

Sole Source Procurement Instructions

Department: Information Technology

Date: 10/1/2025

Vendor: CNP

Product/Service: Mitel Telephone system support

It is the policy of the City of Harrisonburg that contracts/products be awarded on a competitive basis and that the use of a sole source procurement must be limited to those instances where only one source is practicably available. Per Virginia Code 2.2-4303 and 2.2-4360, the sole source document must be posted online for a minimum of ten (10) days before purchasing the product/service.

1. Explain why this is the only product or service that can meet the needs of the department making the purchase.

Product was procured from CNP through RFP process in 2019. CNP was the original sales and configuration agent for the software.

2. Explain why this vendor is the only practicably available source from which to obtain this product or service.

CNP knows our system and has been supporting it since 2019. Switching vendors would require additional costs to review our current settings, and could cause actions that compromise the system due to a secondary vendors lack of our configuration knowledge

3. Explain why the price is considered reasonable.

Cost is in line with previous support costs. Cost increase is 4.05% which is lower than the expected 5-7%.

4. Describe the efforts that were made to conduct a noncompetitive negotiation to get the best possible price for the taxpayers.

No negotiations were made. We still use this vendor on a regular basis including after hours support. There is no feeling that the city is not getting its "moneys worth"

Please attach this form to the Requisition and forward to Purchasing.

Signature: Paul A. Malabad Digitally signed by Paul A. Malabad
Date: 2025.10.01 11:31:00 -04'00'

Date: _____