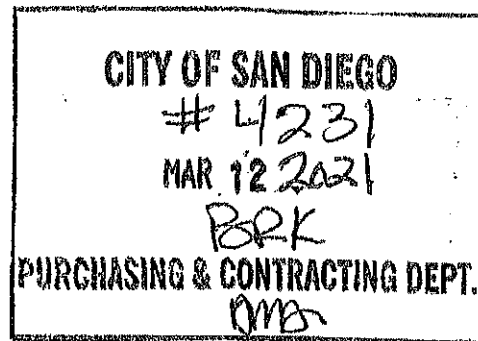


Purchasing and Contracting Department  
Sole Source Request and Certification Form



To: Director of Purchasing and Contracting  
Cc: Deputy Chief Operating Officer, General Services  
From: Julie Rasco, Director, Human Resources  
Date: March 12, 2021

In alignment with the guidance provided in the San Diego Municipal Code section 22.3016, the Purchasing Agent (Director of Purchasing and Contracting) must certify that the award of a sole source contract is necessary by memorializing in writing why strict compliance with a competitive process would be unavailing or would not produce an advantage, and why soliciting bids or proposals would therefore be undesirable, impractical, or impossible.

For consideration, this form must be completed and all required accompanying information must be submitted together, including any related contracts. Failure to do so will result in a delay of approval of the request.

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Describe commodity or service(s) to be purchased. Include vendor contact information.

The Human Resources department (HR) submits this sole source request for the provision of post-production support of the City's new web-based COVID symptom tracking application for a period of three (3) months, and then month-to-month, as needed, for a total period not to exceed one (1) year. Cost per month will be \$8,243.67.

Specifically, HR requires managed services to support post-launch activities of the City's web-based COVID symptom tracking application: production support, solution development and enhancements, and initial maintenance services.

While HR intends to eventually leverage the Citywide Application Development, Maintenance, and Support (ADMS) managed services contract to support the application long-term, the City's new ADMS contract is currently under negotiation (and will ultimately require City Council approval for execution). In the meantime, HR has an immediate and pressing need for initial go-live support and maintenance of the recently launched COVID-19 application. As the firm responsible for the development and implementation of the solution, Carahsoft Technology Corporation, via its subcontractor SpringML, is uniquely qualified to fulfill this temporary need without additional time or training. It would be both unavailing and impractical to solicit alternate bids for services to be provided for a limited period, as any other provider would require additional training and time to come up to speed on both a nascent application and the City's specific requirements, producing no advantage while introducing additional complexity, risk, and potential cost.

Contacts: Google Public Sector at Carahsoft Technology Corporation, Adam Pritchard, Google Public Sector Team, Adam.Pritchard@carahsoft.com, 571-662-4256; Jayakumar Saravanan, VP, Client Partner, jay.saravanan@gmail.com, 201-286-7191

### Justification

1. This product or service is available from only one supplier and meets at least one of the following criteria (please check all that are applicable):
- One-of-a-kind/Compatibility*
    - a. Required by Warranty: the product matches existing equipment, infrastructure and is required by warranty. **(A letter from the provider which supports this claim must be provided.)**
    - b. Goods and Services:
      - i. the good has no competitive product or alternative on the market.
      - ii. the service requires a special skill, ability, or expertise linked to the current project that cannot be provided by another supplier.

**(Documentation in support of either of the above claims must be provided by the requesting department.)**
  - City Standards*

The product or service complies with established, existing City standards.
  - Replacement*

The product or service is the only compatible replacement component that supports a larger system. Or, the services are the only ones that can replace the existing service requirements.
2. Do any of the following situations exist?
- Limited Competition*

Department made an attempt to find a second or multiple sources to no avail.
  - Emergency*

There is an urgent need for the item or service and time does not permit the City to solicit for competitive bids, as in the cases of emergencies as defined under SDMC section 22.3208,. (Delays in solicitation do not satisfy this criteria)

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### Cost/Market Analysis

Purchasing and Contracting will perform due diligence on each request. If Purchasing and Contracting can find a suitable, cost effective alternative, this request will be denied and that alternative will be pursued after your department has been contacted to discuss the revised determination.

This form does not take the place of an agreement and all sole source requests for a period of one year or longer will require the **submission of an agreement**. The requesting department must submit a purchase requisition and a copy of this certification to Purchasing and Contracting for a Purchase Order to be issued.

**PCO Due Diligence (PCO to initial all that apply)**

\_\_\_\_\_ Proof of warranty or maintenance requirement for standardized and replacement items confirmed.

\_\_\_\_\_ Vendor/Supplier confirmed submission of justification letter.

Market test confirmed that there is no advantage to the City in competing this contracting opportunity to multiple vendors.

\_\_\_\_\_ Emergency verified with the department.

\_\_\_\_\_ Pricing agreement has been reviewed.

Purchasing and Contracting has reviewed this request and affirms that this request for a sole source justification is appropriate.

This sole source is approved for:

One (1) year from the signature date below.

For the entire length of the contract, but not more than five (5) years.

The length of the contract must be consistent with the sole source approval. A sole source request must be submitted and approved by the Purchasing and Contracting Director prior to the award of each new contract and prior to each extension of an existing contract that was not contemplated in the initial contract term.

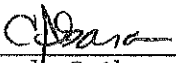
\_\_\_\_\_ After reviewing the provided information and due diligence, I cannot recommend the approval of this request.

**Purchasing and Contracting Director Review**

I certify that strict compliance with a competitive process would be unavailing or would not produce an advantage, and that soliciting bids or proposals would be therefore undesirable, impracticable or impossible. My approval is contingent on the information provided in this form.

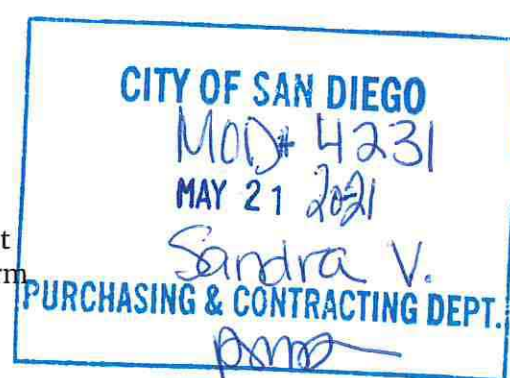
In accordance with SDMC §22.3016, this request is approved.

Based on the information provided and due diligence recommendation of staff, this request is denied.

  
\_\_\_\_\_  
Claudia C. Abarca, Interim Director, Purchasing and Contracting

3/15/2021  
\_\_\_\_\_  
Date

Purchasing and Contracting Department  
Sole Source Request and Certification Form



To: Director of Purchasing and Contracting  
Cc: Deputy Chief Operating Officer, General Services  
From: Julie Rasco, Director, Human Resources  
Date: April 15, 2021

In alignment with the guidance provided in the San Diego Municipal Code section 22.3016, the Purchasing Agent (Director of Purchasing and Contracting) must certify that the award of a sole source contract is necessary by memorializing in writing why strict compliance with a competitive process would be unavailing or would not produce an advantage, and why soliciting bids or proposals would therefore be undesirable, impractical, or impossible.

For consideration, this form must be completed and all required accompanying information must be submitted together, including any related contracts. Failure to do so will result in a delay of approval of the request.

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Describe commodity or service(s) to be purchased. Include vendor contact information.

The Human Resources department (HR) submits this sole source modification (SS#4231) request to include additional enhancements which are necessary due to evolving pandemic restrictions and requirements.

For example, San Diego County's quarantine exemption allows persons who had COVID-19 in the previous three months and who are fully vaccinated persons to be exempt from quarantine when they have been fully vaccinated against COVID-19. The COVID team needs to be able to track employees who are requesting an exemption to quarantine due to their status (vaccination or they previously had COVID) in a central location so the COVID team can make decisions on employees quarantine exemption. The additional enhancements include an admin console which will allow the COVID team to have full control over roles, access, department details, city facility information, and required memos and notifications that are sent out from the Tracker. A centralized notification center will keep track of all mandatory notifications and memos that are sent out to employees under the Cal/OSHA, State, County, and City regulations. It will allow the COVID team to ensure these critical notifications are sent to employees in a timely manner and as required per the City's COVID-19 Prevention Program. Enhancements to the cases and reports features will expedite and simplify the process for Department COVID Leads, who provided feedback on the process and tracker after the initial tracker launched in March 2021.

The total not to exceed amount for these enhancements along with the original tracking application as approved in the original request (and described below) will be \$200,000 over a period of one (1) year starting March 2021.

HR requires managed services to support post-launch activities of the City's web-based COVID symptom tracking application: production support, solution development and enhancements, and initial maintenance services.

While HR intends to eventually leverage the Citywide Application Development, Maintenance, and Support (ADMS) managed services contract to support the application long-term, the City's new ADMS contract is currently under negotiation (and will ultimately require City Council approval for execution). In the meantime, HR has an immediate and pressing need for initial go-live support and maintenance of the recently launched COVID-19 application. As the firm responsible for the development and implementation of the solution, Carahsoft Technology Corporation, via its subcontractor SpringML, is uniquely qualified to fulfill this temporary need without additional time or training. It would be both unavailing and impractical to solicit alternate bids for services to be provided for a limited period, as any other provider would require additional training and time to come up to speed on both a nascent application and the City's specific requirements, producing no advantage while introducing additional complexity, risk, and potential cost.

### Justification

1. This product or service is available from only one supplier and meets at least one of the following criteria (please check all that are applicable):

- One-of-a-kind/Compatibility*
- a. Required by Warranty: the product matches existing equipment, infrastructure and is required by warranty. (A letter from the provider which supports this claim must be provided.)
  - b. Goods and Services:
    - i. the good has no competitive product or alternative on the market.
    - ii. the service requires a special skill, ability, or expertise linked to the current project that cannot be provided by another supplier.

**(Documentation in support of either of the above claims must be provided by the requesting department.)**

*City Standards*      The product or service complies with established, existing City standards.

*Replacement*      The product or service is the only compatible replacement component that supports a larger system. Or, the services are the only ones that can replace the existing service requirements.

2. Do any of the following situations exist?

*Limited Competition*      Department made an attempt to find a second or multiple sources to no avail.

*Emergency*      There is an urgent need for the item or service and time does not permit the City to solicit for competitive bids, as in the cases of emergencies as defined under SDMC section 22.3208,. (Delays in solicitation do not satisfy this criteria)

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### Cost/Market Analysis

Purchasing and Contracting will perform due diligence on each request. If Purchasing and Contracting can find a suitable, cost effective alternative, this request will be denied and that alternative will be pursued after your department has been contacted to discuss the revised determination.

This form does not take the place of an agreement and all sole source requests for a period of one year or longer will require the **submission of an agreement**. The requesting department must submit a purchase requisition and a copy of this certification to Purchasing and Contracting for a Purchase Order to be issued.

**PCO Due Diligence (PCO to initial all that apply)**

- \_\_\_ Proof of warranty or maintenance requirement for standardized and replacement items confirmed.
- \_\_\_ Vendor/Supplier confirmed submission of justification letter.
- \_\_\_ Market test confirmed that there is no advantage to the City in competing this contracting opportunity to multiple vendors.
- \_\_\_ Emergency verified with the department.
- \_\_\_ Pricing agreement has been reviewed.

SV Purchasing and Contracting has reviewed this request and affirms that this request for a sole source justification is appropriate.

This sole source is approved for:

- One (1) year from the signature date below.
- For the entire length of the contract, but not more than five (5) years.

The length of the contract must be consistent with the sole source approval. A sole source request must be submitted and approved by the Purchasing and Contracting Director prior to the award of each new contract and prior to each extension of an existing contract that was not contemplated in the initial contract term.

\_\_\_ After reviewing the provided information and due diligence, I cannot recommend the approval of this request.


**Purchasing and Contracting Director Review**

I certify that strict compliance with a competitive process would be unavailing or would not produce an advantage, and that soliciting bids or proposals would be therefore undesirable, impracticable or impossible. My approval is contingent on the information provided in this form.

- In accordance with SDMC §22.3016, this request is approved.
- Based on the information provided and due diligence recommendation of staff, this request is denied.

CA  
Claudia C. Abarca, Interim Director, Purchasing and Contracting

June 1, 2021  
Date

	<b>CHANGE ORDER</b>
<b>Customer Name: Carahsoft Technology Corp.</b>	<b>Change Request Number: #1</b>
<b>Project Name: Covid-19 Symptom tracking application for City of San Diego</b>	<b>Change Requester: City of San Diego.</b>
<b>SpringML Project Manager: Jay Saravanan</b>	<b>Date Requested: 06/08/2021</b>
<b>Client Project Contact: Stacey Muraski</b>	

<b>Description of Change</b>
<p>Customer and Carahsoft Technology Corp. entered into a Statement of Work No.1("SOW") dated March 19, 2021, 2021 for production support and managed services for the web based application for COVID-19 symptom tracking for the City of San Diego. Enhancements under this change order include the following:</p> <ol style="list-style-type: none"> <li>1. Close Contact Tracing</li> <li>2. Notification Center</li> <li>3. Case Report Changes</li> <li>4. Configure Isolation and Quarantine Timeframe</li> <li>5. Vaccine Details</li> <li>6. Case Audit Trail Summary</li> <li>7. Exposure Notifications to Employees</li> <li>8. Admin Console</li> <li>9. Drill down Dashboards</li> </ol> <p>The additional fees to complete the above enhancements provide existing application support services for a period of five months (from June 9, 2021 to Nov 9, 2021) are \$118,279. The increase in fees will be invoiced on a Fixed Fee basis as more fully set forth below.</p>

<b>Detail</b>	
<b>Reason</b>	Build additional features of to the COVID-19 symptom tracking application as mentioned in the Scope of work

<b>Impacts</b>

	Description of Impact	Customer Impact
<p><b>Scope</b></p>	<p><b>SpringML Activities</b></p> <p><b>Activities &amp; Deliverables</b></p> <p>As part of the building and deploying of the additional enhancements, SpringML will complete the following tasks.</p> <ul style="list-style-type: none"> <li>● Setup and Configure Google Cloud Project</li> <li>● Build Web Form with required fields</li> <li>● Reports and Dashboard as per the specifications</li> <li>● Unit testing and data validation support</li> <li>● Deployment and DevOps Automation for production build</li> </ul> <p>SpringML will also support the following activities.</p> <ul style="list-style-type: none"> <li>● Project Plan, Review and Implementation <ul style="list-style-type: none"> <li>● Engage key stakeholders to define goals and expected outcome of the program. Provide a high-level plan of deployment activities to be completed based on best practice methodology.</li> </ul> </li> <li>● Program Status Meetings <ul style="list-style-type: none"> <li>● Conduct regular program status meetings with key program stakeholders to assess progress against program timelines and identify key risks and issues to be addressed.</li> </ul> </li> <li>● Architecture Design Review and Advice <ul style="list-style-type: none"> <li>● Conduct detailed, use-case specific reviews of architecture designs and advise on best practices.</li> </ul> </li> <li>● Technical Subject Matter Expertise <ul style="list-style-type: none"> <li>● SpringML will provide access to technical subject matter experts to support resolution of Google Cloud implementation challenges.</li> </ul> </li> <li>● Program Stakeholder Management <ul style="list-style-type: none"> <li>● Coordinate program resources to help ensure the right engagement at the right time from the teams and individuals who will contribute to the project's success.</li> </ul> </li> <li>● Risks and Issues Tracking <ul style="list-style-type: none"> <li>● Identify and coordinate resolution of risks and issues during the engagement. Actively engage with stakeholders to support removal of potential blockers and mitigate impacts to program timelines.</li> </ul> </li> <li>● End-of-Engagement Review <ul style="list-style-type: none"> <li>● Run an end-of-program review to document successes and improvements for future Google Cloud projects.</li> </ul> </li> </ul>	<p><b>Medium Impact</b></p> <p><b>Total Financial Impact Estimate: <u>\$118,279</u></b></p>

<b>Fees</b>
<ul style="list-style-type: none"> <li>● SpringML will work towards completing the project including the change in scope within the below financial budget.</li> </ul>



Total Additional Estimated Budget Requested of the Customer: \$118,279. The additional service fees will be invoiced fifty percent (50%) upon CO execution and the balance due upon project completion. Payment terms in the Agreement shall apply.

Approvals

  
\_\_\_\_\_  
City of San Diego

*June 23, 2021*  
\_\_\_\_\_  
Date

*Harjeet Khalsa*  
\_\_\_\_\_  
Carahsoft Technology Corp.

Jun 14, 2021  
\_\_\_\_\_  
Date

**FIRST AMENDMENT TO THE STATEMENT OF WORK NO. 1 AGREEMENT FOR PRODUCTION SUPPORT AND MANAGED SERVICES OF A WEB BASED COVID-19 TRACKING APPLICATION BETWEEN THE CITY OF SAN DIEGO AND CARAHSOFT TECHNOLOGY CORPORATION**

This First Amendment to the Statement of Work No. 1 for production support and managed services of a web based COVID-19 Application (First Amendment) is made and entered into by and between the City of San Diego, a municipal corporation (Client) and Carahsoft Technology Corporation (Vendor), also referred to individually as “Party” and collectively as the “Parties.”

**RECITALS**

1. Contractor proposed and City accepted Statement of Work No. 1 relating to the delivery of application development, maintenance, and enhancement services of a web based COVID-19 Application, resulting in Statement of Work No. 1 with an effective date of March 19, 2021 (Agreement).
2. The Agreement may be amended by written agreement executed by duly authorized representatives of both Parties.
3. The Parties wish to amend the Agreement to increase the not-to-exceed amount of the Agreement and make other modifications and clarifications to the terms and conditions as outlined below.

**TERMS**

1. The “Managed Services” section is revised, in part, to read as follows:  
  
SpringML will provide managed services to support CSD in post-production activities from March 8, 2021 to June 8, 2021, and, on a month-to-month basis thereafter, as needed, for a period not to exceed one (1) year (through June 7, 2022).
2. The third paragraph of the “Feature Requests” section is revised, in part, as follows:  
  
New features to the application are limited to 150 hours during the first month of the project term. Additional hours may be added thereafter, as needed.
3. The “Pricing” table is revised, in its entirety, as follows:

Resource	Term	Fixed Fee Price
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Managed Service	per month	\$8,243.67
Additional, In-Scope Services	Per Change Order	See Change Order(s)
Total Not-to-Exceed Amount	Per term of the Agreement	\$200,000

4. This First Amendment will be effective when signed by both Parties and approved by the City Attorney in accordance with Charter section 40.

5. All provisions of the Agreement not addressed in this First Amendment remain in full force and effect.

IN WITNESS WHEREOF, this First Amendment is executed by Client and Vendor acting by and through their authorized officers.

**Carahsoft Technology Corporation**

By: Harjeet Khalsa  
Name: Harjeet Khalsa  
Title: Sales Manager  
Date: Jun 14, 2021

**City of San Diego**

By: [Signature]  
Name: Ornelis C. Abarcas  
Title: Director, Purchasing & Contracting  
Date: June 23, 2021

Approved as to form this 24<sup>th</sup> day of June, 2021.

MARA W. ELLIOTT, City Attorney

By: [Signature]  
Deputy City Attorney  
Miguel Merrell  
Print Name






# Request for Signature - City of San Diego / Carahsoft-SpringML - Symptom Tracking Application Enhancements Change Order No. 1

Final Audit Report

2021-06-14

Created:	2021-06-07
By:	Stacey Muraski (smuraski@sandiego.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAjzNyUGKeBXyfsOGet85x4OHuRWce2s4

## "Request for Signature - City of San Diego / Carahsoft-SpringML - Symptom Tracking Application Enhancements Change Order No. 1" History

-  Document created by Stacey Muraski (smuraski@sandiego.gov)  
2021-06-07 - 8:41:38 PM GMT- IP address: 136.26.170.104
-  Document emailed to Harjeet Khalsa (harjeet.khalsa@carahsoft.com) for signature  
2021-06-07 - 8:44:27 PM GMT
-  Email viewed by Harjeet Khalsa (harjeet.khalsa@carahsoft.com)  
2021-06-14 - 6:57:07 PM GMT- IP address: 165.225.9.5
-  Document e-signed by Harjeet Khalsa (harjeet.khalsa@carahsoft.com)  
Signature Date: 2021-06-14 - 6:57:35 PM GMT - Time Source: server- IP address: 165.225.9.5
-  Agreement completed.  
2021-06-14 - 6:57:35 PM GMT