

**NOTICE OF INTENDED DECISION
TO ENTER INTO A SINGLE SOURCE CONTRACT
(PUR 7778)**

This Notice of Intended Decision to Enter into a Single Source Contract is posted in accordance with Section 287.057(3), Florida Statutes.

AGENCY: Florida Department of Revenue

TITLE: Rev-Trac Software Tool Support (Configuration Management Tool).
Short description of the commodity or service desired: Provide support for the Department's Rev-Trac Software System.

CONTACT

Name: Michael Weyant

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Internal tracking number, if any: SS #19/20-29

DMS Single Source number, if applicable:

Date posted: April 1, 2020 Time posted: 5:00 PM

Commodity or Contractual Service (commodity or United Nation Standard Products and Services Code (UNSPSC), manufacturer, model, and description, as appropriate):
81112200 Software Maintenance and Support. Enterprise Level Software: Maintenance for the Rev-Trac product, manufactured by Revelations Software Concepts. Rev-Trac is an end-to-end SAP change management solution which controls changes from request to automated delivery of transports. Rev-Trac is integrated within SAP and utilizes SAP logon security.

Requestor (division, bureau, office, individual, as appropriate):

Terri Stone, Contract Manager
Florida Department of Revenue
Information Services Program
Building 2
2450 Shumard Oak Blvd
Tallahassee, FL 32399

Performance and/or Design Requirements (intended use, function or application, compatibility, requirements; reference to policy, rule, statute or other act of the Legislature, as appropriate):

Rev-Trac Support

The Support Fees Provide:

24x7 Desk Access

Updates and Patches

Upgrades

Rev-Trac Users Access Support Four Ways:

Direct phone contact to the support team
Phone contact to the 24X7 Rev-Trac Help Desk
E-mail
Website Support Area

Hot line support is facilitated through the Rev-Trac 24x7 Help Desk (toll-free call) where problems are logged and an escalation procedure followed depending on the nature of the problem logged. Most calls are responded to within 20-30 minutes, if not sooner. Every support request or inquiry is logged and tracked through its conclusion, which may require an appropriate e-mail response, bug fix, Rev-Trac update recommendation, or new development.

Intended Single Source:

Revelation Software Concepts Pty Ltd, Suite 8 1020 Duncaster Road, Doncaster East, VIC 3108, Australia

Price:

\$47,408.00

Justification for Single Source Purchase (what is necessary and unique about the commodity, contractual service, or source; steps taken to confirm unavailability of competition, as appropriate):

Rev-Trac is the only change management software product that is installed inside the SAP environment, whereas, other products are external to the SAP environment. This provides internal locking of SAP objects during the life cycle of software development from development to production, preventing simultaneous coding/overlying of application code. This exclusively prevents transport errors (in a proactive manner) because of human error of improper sequencing inside SAP and also prevents errors resulting from development of identical objects. Rev-Trac is the only change management tool that is certified by SAP for installation inside the SAP environment. This provides advanced management and monitoring support for a SAP environment.

Approved By (names & titles, as appropriate, e.g., requestor, requestor management, information systems, budget, purchasing):

Damu Kuttikrishnan, CIO
Sarah Fixel, OMC Manager
Stephanie Doran, Budget Administrator
Michael Weyant, Purchasing
Terri Stone, Contract Manager

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to file a bond or other security within the time allowed for filing a bond, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.