

Mississippi State University
Notice of Proposed Sole Source Purchase

SSP 189-59

Mississippi State University anticipates purchasing the item(s) listed below as a sole source purchase. Anyone objecting to this purchase shall follow the procedures outlined below.

1. Commodity or commodities to be purchased (make, model, description):

1-year Extended-Hours Software Subscription Service (SSS) for the T-Metrics ACD system (includes full year SSS cost of the Screen Pop)

July 1, 2019 through June 30, 2020

2. Explanation of the need to be fulfilled by this item(s) and why it is the only one that can meet the specific needs of the department:

Information Technology Services (ITS) began running the T-Metrics TM-2000 Automatic Call Distributor (ACD) for the ITS Help Desk phone call routing and handling in 2004. In 2013, with additional phone lines added as well as configuration changes to the ITS-supported T-Metrics ACD System, the College of Veterinary Medicine (CVM) began using our T-Metrics ACD system for their Animal Health Center's main number, which is manned by personnel 24/7. Due to the critical nature of the ITS Help Desk and the CVM Animal Health Center's availability to respond to calls, ITS has maintained an Extended-Hours Software Subscription Service (SSS) with T-Metrics. This Software Subscription Service allows ITS to contact T-Metrics 24/7 in the event we encounter an issue with our T-Metrics ACD system and they will assist ITS in trouble-shooting the problem. In addition, the T-Metrics Extended-Hours Software Subscription Service also covers limited T-Metrics programming and phone menu changes which are required as appropriate for both ITS and CVM when the need arises. This support gives the ITS Help Desk and CVM the option to contact T-Metrics should there be any problems with the Screen Pop working on their Contact Center system.

The Extended-Hours Software Subscription Services (SSS) of the T-Metrics TM-2000 ACD which includes certified technical support can only be acquired through T-Metrics, Incorporated.

3. Name of company/individual selling the item and why that source is the only possible source that can provide the required item(s):

T-Metrics, Inc. is the sole source manufacturer / developer of the T-Metrics TM-2000 ACD platform. As such, T-Metrics is the only manufacturer that has the required software source code necessary to provide software subscription services which include certified technical support and software upgrades, as well as hardware warranty, for the TM-2000 ACD platform.

4. Estimated cost of item(s) and an explanation why the amount to be expended is considered reasonable:

To continue our Extended-Hours Software Subscription Service with T-Metrics, ITS must purchase a subscription, in the amount of \$13,934.00, prior to the June 30, 2019 expiration date. Should ITS chose not to renew our SSS for the next fiscal year, ITS would not have available the necessary technical support from T-Metrics and the cost to purchase a SSS at a later time could be as high as double the amount due to paying a re-certification fee that is equal to the cost of the expired SSS period. A re-certification fee will be included with the SSS cost for starting up the lapsed service and bringing the system up-to-date. ITS is purchasing additional support giving the ITS Help Desk and CVM the option to contact T-Metrics should there be any problems with the new Screen Pop working on T-Metric's Contact Center system.

5. Explanation of the efforts taken by the department to determine this is the only source and the efforts used to obtain the best possible price:

I have spoken with T-Metrics and have confirmed in writing that our current Extended-Hours Software Subscriptions Service for TM-2000 ACD can

only be renewed through them. Due to this fact, I declare T-Metrics to be the sole-source provider for this subscription purchase.

Any person or entity that objects and proposes that the commodity listed is not sole source and can be provided by another person or entity shall submit a written notice to:

Don Buffum, CPPO
Director of Procurement & Contracts
dbuffum@procurement.msstate.edu

Subject Line must read “Sole Source Objection”

The notice shall contain a detailed explanation of why the commodity is not a sole source procurement. Appropriate documentation shall also be submitted if applicable.

If after a review of the submitted notice and documents, MSU determines that the commodity in the proposed sole source request can be provided by another person or entity, then MSU will withdraw the sole source request publication from the procurement portal website and submit the procurement of the commodity to an advertised competitive bid or selection process.

If MSU determines after review that there is only one (1) source for the required commodity, then MSU will appeal to the Public Procurement Review Board. MSU will have the burden of proving that the commodity is only provided by one (1) source.