



JUSTIFICATION FOR SOLE SOURCE CERTIFICATION

Sole Source Purchases are defined clearly, based upon a legitimate need, and are limited to a single supplier. Sole source purchases are normally not allowed except when based upon strong technological grounds such as operational compatibility with existing equipment and related parts or upon a clearly unique and/or cost effective feature requirement. The use of sole source purchases must be justified and shall be limited only to those specific instances in which compatibility or technical performance needs are being satisfied.

Sole Source Services are defined as a service provider providing technical expertise of such a unique nature that the service provider is clearly and justifiably the only practicable source available to provide the service. The justification shall be based on the uniqueness of the service, sole availability at the location required, or warranty or defect correction service obligations of the service provider.

This form must be filled out for the request to purchase any good or non-professional service that requires a competitive procurement process (informal quotes (\$1001-\$10,000), formal quotes (\$10,001 - \$19,999.99), or formal bid (\$20,000 or more) as defined in the LFUCG's Purchasing Manual. This form must be completed in its entirety and attached to the purchase requisition.

Note: Sole Source Purchase requests for goods exceeding \$20,000 will require approval by the Urban County Council by submitting an Administrative Review Form. A copy of this form must be signed off by Central Purchasing and attached to the Administrative Review Form.

Requesting Division

Name Jonelle Patton Division/Dept Enhanced 911

Phone 859-280-8184 Email jpatton@lexington911.ky.gov

Type of Purchase: ☐ Goods/Materials/Equipment ☒ Services

Cost: up to \$9,800 (FY26)

Sole Source Request for the Purchase of: Web-based quality assurance tracking and reporting software.

☐ One Time Purchase ☒ To Establish Sole Source Provider Contract
(subject to annual review and approval by Central Purchasing and/or Urban County Council)

Vendor Information

Business Name Frontline Public Safety Solutions

Contact Name Ethan Laird, Operations Manager

Address 55 W. 2nd Street, Suite 112, Lombard IL 60148

Phone 630-613-9763 Email ethan@frontlinepss.com

STATEMENT OF NEED: (Add additional pages as needed)



JUSTIFICATION FOR SOLE SOURCE CERTIFICATION

My division/department's recommendation for sole source is based upon an objective review of the product/service required and appears to be in the best interest of the LFUCG. I know of no conflict of interest on my part, and I have no personal involvement in any way with this request. No gratuities, favors, or compromising actions have taken place. Neither has my personal familiarity with particular brands, types of equipment, materials, persons or firms been a deciding influence on my request to sole source this purchase when there are other known suppliers to exist.

1. Describe the product or service and list the necessary features this product provides that are not available from any other option.

Frontline provides a stand-alone software program that meets APCO/NENA and CALEA standards for quality assurance (QA) programs for PSAP's.

2. Below are eligible reasons for sole source. Check one and describe.

☐ Licensed or patented product or service. No other vendor provides this. Warranty or defect correction service obligations to the consultant. Describe why it is mandatory to use this licensed or patented product or service.

☐ Existing LFUCG equipment, inventory, custom-built information system, custom-built data inventory system, or similar products or programs. Describe. If product is off-the-shelf, list efforts to find other vendors (i.e. web site search, contacting the manufacturer to see if other dealers are available to service this region, etc.)

☒ Uniqueness of the service. Describe.

QA tracking and training tracking software that does not require additional equipment or software to perform quarterly assessments.

☐ The LFUCG has established a standard for this manufacturer, supplier, or provider and there is only one vendor. Attach documentation from manufacturer to confirm that only one dealer provides the product.

☐ Factory-authorized warranty service available only from this single dealer. Sole availability at the location required. Describe.

☐ Used item with bargain price (describe what a new item would cost). Describe.

☐ Other – The above reasons are the most common and established causes for an eligible sole source. If you have a different reason, please describe:

-



JUSTIFICATION FOR SOLE SOURCE CERTIFICATION

3. Describe efforts to find other vendors or consultants (i.e. phone inquiries, web site search, contacting the manufacturer to see if other dealers are available to service region, etc.).

Per attached letter from president of Frontline, no other vendor sells or distributes this program.

4. How was the price offered determined to be fair and reasonable?

(Explain what the basis was for comparison and include cost analyses as applicable.)

This is a stand-alone service that did not require the purchase of new/additional equipment in order to utilize. This software is designed to be customizable to the needs of our division.

5. Describe any cost savings realized or costs avoided by acquiring the goods/services from this supplier.

No new/additional equipment and/or software needed to be purchased in order to utilize this service.



6/17/2025

Chuck Bowen
Lexington Enhanced 911
115 Cisco Rd
Lexington KY 40504

RE: Sole Source

Dear Chuck,

Frontline Public Safety Solutions is the sole source provider for the Quality Assurance Tracker and DOR Tracker. This letter is to confirm that the Quality Assurance (QA) Tracker & Daily Observation Reports (DORs) software is a sole source product, designed and developed exclusively by Frontline Public Safety Solutions. Frontline Public Safety Solutions is the only authorized party to support, update, modify and distribute the software. No other resellers or distributors can sell, service or update any Frontline product.

The software is a standalone, cloud-based product that allows a streamlined solution to all aspects of the QA and training process. This includes complete customization by the user, customer ownership of the aggregate data, a built-in delivery method to the subject of the reviews, and signature accountability for receipt of that delivery. The products meet the APCO/NENA ANS1.107.1.2015 Standards for QA, as well as the APCO/NENA recommendations for DOR/Training best practices.

The software does not require the purchase of additional equipment and/or software to perform Quality Assurance Evaluations and DORs. Both functions of the software include dynamic intuitive reporting. Every piece of data entered by a user can be parsed out through multiple report options to create innumerable analytics in a multitude of formats. These reports are all available for download for easy distribution to stakeholders.

No other company sells or distributes such a program. There is no other like item available for purchase that is a standalone product, has Quality Assurance and DORs within the same platform, and gives customers the reporting necessary for true data driven decision making. Please feel free to contact me with any questions.

Sincerely,

Benjamin Laird
President of Frontline
blaird@frontlinepss.com

