



NOTICE OF INTENT TO AWARD SOLE SOURCE CONTRACT
February 14, 2019

In accordance with LCRB C-047-0275, Clackamas County intends to contract for the provision of HappyOrNot® satisfaction measurement services from Xavier Solutions LLC due to special needs or qualifications.

Services from Xavier Solutions LLC are necessary to provide real time, high response rate customer satisfaction data in high traffic service locations. To meet this need, systems must meet numerous specifications. For example, the units must be self-powered, not require a network connection, easily movable, and provide data in a manner that is congruent with Performance Clackamas. After reviewing alternatives and a pilot trial period, the HappyOrNot® system was found to be the only system that meets all of the requirements. The estimated contract is anticipated to be approximately \$6,144.00 per year for a three year total contract value of \$18,432.00.

An entity may protest this determination in accordance with LCRB C-047-0710 no later than February 21, 2019 at 5:30 PM, Pacific Time. A request may be submitted to obtain additional information for the sole source by contacting Procurement at 503-742-5444. Protests must be submitted to the Procurement Director by hand delivery or mail to Clackamas County Procurement Division, 2051 Kaen Road, Oregon City, OR 97045.