

Sole Source Written Determination

Agency Identification: University of South Carolina

Requisition ID#: 1000098777

PO#:

Amount: \$300,000 (2 Years)

Commodity Code: 920

Description of the agency need that this procurement fulfills:

The University of South Carolina Division of Information Technology requires continued software maintenance, hosted environment services, and professional support for the University's existing Pinnacle telecommunications management system for the period July 1, 2026 through June 30, 2028. Pinnacle currently supports telecommunications management operations and maintains integration with State telecommunications resources utilized for telecom and data projects.

The system remains an active production application supporting operational processes while the University completes its planned transition to a replacement telephony management solution. Continued maintenance and support are necessary to preserve operational continuity, maintain required telecommunications management capabilities, support existing integrations, and ensure ongoing access to vendor-provided maintenance, hosting, software updates, technical support, consulting, and training until the system is retired.

Describe the Market Based on Research Performed:

The Division of Information Technology evaluated the telecommunications management software marketplace and the University's planned migration strategy. Market research confirmed that several commercial telecommunications management platforms are available; however, these products function as replacement solutions rather than support providers for the University's existing Pinnacle environment.

The University has utilized Pinnacle for more than twenty years and has established operational processes, integrations, and workflows around the platform. Implementing an alternative product during the transition period would require a premature replacement of the existing production environment before completion of the University's broader telephony modernization initiative. Such an approach would result in unnecessary implementation costs, data migration efforts, system testing, integration redevelopment, user transition activities, and operational disruption.

The market research further confirmed that Calero, including its affiliated entities, is the sole authorized provider of software maintenance, hosted services, software updates, and technical support for the Pinnacle software currently deployed by the University. No other vendor was identified as capable of providing maintenance and support services for the University's existing production Pinnacle implementation.

Sole Source Vendor Name: Calero Pinnacle

Based upon the following determination, Agency proposes to acquire the supplies, construction, information technology, and/or services described herein from the vendor named above per SC Code Ann § 11-35-1560 and SC Regulation 19-445.2105, Sole Source Procurement.

Description of supplies, construction, information technology, and/or services vendor will provide under the contract:

Calero will provide continued support and maintenance services for the University's existing Pinnacle telecommunications management system, including:

Annual Pinnacle software maintenance.
Hosted environment services.
Software updates and maintenance releases.
Technical support services.
Professional consulting services.
Training services, as needed.
Product support necessary to maintain the University's existing production Pinnacle environment.

The contract term will extend from July 1, 2026 through June 30, 2028.

Explain why the described solution is the only solution that meets the agency's need and how no other identified solutions were sufficient.

The University is not seeking a new telecommunications management platform but rather requires continued maintenance and support of its existing production Pinnacle system until its planned retirement. The requested procurement is limited to maintaining the current environment during the transition to a future telephony management solution.

Calero is the sole provider authorized to deliver software maintenance, hosting services, software updates, and technical support for the University's existing Pinnacle implementation. Because Pinnacle is proprietary software supported exclusively by Calero, no other vendor can provide vendor-authorized maintenance and support services for the existing environment.

Although alternative telecommunications management platforms exist, implementation of a replacement system during the requested contract period would require premature migration away from Pinnacle before completion of the University's telephony modernization initiative. Such a transition would require significant implementation effort, data migration, testing, integration work, user training, and additional project costs for a system that is already scheduled for retirement.

Maintaining the current production environment through the requested contract period preserves operational continuity, minimizes transition risk, avoids unnecessary costs, and allows the University sufficient time to select, implement, and fully transition to its future telephony solution. Therefore, Calero is the only identified source capable of providing the maintenance, hosting, updates, and support required to sustain the University's existing Pinnacle environment, and no other identified solution was sufficient.