

STATE OF HAWAII  
NOTICE OF EXEMPTION FROM CHAPTER 103D, HRS

The Chief Procurement Officer is in the process of reviewing the request from the Department of Human Services for exemption from Chapter 103D, HRS, for the following goods, services, or construction:

Vendor will provide call center services for the Hawaii Rx Plus Program. Call center will include a toll free "800" number for members and pharmacies that may have questions regarding eligibility for Hawaii Rx Plus. The vendor will also assist in the enrollment fo the recipient over the phone or mail out the application upon request. The vendor will also provide the state with statistical data regarding calls and be able to produce a daily eligibility file.

**Vendor:** Rx America, LLC  
221 N. Charles Lindbergh Drive  
**Address:** Salt Lake City, Utah 84116

<b>Term of Contract:</b>	<b>From:</b> Upon Approval	<b>To:</b> 6/30/05	<b>Cost:</b> -0-
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<b>Direct any inquiries to:</b> Department: Human Services/Med-QUEST Division  Contact Name/Title: Brian Pang, Finance Officer 1001 Kamokila Boulevard, Suite 317 Address: Kapolei, Hawaii 96707	Phone Number: (808) 692-7956  Fax Number: (808) 692-7989
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Date Posted: 2/24/05

A copy of this notice of exemption from Chapter 103D, HRS, shall be posted by the Chief Procurement Officer and the purchasing agency in an area accessible to the public, at least seven (7) calendar days prior to any approval action.

Submit written objections to this notice to issue an exemption from Chapter 103D, HRS, within seven (7) calendar days from the date posted to:

Chief Procurement Officer  
Office/Agency \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

# STATE OF HAWAII REQUEST FOR EXEMPTION FROM CHAPTER 103D, HRS

STATE PROCUREMENT OFFICE  
STATE OF HAWAII

TO: Chief Procurement Officer

FROM: Human Services  
(Department/Division/Agency)

STATE ADMINISTRATION  
STATE PROCUREMENT OFFICE  
STATE OF HAWAII  
05 FEB 23 11:06 AM

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

<p>Description of goods, services, or construction:</p> <p>Vendor will provide call center services for the Hawaii Rx Plus program. Call center will include a toll free "800" number for members and pharmacies that may have questions regarding eligibility for Hawaii Rx Plus. The vendor will also assist in the enrollment of the recipient over the phone or mail out the application upon request. The vendor will also provide the state with statistical data regarding calls and be able to produce a daily eligibility file.</p>
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<p>Name of Vendor: Rx America, LLC Address: 221 N. Charles Lindbergh Drive Salt Lake City, Utah 84116</p>	<p>Cost: -0-</p>
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<p>Term of Contract: From: Upon approval To: 6/30/05</p>	<p>Prior Exemption Ref. No. (if applicable)</p>
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<p>Explanation describing how procurement by competitive means is either not practicable or not advantageous to the State:</p> <p>See Attached</p>
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<p>Details of the process or procedure to be followed in selecting the vendor to ensure maximum fair and open competition as practicable:</p> <p>See Attached</p>
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A description of the agency's internal controls and approval requirements for the exempted procurement:

See attached

A list of agency personnel, by position title, who will be involved in the approval process and administration of the contract:

Lillian Koller, Director  
Tracy Okubo, Legislative Aide  
Steve Kawada, Assistant Administrator Med-QUEST  
Noreen Moon-Ng, Policy Program Officer Med-QUEST  
Diane Taira, Deputy AG  
Brian Pang, Finance Officer Med-QUEST

Direct questions to:

Brian Pang

Phone Number:

692-7956

This exemption should be considered for list of exemptions attached to Chapter 3-120, HAR: Yes  No

**I CERTIFY THAT THE INFORMATION PROVIDED ABOVE IS, TO THE BEST OF MY KNOWLEDGE, TRUE AND CORRECT.**



FEB 23 2005

Department Head or Designee

Date

Title (If other than Department Head)

Chief Procurement Officer's Comments:

Please ensure adherence to applicable administrative requirements.

APPROVED

DISAPPROVED

Chief Procurement Officer

Date

cc: Administrator,  
State Procurement Office

**Explanation describing how procurement by competitive means is either not practicable or not advantageous to the State:**

Rx America is proposing to provide these services at no charge to the state. Although the state must issue an RFP for services we are requesting an exemption until 6/30/05 in order to complete and issue a RFP for implementation on July 1, 2005. These services are currently provided by Aloha United Way (AUW) with compensation. It would be more advantageous to the state if these services were provided at no cost.

**Details of the process or procedure to be followed in selecting the vendor to ensure maximum fair and open competition as practicable:**

The Hawaii Rx Plus Program was implemented as a partnership between the state and the Hawaii Pharmacy Association (HPA). HPA selected Rx America to provide claims processing and adjudication for their pharmacies. Currently the services under this exemption are provided by AUW under a separate contract. If AUW receives any questions regarding eligibility they must be referred back to the state. Should this request be approved members can call one number regarding eligibility or general questions directly to Rx America.

**A description of the agency's internal controls and approval requirements for the exempted procurement:**

The Med-QUEST Policy Office is the lead branch. They made a recommendation in concurrence with the director's office staff. The Med-QUEST Finance office made a determination that the services would be bid through an RFP process even there is no cost involved. Because of the timing of services needed a short term exemption until 6/30/05 was recommended. Approval by the division's administrator and director was then submitted.