



DATE: 11/4/24

TO: Robert Gleason, Director of Purchasing

THRU: Allison Grubbs, Division Director, Libraries Division

FROM: Chris Williams, Information Systems Manager, ETS/Libraries Division

PROJECT TITLE: Libraries Self-Service Kiosks - Communico Renewal and Interact, Roam, and Schedule

REQUISITION NO.: LBD0002491

SOLE SOURCE/SOLE BRAND REQUEST

I. REQUEST: Provide a description of the features of the product/service or Scope of Work.

The Libraries Division's goal is to renew all current services provided by Communico and to replace a currently out-dated service model of the self-checkout software being utilized on County owned computers and basic touchscreen monitors. The replacement service model includes being able to search for and sign up for events, search the catalog, manage room bookings, and sign up for a library card. There is only one product available that can meet all of these needs, which is provided by Communico, called 'Interact.' Communico's 'Interact' is the only solution available that can provide all necessary functionality without modification since it is connected to the same platform that provides the Event and Room Reservation management functions for the Libraries Division. In addition to 'Interact,' the Libraries Division will also add two other modules, 'Roam' and 'Schedule.' 'Roam' continues to enhance this product by extending this proprietary software to staff users with a mobile device that can manage events and rooms, checkout items, and search for physical items in the library. 'Schedule' provides the ability for external customers to reserve time for a certain function, such as an appointment with the Bienes Museum for research. These two modules are based in the same proprietary interface and dashboard currently used by staff and customers.

II. JUSTIFICATION: Please check all boxes that describe your reason(s) for determining that only one source or brand is reasonably available.

Only Sole Source/Uniqueness

- Proprietary Item - this vendor/ source has the only rights to provide this service or commodity. A letter from the manufacturer or authorizing entity is included in this request.
- Technology Improvements - updates or upgrades to an existing system, software, software as a service (SaaS), hardware purchases.
- Engineering Direction - engineering drawing or specification identifies product; "no substitutes or equivalents will be acceptable."
- Only qualified supplier - reliability and maintainability of the product or service would be degraded unless specified supplier is used; may void warranty. This request includes a copy of the current warranty information.
- Other – the County requires this sole source, sole brand purchase for the following reasons:

Business Case (One/Most Reasonable Source or One/Most Reasonable Brand)

- Operational Compatibility - replacement parts from alternate suppliers are not interchangeable with original part and causes equipment incompatibility. Previous findings and/or documentation is included with this request.
- Ease of Maintenance - maintenance or retooling prohibits competition. Section III, Comparative Market Research includes estimated costs associated with changing current source and/or brand.
- Follow-On - potential for continued development or enhancement with same supplier and eliminates costs incurred by using different supplier. Section III, Comparative Market Research includes estimated costs for replacing current or existing system.
- Complies with existing community and safety standards, and/or laws, rules, and regulations.
- Exempted from the Procurement Code – per Section 21.5 of Broward County Administrative Code.
- Other/or additional information – using this sole source, sole brand purchase benefits the County for the following reasons:

III. COMPARATIVE MARKET RESEARCH: Provide a detailed source or market analysis for justification of sole source/brand or most reasonable source (attach extra sheets as needed).

Estimated project value:

Contract length (if applicable):

Expenses to date:

Has this commodity been previously provided to the County? Yes No

If yes, when and by whom?

How was item/service procured?

What is the current contract (MA) or purchase order number?

If this is a sole brand, is there an "authorized" dealers list? Yes No

Cost/Benefit Analysis: What would the cost be to utilize an alternate vendor or source? This explanation should include the savings and/or additional costs to the County by not using the preferred vendor or source. Attach additional sheets if needed.

The 'Interact' module from Communico uses hardware manufactured by ELO, which is available to purchase by Broward County through our current agreement with Dell. Other providers of library self-checkout solutions use proprietary hardware only source by those providers, such as Envisionware or Biblioteca. Those solutions do not connect into the Libraries' Event and Room Management system and can range from \$5,500 to \$8,000 each, depending on the specific options; plus the software/licensing costs would be approximately \$40,000 per year. Communico Interact would be approximately \$70,000 per year and each station would range from \$2,000 to \$3,000 each from Dell (also dependent upon options). Using an average cost for each, other vendors would cost \$506,250 for the hardware, while utilizing Communico's software, the hardware will only cost \$187,500. Though software licensing would be more per year, it would take 10 years of paying the additional yearly cost to make up the difference. By that time, all of the hardware will need to be replaced and we will have to spend additional on hardware again. 'Roam' and 'Schedule' cannot be compared with any other service as they are proprietary and there are no other similar services known.

For renewal of current services, we would incur substantial additional costs including migration of data and staff training. This would also add a change of interface for our public/external customers that we are not prepared for.

CERTIFICATION: I have thoroughly researched the sole source or sole brand justification and fully understand the implications of Section 838.22 of the Florida Statutes:

(2) "It is unlawful for a public servant, with corrupt intent to obtain a benefit for any person or to cause unlawful harm to another, to circumvent a competitive bidding process required by law or rule by using a sole source contract for commodities or services."

(5) "Any person who violates this section commits a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084"

Christopher Williams

REQUESTOR/EVALUATOR
(PRINT)

CHRISTOPHER A.
WILLIAMS

Digitally signed by CHRISTOPHER
A. WILLIAMS
Date: 2024.11.04 08:31:49 -05'00'

11/4/24

DATE

Allison Grubbs

DEPT./DIV. DIRECTOR OR
DESIGNEE (PRINT)

Allison H. Grubbs

Digitally signed by Allison H.
Grubbs
Date: 2024.11.04 15:26:38 -05'00'

11/4/24

DATE

The Purchasing Agent has reviewed the request and has completed the required due diligence per the Procurement Code Section(s) 21.25 and 21.26. The Purchasing Agent recommends the following:

Sole Source Sole Brand Reasonable Source RFI attached Rejected
 Request Authorization to Negotiate

Additional Information:

Due to character limitations in the fillable text fields, refer to the Purchasing Agent Review Information attachment for the Purchasing Agent analysis and recommendation.

Purchasing Agent Signature:

TAMAR HAYE

Digitally signed by TAMAR HAYE
Date: 2025.06.24 14:43:25 -04'00'

Date:

APPROVAL AUTHORITY

REASON/SUGGESTED ACTION (IF DISAPPROVED):

Approved/RG

Purchasing
Manager
Signature:

(Assistant) Director of
Purchasing Signature:

Robert
Gleason

Digitally signed by Robert
Gleason
Date: 2025.07.07
09:36:29 -04'00'

Purchasing Agent Review Information

Integrated Self-Service Software for Libraries Kiosks

The Broward Libraries Division is seeking only Reasonable Source designation to Communico LLC, to replace a currently out-dated service model of the self-checkout software being utilized on County computers and basic touchscreen monitors and to renew all current services provided by Communico LLC.

A Request for Information (RFI) No. GEN2129586F1, was issued on December 17 – December 24, 2024, to ascertain if other vendors are able to provide the requested services. The RFI closed, zero response received.

Based on the Agent's review, Communico LLC offers unique software as a service (SaaS) solution, with individual modules all connected to the same platform, thereby eliminating the need for additional modification and contracts with multiple vendors. Based on quotes (Exhibit 1) received from Communico LLC it is estimated that Communico SaaS provides a minimum annual savings of just over \$121,353, a potential savings of over \$606,765 throughout a five-year contract term. By remaining with the existing application, continuity of service is ensured, and a reduction in additional costs associated with, but not limited to, migration of data and staff training.

Pursuant to Procurement Code, Section 21.25(a), the Purchasing Agent affirms that this request is the subject of an RFI, and the required due diligence has been completed. Therefore, the Most Reasonable Source designation is being recommended for the vendor Communico LLC to provide the required services.

This recommendation is for review and approval to proceed with an Agenda Item to the Board for approval of the Most Reasonable Sole Source designation and the resultant Two-Party Agreement in the potential five-year estimated amount of \$1,388,021.78 (Motion A and B respectively).

GEN2129586F1 - Request for Information: Integrated Self-Service Software for Library

BPRO Electronic Procurement System [Back to list](#)

Project Details

Project: Request for Information: Integrated Self-Service Software for Library

December 2024

[prev](#)

[next](#)

Ref. #: GEN2129586F1

Department: FASD - Purchasing

Type: RFI

Status: DRAFT

Open Date: Dec 17th 2024, 1:00 PM EST

Questions Due Date: Dec 20th 2024, 5:00 PM EST

Contact Information: Tamar Haye, Latoya Clark-Forbes, thaye@broward.org LCLARKFORBES@broward.org

Close Date: Dec 24th 2024, 2:00 PM EST

Days Left: --

Contract Duration: Not Applicable (RFQ/RFI)

Contract Renewal: Not Applicable (RFQ/RFI)

Bid Validity: Not Applicable; RFI

Bonding Required: No

Total Amount of Pass-Thru Allowance (Initial Term or Fixed): 0

OESBD Designation Goal Participation Type: No Goal

Goal Assigned Percentage (0 if No Goal): 0

Project Description:

This Request for Information (RFI) Notice of Intent to Designate Sole Source is to determine if the specified commodity or service is available from multiple providers, or if an alternate commodity or service is available that would meet the County's needs. This is not a request for pricing or a purchase commitment.

The following commodity or service is thought to be available from only a sole source (or reasonable source) and is the only commodity/services that meets the County's needs.

The Broward County Libraries Division is seeking software as a service that has self-service capabilities for Library patrons, with modules included that allow patrons to search for and sign up for events, search the library catalog, manage room bookings, and sign up for a library card. Functional capabilities of the software should include, but are not limited to:

- Provide all necessary functionality without modification;
- Connect to the Libraries' Event and Room Management system;
- Connect to a single platform;
- Extend software to staff users with a mobile device to manage events and rooms, checkout items, and search for physical items in the library;
- Provides the ability for patrons to reserve time for certain functions and/or appointments;
- Seamlessly integrate with interface and dashboard currently being used by staff and customers.

This RFI will remain posted until closing date and time.

Prospective Vendors are requested to provide information regarding their ability to provide the commodity or service described or written explanation or other documentation contesting the proposed RFI designation.

If you are capable of meeting or exceeding the County's requirements for the specified commodity or service, respond to this RFI through the electronic bidding system. Vendor should upload any supporting information in the electronic bidding system as part of its response to assist the County in determining if commodity or service is comparable, is available from multiple suppliers, and meets the County's needs. The Director of Purchasing shall have sole authority in deciding what is comparable.

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---------|-----|-----|-----|-----|-----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 1p OPEN | | | | | | |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| OPEN | | | | | | |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |

The Director of Purchasing shall consider such submittals and notify all submitting vendors (thru the electronic bidding system) of the decision whether to designate as a Sole Source/Brand, which decision shall not be subject to objection, protest, or appeal.

Important Events:

| Status | Event Name | Location | Description | Dates | Mandatory |
|----------|--------------------|---------------|----------------------------------|----------------------------|-----------|
| ONGOING | Open Date | Online Portal | Posting date for the Opportunity | Dec 17th 2024, 1:00 PM EST | N/A |
| UPCOMING | Questions Due Date | Online Portal | Deadline to submit Questions | Dec 20th 2024, 5:00 PM EST | N/A |
| UPCOMING | Close Date | Online Portal | Deadline for Submissions | Dec 24th 2024, 2:00 PM EST | N/A |

Commodity Codes:

NIGP 20843 **Educational: eLearning, Foreign Languages, Math, Science, Social Studies, etc., Microcomputer**
NIGP 20853 **Integrated Software, Microcomputer**
NIGP 20854 **Internet, Web Site and Mobile Application Development Software, Microcomputer**
NIGP 20859 **Library Information Management and Library Catalog Database Software, Microcomputer**
NIGP 20913 **Application Software, Servers**
NIGP 20944 **Educational: eLearning, Foreign Languages, Math, Science, Social Studies, etc, Mainframes and Servers , Software, Mainframes and Servers (Not Otherwise Classified)**
NIGP 20987 **Web Page Design, Management and Maintenance Services**
NIGP 91596 **Applications Software, Main Frame Server Systems**
NIGP 92004 **Software Updating and Upgrading Services**
NIGP 95638 **Library Services, (Not Otherwise Classified)**

Requested Information:

Listed below are the documents and information needed to complete your submission:

| Name | Type | # Files | Requirement |
|-----------------------|--------------------|----------|-------------|
| Vendor's RFI Response | File Type: Any (*) | Multiple | REQUIRED |

Document Takers

| Vendors | # Files | Actions |
|----------------------------|---------|---------|
| No data available in table | | |

Interested Contractors

| Prime/General Contractors | Subcontractors | <input type="button" value="Search"/> | | |
|----------------------------|----------------|---------------------------------------|-------|----------------------|
| Vendors | Contact | Email | Phone | Subcontract Services |
| No data available in table | | | | |
| No data available in table | | | | |

Submissions and Prime/Subcontractor Interest

This project is not open for proposal submissions at this time.