



January 28, 2026

Madison County Board of County Commissioners  
Madison County, Mississippi

**RE: Sole Source Certification - gWorks Cloud Operations Hub**

Dear Board of County Commissioners:

This letter serves to certify that **gWorks is the sole source provider of the gWorks Cloud Operations Hub product** being proposed to Madison County, Mississippi.

**Sole Source Justification:**

gWorks Cloud Operations Hub is a proprietary software solution developed, owned, and maintained exclusively by gWorks. This cloud-based operations management platform is:

- Proprietary to gWorks and not available from any other vendor or reseller
- Specifically designed to integrate with and extend Madison County's existing gWorks software solutions
- Built on gWorks' unique architecture and data models
- Supported exclusively by gWorks personnel with specialized knowledge of the product

**No competitive alternatives exist for the gWorks Cloud Operations Hub product.** While other vendors may offer general operations management software, only gWorks can provide the Cloud Operations Hub solution that integrates seamlessly with Madison County's current gWorks environment.

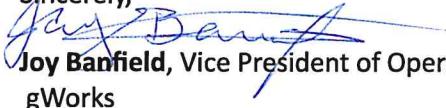
**Migration from existing gWorks products to the gWorks Cloud Operations Hub represents an upgrade and enhancement of Madison County's current system, not a new procurement opportunity suitable for competitive bidding.**

This sole source designation is appropriate under standard government procurement guidelines that allow non-competitive purchasing when:

1. Only one vendor can provide the required product
2. The product is a proprietary upgrade or extension of existing systems
3. Competitive bidding would not yield alternative qualified suppliers

Should you require any additional information to support your procurement decision, please contact me directly.

Sincerely,

  
**Joy Banfield**, Vice President of Operations  
gWorks  
jbanfield@gworks.com



Madison County MS

Date of Proposal: 1/27/2026

**Why Now?** Esri, the company behind our mapping, is discontinuing ArcObjects/ArcEngine framework (including ArcMap and ArcEngine) on March 1, 2026, requiring every agency, including yours, to migrate to cloud solutions in order to ensure continued functionality. That's why we built gWorks Cloud Operations to meet these new standards and gives you a smoother, future-ready system.

What Products You Have Today

PW - Core; PW - Service Requests; PW - Fleet

Current Annual Cost for PubWorks - Support Fees Only \$4,162

Your Cloud Migration Package Enterprise Bundle

**Includes:** 311 Citizen Requests, Service Requests, Work Management, Asset Management, Mobile, GIS Mapping, Inventory, and Fleet

Your Two-Year Pricing for Software and Support		Year 1	Year 2
<b>Market Price</b>		\$75,000	\$75,000
This is what governments your size typically pay for comparable software.			
<b>Your Discounted Annual Price</b>		\$12,486	\$12,486
Because you're already part of gWorks, you get a substantial discount, saving thousands compared what new clients would pay or a competitor would charge.			
<b>Loyal Client Discount (Year 1) %</b>		50.0%	
<b>Additional Loyal Client Discount for Year 1</b>		(\$6,243)	
Because you matter to us, your first year comes with an additional discount to make budgeting easier.			
<b>Your Price After Discounts</b>		\$6,243	\$12,486
<i>Discount % Off Market Price</i>		91.7%	83.4%
<b>One-Time Implementation Fee</b>		\$1,500	\$0
This covers migration of your essential data, training, and onboarding of your gWorks Cloud Operations system.			
<b>Total Investment</b>		\$7,743	\$12,486
<b>2-Year Total Commitment:</b>			\$20,229

Pricing is locked in for two years. Annual subscription price increases after the two year commitment are typically 5-7%.  
Implementation Timeline: 2-4 week implementation | Recommended start by December 2025

## Plus You Will Get

### A System Built to Last

Trusted by hundreds, this proven system helps staff serve the public faster, gives clearer reporting, and keeps you secure.

### Same Neighborly Support

You'll keep working with the same support folks who know your agency and how you work.

### Easy Transition & Keep Essential History

All your essential history comes with you and onboarding is quick because we know your system.

