



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

RUSH

Received by
State Procurement Office
08/01/2016

TO: Chief Procurement Officer

FROM: Department of Health/ Disease Outbreak Control Division
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 and/or services:
The State Department of Health, Disease Outbreak Control Division (DOH) is looking to provide surge capacity call center capability statewide during public health emergencies. The call center must be able to activate staffing for 24 hour, seven days per week coverage in the event of a disaster and be able to provide real-time language interpretation to callers in minimum of 100 languages including Pacific Island and Asian languages identified by Limited English Proficiency households in Hawaii. Call center phone number must be easily identifiable to the public and toll-free statewide. The organization must have staff on island who are available for training by DOH on the subject matter, as needed, and agree to DOH on-site supervision during emergency activations. Staff must be familiar with Hawaii localities and be able to advise callers on location, directions, and other Hawaii specific information.

2. Vendor/Contractor/Service Provider:	Aloha United Way	3. Amount of Request:
		\$ 15,000.00
4. Term of Contract From:	7/1/2016	To:
	From 8/10/16 8/1/2016	1/30/17 From 8/10/16
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:
Aloha United Way (AUW) is a Hawaii non-profit corporation and is the sponsor of AUW 211, a public service program by which the public may obtain information about providers of health and human services and about other available public services. The 211 number is already familiar to the public and AUW has the staff and equipment in place to handle large scale phone call volume. DOH would be able to coordinate emergency surge capacity capabilities with AUW by conducting periodic training sessions for its staff, providing additional phone equipment when needed, increasing call center staffing with its own Medical Reserve Corps volunteers, and other mutually agreed upon items specific to each event. Having such an agreement in place with a reliable local partner is important in the dissemination of vital information during an emergency.

7. Explain in detail, the process that will be or was utilized in selecting the vendor/contractor/service provider:
Aloha United Way (AUW) is a well-known, well-respected Hawaii non-profit corporation with solid financial backing. It is the sponsor of AUW 211, a public service program by which the public may obtain information about providers of health and human services and about other available public services. The 211 number is already familiar to the public and AUW has the staff and equipment in place to handle large scale phone call volume. Its staff is locally situated and is familiar with Hawaii localities and will be able to advise callers on location, directions, and other Hawaii specific information that is so important during an emergency. Prior to selecting AUW 211, other vendors were contacted to provide quotes and none were able to meet/provide all of the required services.

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
James Wasa	DOCD	586-8305	james.wasa@doh.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.

Virginia Prosser
 Department Head Signature

AUG - 1 2016
 Date

For Chief Procurement Officer Use Only

Date Notice Posted: 8/2/2016

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.procurementoffice@hawaii.gov

Chief Procurement Officer (CPO) Comments:

Approval is granted for the period 8/1/2016 to 7/31/2017 with the understanding that the department shall cancel the Memorandum of Agreement with Aloha United Way and will execute a new agreement after receiving procurement exemption approval from the SPO. This approval 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 provide proof of compliance and may use the Hawaii Compliance Express), and the award is required to be posted on the Awards Reporting System. Copies of compliance and the awards posting are required to be documented in the procurement/contract file.

If there are any questions, please contact Stanton Mato at 586-0566, or email stanton.d.mato@hawaii.gov.

Approved Disapproved No Action Required

[Signature]
 Chief Procurement Officer Signature

8/23/16
 Date