

August 17, 2017

**TO:** Sam Orth III, Director and CIO, Department of Technology  
**From:** Sandy Elswick, Technical Support Manager  
**SUBJECT:** Award of RFQ005603 for Professional Services and Software for ITSM Implementation Services and Training

The Department of Technology (DoT), through utilization of a Request for Proposals, received 4 bids in response to RFQ005603 for the purchase of Professional Services and Software for ITSM Implementation Services and Training.

VENDOR	Software	SCORE
Avante Solutions, Inc.	Cherwell	91.67
Sigma Software Systems	Cherwell	85
Creative Enterprise Solutions, LLC / dba Beyond20	Cherwell	81.34
Flycast Partners, Inc	Heat	73.67

The Evaluation Committee comprised of Sandy Elswick, Octavia Barret and Rick Wagner ranked the bids according to the evaluation criteria and have listed the above vendors according to highest points to the lowest points.

The Department of Technology has reviewed the proposals received and is recommending that award be made to: Avante Solutions, Inc.

If you have any questions please contact Sandy Elswick (645-5428).

