

COUNTY OF SONOMA  
PUBLIC INFRASTRUCTURE PURCHASING DIVISION  
**SINGLE OR SOLE SOURCE WAIVER REQUEST**



**Directions:** Use this form to justify a single or sole source transaction (see selection criteria below). Departments are encouraged to consult with the Purchasing Division prior to submitting this request to Purchasing. The single or sole source request should be approved before the department makes a commitment to the vendor, and before funds are encumbered. If the request is denied, the department will be advised by the Purchasing Division as to next steps (e.g., conduct a competitive process to select the supplier/contractor).

Choose one below:

- ☒ Sole Source – Services or Goods are available from only one supplier (e.g., proprietary software, licensed or patented good or service).
- ☐ Single Source – More than one source exists (selecting one supplier out of all that are available). The County selects a particular provider over others for reasons such as (1) safety, (2) training or standardization, (3) logistical requirements (e.g. local presence needed) (4) only one prospective supplier is willing to enter into an agreement with the County (5) item has design and/or performance features that are essential to the department and no other source satisfies the County's requirements.

Department: Information System Department

Date Submitted: \_\_\_\_\_

Contact: Jim McKenney

Phone: 565-8203

Supplier Name: Naviant. LLC

Amount: \$ 3,409,465 Term Requested: Five Years Requisition Number: \_\_\_\_\_

Describe the product or service:

Managed Support Services to support application(s) maintenance and enhancement efforts of the County Enterprise Document Management System (OnBase by Hyland)

Describe the basis for your sourcing recommendation. Include what due diligence you have performed in selecting the supplier. Explain why this is the only product or service that will meet the County's needs. Why is this supplier or contractor the one that can provide the services or products? What steps were taken to verify that the goods or services are not available from another source? Explain what efforts were made to obtain the best possible cost (e.g., current benchmark data from industry, other agencies)

Naviant acquired Neko Industries in 2021. Naviant/Neko has been the County's OnBase managed services provider since 2012. They have provided both functional and technical development for OnBase, ShareBase, and the Nexsan Assureon storage platform. The OnBase platform consists of over 55 separate modules which since 2012 Neko Industries has integrated into the county's business processes.

Department Head or Designee Signature: \_\_\_\_\_

Date: 09/05/2025

**FOR PURCHASING ONLY**

Reason for Determination:

Single/Sole Source Approved: ☒

Single/Sole Source Denied: ☐

Purchasing Agent: \_\_\_\_\_

Date: 9/23/2025



Docusign Envelope ID: 7A79F968-943D-4FF8-8A1E-CCE326ED54B2

Contract#: EU-2337-HYL048200

May 21, 2025

County of Sonoma  
370 Administration Drive  
Santa Rosa, California, 95403  
United States

RE: Sole Source Letter relating to Renewal of Maintenance and Support of OnBase Software Product

To Whom It May Concern:

This letter confirms that the OnBase software licensed by County of Sonoma consists of proprietary programs designed and developed exclusively by Hyland Software, Inc. and its affiliates ("Hyland"), and that County of Sonoma is receiving maintenance and technical support of such software from Naviant, LLC. While Hyland has numerous authorized resellers of the OnBase Software, under Hyland's commercial policies, Naviant, LLC. is the sole authorized source to provide maintenance and support of the OnBase software to County of Sonoma.

If you have any questions please feel free to contact us.

**Hyland Software, Inc.**

By:

A DocuSign signature block. It features a small "DocuSigned by:" label above a large black rectangular redaction box. Below the redaction box, a small portion of a digital signature is visible, showing the characters "F5F572B332FE48D...".

Name: (Print)  
Jennifer R. Cook

Title:  
VP, Global Revenue Operations

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Date:  
May 21, 2025 | 15:23:37 EDT

Hyland  
Legal



Approved  
By:

Date: May 21, 2025 | 14:47:12 EDT



# Single\_Sole\_Source\_Waiver\_Request\_Rev\_A\_N aviant

Final Audit Report

2025-09-05

Created:	2025-09-05
By:	Jim McKenney (Jim.McKenney@sonomacounty.gov)
Status:	Signed
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## "Single\_Sole\_Source\_Waiver\_Request\_Rev\_A\_Naviant" History

-  Document created by Jim McKenney (Jim.McKenney@sonomacounty.gov)  
2025-09-05 - 0:47:34 AM GMT- IP address: 209.77.204.154
-  Document emailed to dan.fruchey@sonoma-county.org for signature  
2025-09-05 - 0:52:16 AM GMT
-  Email viewed by dan.fruchey@sonoma-county.org  
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-  Signer dan.fruchey@sonoma-county.org entered name at signing as Dan Fruchey  
2025-09-05 - 9:50:47 PM GMT- IP address: 98.207.237.215
-  Document e-signed by Dan Fruchey (dan.fruchey@sonoma-county.org)  
Signature Date: 2025-09-05 - 9:50:49 PM GMT - Time Source: server- IP address: 98.207.237.215
-  Agreement completed.  
2025-09-05 - 9:50:49 PM GMT