for the service(s) and/or product(s) identified herein.**

morenj 4/7/2017 3:56:18 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

gcornuelle 4/13/2017 10:17:25 AM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!