



**STATE PROCUREMENT OFFICE
NOTICE OF REQUEST FOR EXEMPTION
FROM HRS CHAPTER 103D**

13 FEB 27 A7:47

STATE PROCUREMENT OFFICE
STATE OF HAWAII

TO: Chief Procurement Officer

FROM: Human Services
Name of Requesting Department

Pursuant to HRS § 103D-102(b)(4) and HAR chapter 3-120, the Department requests a procurement exemption for the following:

1. Describe the goods, services or construction:
Pathos mirrors the current workload tracker that is being used by BESSD's eligibility office statewide through a rudimentary excel spreadsheet that is limited to its ability to allow a maximum of 5 users to access the spreadsheet in a given office at a given time. The Pathos enterprise solution, being cloud based, would have no restriction to the number of users to access it. Pathos will allow for predictive analysis of the Hawaii's BPR delivery model, and provide feedback to management on possible solutions to avoid bottlenecks in its processing of benefits to its customers. CIA will provide on-going monitoring and technical support, which includes training, as it relates to Pathos and it's BPR services.

2. Vendor/Contractor/Service Provider:	Change and Innovation Agency (CIA)	3. Amount of Request:	
		\$ 160,000	
4. Term of Contract From:	4/1/13	To:	3/31/15
		5. Prior SPO-007, Procurement Exemption (PE):	

6. Explain in detail, why it is not practicable or not advantageous for the department to procure by competitive means:
BESSD has invested nearly 1.5 years in redesigning it's service delivery to this proprietary BPR model with tremendous results and buy-in from its staff. Adding Pathos and the on-going technical support from CIA is the only next logical step in ensuring BESSD maintains its current gains, as well as positions itself for on-going improvement. Through its current and on-going delivery of service redesign, BESSD has been able to improve its Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps) application processing timeliness from 64% timeliness statewide in late 2011, to its current timeliness rate of 96% statewide, and is poised to address the federal injunction placed on its SNAP program as a result of failing to comply with the acceptable federal timeliness rate for processing applications. In order to maintain the progress realized through BPR, and to continue to improve its BPR delivery service, there is a need to modernize the tools used to monitor it's BPR workload. There is also a need to continue to reassess its service through analysis of meaningful data that is directly related to the BPR effort. The enterprise solution available from CIA addresses this need.

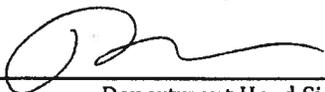
7. Explain in detail, the process that will be or was utilized in selecting the vendor/contractor/service provider:
CIA was awarded through competitive procurement in 2011 to be the consultant to provide the technical guidance with BESSD's BPR effort. The proprietary model of BPR has guided the current results that BESSD has achieved. BESSD implemented CIA's BPR model with no modernization, only redesigning it's service delivery model from a case management model to a task-based process model, and through the use of the excel spreadsheet. Since that time, CIA has developed an enterprise workload management tool that compliments it's BPR model, and had presented a demonstration of this tool.

8. Identify the primary responsible staff person(s) conducting and managing this procurement. (Appropriate delegated procurement authority and completion of mandatory training required).

*Point of contact (Place asterisk after name of person to contact for additional information).

Name	Division/Agency	Phone Number	e-mail address
Pankaj Bhanot	BESSD	586-5230	pbhanot@dhs.hawaii.gov
Scott Nakasone*	BESSD	586-7054	snakasone2@dhs.hawaii.gov

All requirements/approvals and internal controls for this expenditure is the responsibility of the department. I certify that the information provided above is, to the best of my knowledge, true and correct.



Department Head Signature

2/24/13

Date

For Chief Procurement Officer Use Only

Date Notice Posted:

2/27/13

Inquiries about this request shall be directed to the contact named in No. 8. Submit written objection to this notice to issue an exempt contract within seven calendar days or as otherwise allowed from date notice posted to:

state.procurement.office@hawaii.gov

Chief Procurement Officer (CPO) Comments:

Approval is granted for the period 04/01/13 to 03/31/15 and is for the solicitation process only, HRS section 103D-310(c) and HAR section 3-122-112, shall apply (i.e. vendor is required to be compliant on the Hawaii Compliance Express) and award is required to be posted on the Awards Reporting System.

If there are any questions, please contact Bonnie Kahakui at 587-4702, or bonnie.a.kahakui@hawaii.gov.

Approved

Disapproved

No Action Required

 4/4/2013
 Chief Procurement Officer Signature Date