

CITY OF LAKE CITY

GATEWAY TO FLORIDA

Procurement Department
205 N. Marion Avenue
Lake City, FL 32055
(386) 719-5816 or (386) 719-5818
Fax: (386) 755-6112
Email: procurement@lcfla.com

RFI-016-2016

NOTICE OF INTENT TO SOLE SOURCE

The City of Lake City intends to recommend the award to purchase from Smart Utility Systems (“SUS”), Smart Customer Mobile (“SCM®”), a customer engagement portal and mobile SaaS platform addressing energy sustainability and water conversation challenges that supports end-to-end utility customer service business processes. SCM® enables real-time two-way communication between utilities and their customers. The software is developed, sold, and implemented exclusively by SUS.

SUS warrants that no other software or services are available for purchase that would serve a substantially similar purpose or function as SCM®. Furthermore, there is only one price point for SCM® because of SUS’s exclusive distribution and marketing rights in its product. Only SUS offers the functionality of the following key industry differentiators for SCM®:

- Sole Integrated Portal/Mobile Platform for all utilities (Electric/Water/Gas)
- Device-Agnostic with Native Apps (iOS , Android , Windows)
- Pre-Integration with any MDM, CIS and backend system
- Pre-Integrated with Home/Billing Devices (Thermostat, Sprinklers)
- Pre-Integrated with leading payment gateways
- Rapid Deployment (2-6 weeks)
- Real-Time, Two-Way Communication
- Built-In Customer Service Analytics
- Deployment Options (Cloud/On-Premise)
- 100% On-time Implementations
- ADA Compliant for disabled customers
- #1 Secured Platform (Customer /Grid)

Vendors who believe that can meet or exceed the above statement requirements must provide convincing technical data sufficient to support their position. The City of Lake City Procurement Department must receive replies to this notice no later than 5:00 PM, local time, on Monday April 11, 2016. Responses to this notice will be used to determine whether bonafide competition exists.

Send written responses to the City of Lake City Procurement Department, 205 N. Marion Avenue, Lake City, FL 32055, Attn: Laurette Burks, burksl@lcfla.com, or fax number identified above.

DATE POSTED: 4/4/2016