

Boone County Purchasing

Liz Palazzolo, CPPO, C.P.M.
Senior Buyer



613 E. Ash St, Room 110
Columbia, MO 65201
Phone: (573) 886-4392
Fax: (573) 886-4390

MEMORANDUM

TO: Boone County Commission
FROM: Liz Palazzolo, Senior Buyer
DATE: March 4, 2025
RE: Award of Contract C000986 from Sole Source 179-123125SS – NewCom
Neverfail Continuous Availability Software Upgrade for the Boone
County IT Department

Purchasing requests approval for the award of Contract C000986 which is based on Sole Source 179-123125SS. The Sole Source form is attached for the Commission's approval.

Contract C000986 is for the purchase of professional services to upgrade the County's Newcom Neverfail Continuous Availability software. It is necessary to upgrade the infrastructure of the 911 dispatch system to meet CJIS and security requirements. The Neverfail software is the only product supported by Central Square Technologies One Solution product used by Boone County Joint Communications for 911 dispatch.

The Sole Source has been advertised in both the Columbia Missourian and the Columbia Daily Tribune. No other vendors have come forth indicating an ability to provide the same or similar service. Newcom Wireless Services LLC located in Pemboke, Massachusetts is the only manufacturer and source for the Neverfail software upgrade.

Payment will reference 2708 – 911/EM IT Hardware & Software/71100 – Outsourced Services: \$19,144.10

/lp

c: Contract File