

**Sole Source
Written Determination**

Agency Identification: South Carolina Department of Motor Vehicles

Description of the agency need that this procurement fulfills: *(See instructions on last page for guidance)*

The SCDMV website is critical to the operations of the agency. It serves as the hub for public information and the gateway to secure transactions that provide online services to the agency's diverse public constituents, business customers and law enforcement. The website search engine tool is vital for website users to locate needed information in a timely manner to avoid customer dissatisfaction and unneeded calls to the SCDMV call center.

Describe the Market Based on Research Performed: *(See instructions on last page for guidance)*

SCDMV researched to see if Cludo could be available elsewhere, but it is not. Because SCDMV has been using this search engine for several years and it evolves over time to become better refined at finding searches it would not benefit the agency to utilize another search engine product.

Sole Source Vendor Name: Cludo

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: *(See instructions on last page for guidance.)*

Subscription service for use of Cludo search engine tool already integrated into the SCDMV website from 5/30/2026 – 5/29/2027.

Explain why the described solution is the only solution that meets the agency's need and how no other identified solutions were sufficient. *(See instructions on last page for guidance)*

The Cludo search engine tool is integrated with the DMV website. The level of effort required to integrate a different search engine tool is not beneficial to the agency and would impact the agency's maintenance standardization. The benefit of remaining on the same search engine tool comes from the "search learning" that is captured by the tool that benefits our customers when searching on the DMV website rendering quicker and more accurate search results. In addition, the search analysis reporting provides DMV with critical input to identify gaps in web content available based on what the public and business customers are searching for on the DMV website.

Note: Determination is not complete without required signatures and dates

Required Signatures

Prepared by:

Date:

Printed Name: Clifton L. Simmons, Jr.

Title: IT Director I

Approved by:

Approval Date:

Printed Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

The last page contains instructions and is not required to be retained.



Henry Dargan McMaster
Governor

Kevin A. Shwedo
Executive Director

State of South Carolina

Department of Motor Vehicles

Memo

To: File

From: Andrea Cornelius, Procurement Officer

Date: 03/16/2026

Re: Additional Justification of Sole Source Procurement for Cludo, Inc.

Cludo has been deemed as a sole source provider for its specific site search engine subscription due to its proprietary technology. In our research, other government websites' procurement records justify sole source, non-competitive purchases for Cludo's search services.

For instance:

Cludo's platform allows for specific control over search result relevance and analytics, which may not be directly replicated by other vendors, notes the Digital Marketplace. Cludo is considered the only vendor capable of providing their specific, proprietary search technology. The South Carolina Department of Motor Vehicles (SCDMV) uses Cludo to provide intelligent, AI-powered site search on the agency's website. This search engine, implemented as part of a recent digital facelift, helps users find specific services, forms, and locations using natural language, improving the overall online customer experience. Cludo's integration supports a "mobile-first" and task-based navigation strategy, helping users quickly find services like, "renew my license" or "change my address". Cludo provides analytics to the SCDMV, allowing them to understand what users are searching for and identify potential content gaps. It used to power search functionality on the SCDMVONLine.com website. Cludo works seamlessly across the agency's different CMS platforms, ensuring consistent search functionality. Cludo utilizes AI-driven semantic search, natural language processing (NLP), and hybrid search (combining keywords and vectors) to understand user intent rather than just keywords. It offers high customization for relevance, including content boosting and synonym management, which helps users find specific documents like forms or policies quickly

Procurement Officer: _____

Date: _____