

# Sole Source Procurement Instructions

Department: \_\_\_\_\_ Date: \_\_\_\_\_

Vendor: \_\_\_\_\_

Product/Service: \_\_\_\_\_

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.
2. Explain why this vendor is the only practicably available source from which to obtain this product or service.
3. Explain why the price is considered reasonable.
4. Describe the efforts that were made to conduct a noncompetitive negotiation to get the best possible price for the taxpayers.

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

Signature:  \_\_\_\_\_ Date: \_\_\_\_\_



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November 19, 2024

VIA EMAIL

Harrisonburg-Rockingham ECC  
ATTN: Jesse Martin  
101 N. Main Street  
Harrisonburg, VA 22802

RE: Sole Source of Hosting Services

Dear Mr. Martin:

Please accept this letter as confirmation that Tyler Technologies, Inc. is the sole provider authorized to host our complex software solutions that are specifically designed for the unique and rigorous demands of public safety agencies. Our dedicated cloud infrastructure ensures high standards of security, performance, and reliability, which are essential for critical 911 operations. By managing and controlling the entire environment, Tyler is able to proactively monitor, support, and continuously optimize our cloud-hosted solutions, providing clients with a fully integrated SaaS experience. This model allows Tyler to uphold stringent service levels and rapid response capabilities that are critical to the operations of public safety agencies.

Please do not hesitate to contact me with any questions regarding the foregoing.

Regards,

*Sherry Clark*

Sherry Clark  
Group General Counsel  
[Sherry.clark@tylertech.com](mailto:Sherry.clark@tylertech.com)