

**DESCRIPTION OF INTENDED
SINGLE SOURCE PURCHASE
(PUR 7776)**

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

Address: 2450 Shumard Oak Blvd, Ste 2-1600, Tallahassee, FL 32399

Telephone: 850-717-7565

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

Date posted: 3/20/2020 Last day for receipt of information: 3/31/2020 5:00 PM

This description of commodities or contractual services intended for purchase from a single source is posted in accordance with Sections 120.57(3) and 287.057(3), Florida Statutes, and will remain posted for a period of at least 7 business days.

Commodity or Contractual Service Required (commodity or United National 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.

Quantity or Term (as appropriate):

Term: One year of support beginning 07/01/2020 and ending 06/30/2021

Specifics are as follows:

1 Rev-Trac annual support fees (Initial System)

1 Rev-Trac annual support fees for the SAP BW and CRM

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 (e.g. intended use, function or application, compatibility, requirements; reference to policy, rule, statute or other act of the Legislature, etc., 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

Estimated Dollar Amount:

\$47,408.00

Justification for single source acquisition (what is necessary and unique about the product, 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

Prospective vendors are requested to provide information regarding their ability to supply the commodities or contractual services described. If it is determined in writing by the agency, after reviewing any information received from prospective vendors, that the commodities or contractual services are available only from a single source, the agency shall: provide notice of its intended decision to enter a single-source purchase contract in the manner specified in Section 120.57(3), F.S.