Notice of Intent to Procure Sole Source Services

Date of Notice: October 5, 2026 | **Document Number:** 2026-10-01 |

Agency: North Springs Improvement District (NSID)

Notice is hereby given that the North Springs Improvement District (NSID) intends to procure specialized **Custom Resident Engagement & Utility Customer Service Platform Development and Managed Services**. NSID believes that this procurement meets the requirements of a Sole Source procurement under Florida Statute 287.057(3)(c).

Challenge Submission Guidelines

Should any vendor, company, or qualified service provider wish to challenge this notice of intent and believe they are able to provide equivalent services meeting the exact functional scope listed below, they must contact the District in writing by **11:00 AM on October 23, 2026**.

- **Technical Documentation:** Submissions **must** include comprehensive technical service specifications and proof of functional equivalency to facilitate a rigorous compliance verification against District standards.
- **Burden of Proof:** The challenging party bears the sole responsibility of providing definitive evidence that their proposed services and software platform deliver identical native AI voice call handling, resident engagement workflows, and CSR workspace modules without requiring redesign or third-party middleware additions.
- **Administrative Reference:** All correspondence must clearly cite the Sole Source inquiry reference: Document Number 2026-10-01.

Justification for Sole Source Procurement:

This procurement is designated as a sole source purchase of specialized services because the required platform relies on proprietary software architecture, specialized custom workflow engine configurations, and direct account intelligence models specifically built to interface with NSID's operational environment. NSID believes that no other provider can integrate with our specialized utility software and telecommunications environment to provide native, out-of-the-box engagement combining resident

self-service, multilingual AI voice call handling, unified CSR workspace tools, and real-time account context without requiring extensive third-party modifications, additional software licenses, or risking operational disruption to utility customer service operations.

Direct all formal challenges and required submittal forms to the following:

By Mail:
Attn: District Manager
Re: Challenge of Sole Source Purchase - Document Number 2026-10-01
9700 NW 52 Street, Coral Springs, Florida 33076

By Email:
To: rodc@nsidfl.gov
Subject Line: Challenge of Sole Source Purchase - Document Number 2026-10-01

Required Technical Service Specifications

#	Service Deliverable	Functional Scope Requirements
1	**Custom Utility Engagement Platform Services**	Custom application development, database architecture, workflows, business rules, automation, security, and NSID testing/configuration.
2	**Unified Resident Profile Management**	Single account view combining billing, meter data, communications, notes, documents, photos, and chronological activity.
3	**Call Screen-Pop & Intelligence Services**	Caller ID, account matching, service status, context, prior interaction history, and AI interaction summaries.
4	**Voice AI Call Handling Services**	Multilingual AI call handling, intent recognition, account-aware routing, escalation, recordings, and transcripts.
5	**AI Website Chat & Self-Service**	24/7 authenticated resident chat for live balances, history, meter data, and automated service workflows.
6	**Automated Reminder System Services**	Configurable email, SMS, voice, and chat notifications driven by due dates, delinquency, and account status.
7	**Campaign & Workflow Automation**	Triggered communications, branching logic, customer segmentation, scheduling, escalation, and campaign

#	Service Deliverable	Functional Scope Requirements
		analytics.
8	**Notes, Document & Photo Management**	Time-stamped account notes, attached documents, photos, correspondence, approvals, and service records.
9	**Recording, Transcripts & AI Summary**	Searchable interaction records linked to resident accounts for quality control, follow-up, and dispute resolution.
10	**Customer Service Workspace Support**	Unified CSR hub for calls, chat, SMS, and email with ticketing, tags, AI copilot assistance, and human takeover.
11	**AI Knowledge Base & Training Services**	AI custom model configuration using NSID-approved policies, procedures, FAQs, billing rules, and service standards.
12	**Reporting & Management Dashboard**	Operational dashboards for volume, response times, AI resolution rates, campaigns, escalations, and KPIs.
13	**User Controls & Audit Logging**	Role-based access control (RBAC), administrative permissions, action attribution, and full audit trail history.
14	**Deployment, Testing & Staging Services**	Workflow testing, UAT support, production environment staging, commissioning, and issue remediation.
15	**Staff Training & System Onboarding**	Comprehensive training for CSR, administrative, and management personnel on platform workflows and reporting.

Managed Platform & Infrastructure Support Services: Includes dedicated cloud hosting, database/storage security, automated backups, system monitoring, software maintenance, and a dedicated Customer Success Manager (CSM) with integrated Email, SMS, Voice AI, and Payment processing capabilities.

Legal & Statutory Disclaimers

- **Right of Rejection:** The North Springs Improvement District reserves the absolute right to evaluate all service submissions, solicit clarifying data, and reject any challenge that fails to provide conclusive proof of technical service equivalency.
- **Public Records:** Please be advised that all materials submitted in response to this notice are subject to public inspection under Florida's Public Records Law (Chapter 119, Florida Statutes).
- **Formal Protest Waiver:** Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Sole Source Challenge Submittal Form

Document Number Reference: 2026-10-01
Submission Deadline: 11:00 AM on October 23, 2026

Instructions for Submission: Complete this form in its entirety. It must accompany the formal written challenge and detailed service specifications. Ensure Document Number 2026-10-01 is prominently displayed on all documentation.

Section 1: Service Provider Information

Company / Service Provider Name:	
Primary Contact Person:	
Title/Position:	
Phone Number:	
Email Address:	
Physical Address:	
City, State, Zip Code:	

Section 2: Service & Solution Equivalency Statement

Proposed Service / System Name: _____
Service Provider / Vendor Name: _____

Please provide a brief statement confirming your solution's ability to meet or exceed the exact service specifications outlined in Document 2026-10-01:
(Attach additional sheets if necessary)

Section 3: Required Submission Checklist

Please verify that the following required items are included in your submission:

- [ ] Completed Sole Source Challenge Submittal Form
- [ ] Formal written letter of challenge
- [ ] Copy of matching service specifications verifying compliance with required standards
- [ ] Document Number 2026-10-01 is clearly noted on all provided documentation

Section 4: Authorized Signature

By signing below, I certify that I am an authorized representative of the company listed above and that the proposed services meet the required specifications detailed in the Notice of Intent to Procure Sole Source Services.

Signature: _____

Printed Name: _____ Date: _____