



# Suspension of Competition Acquisition Request

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1. Fully describe the product(s) and/or service(s) being requested.  
 The Department of Information Technology Services (ITSD) is requesting to enter an agreement for an outbound dialer software subscription, SmartReach, provided by Nice Systems Inc for the Department of Social Services (DSS). DSS currently relies on the Cameo outbound dialer for mass client notifications and personalized appointment reminders. However, the Cameo software has reached its end-of-life and is no longer supported, and therefore a new solution is needed.
2. Identify the selected vendor and contact person; include the address, phone number and e-mail address for each.  
 NICE Systems Inc  
 221 River St. Hoboken, NJ 07030  
 Lorraine Anderson  
 Lorraine.Anderson@nice.com  
 234-600-9799
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 total cost for the initial three-year term is \$267,669.60. If renewed for the first optional one-year extension, the cost will increase to \$340,375.20, and if renewed for the second optional one-year extension the cost will increase to \$413,080.80.
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.  
 Based on DSS's requirements, NICE Smart Reach is the only solution that meets all technical and operational requirements. These requirements include the ability to support both high-volume mass communications and individualized customer contact. Nice's platform offers a near-seamless cloud-based replacement for DSS' existing dialer system, which would minimize implementation complexity for staff.
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 \$5,000 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.  
 DSS requires a dialing solution to efficiently contact clients and employees with time-sensitive updates and reminders. The solution supports outbound calls to deliver consistent notifications to customers which improve not only operational efficiency but helps to ensure customers receive timely information needed to meet appointments, documentation requirements and training obligations for vital services that DSS provides to the public.
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.  
 DSS and ITSD contacted three vendors including Nice, Everbridge, and Five9 for outbound dialer solutions with both mass communication and individualized customer contact capabilities. Everbridge demonstrated strengths in mass notification services; however, they lacked personalized appointment reminder functionality. Five9 focused more on an Interactive Voice Response (IVR) solution rather than a targeted outbound dialer, meaning communication would end with a general scheduling webpage with minimal follow up and no clear pathway to a dialer-only solution. NICE was the only platform that aligned well with DSS's operational objectives and was determined to be the solution best suited to meet the full range of the department's needs.

stbrown 5/15/2026 12:11:54 PM

Requested By:

Staff Analyst

Title

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

mkerr 5/15/2026 1:48:06 PM

Department Head Signature

[\[✕ Sign\]](#) Double click!

rblackburn 5/19/2026 3:35:12 PM

Purchasing Manager Signature

[\[✕ Sign\]](#) Double click!