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# STATE PROCUREMENT OFFICE NOTICE & REQUEST FOR SOLE SOURCE

ADMINISTRATION  
STATE PROCUREMENT OFFICE  
STATE OF HAWAII

TO: Chief Procurement Officer  
FROM: Department of Human Services, Division of Vocational Rehab.  
*Name of Requesting Department*

Pursuant to HRS §103D-306 and HAR chapter 3-122, Subchapter 9, the Department requests sole source approval to purchase the following:

1. Describe the goods, services, or construction to be procured.  
(A) Upgrade, Maintenance and Support for the COTS Automated Case Management System called AWARE. This service includes two system upgrades per year which follows compliance with the Rehabilitation Services Administration's (RSA) reporting requirements. (B) Basic Maintenance and Support Services for Hawaii DVR specific changes made to the COTS, (C) Production Managed Services that will host and manage the product on the AWARE platform, and (D) At Rest Data Encryption for the Managed Services environment to ensure extra protection of information for DVR and the State. DVR is in the process of implementing the AWARE system to replace the current VRISS (Vocational Rehabilitation Information and Statistical System), which is over 40 years old. The AWARE application and use of the ACMS is part of DVR's corrective action plan with the RSA finding of 2007. This sole source request will be funded with Federal Carryover funds.

2. Vendor/Contractor/Service Provider Name: Alliance Enterprises	3. Amount of Request: \$930,000.00
4. Term of contract (shall not exceed 12 months), if applicable: From: <u>8/1/2014</u> To: <u>7/31/2017</u>	5. Prior SPO-001, Sole Source (SS) No.: NA

6. Describe in detail the following:  
a. The unique features, characteristics, or capabilities of the goods, service or construction.  
The AWARE system is designed for use by Vocational Rehabilitation Agencies. Alliance Enterprises closely monitors changes in program and reporting requirements mandated by RSA and implements them into the system through twice a year upgrades. Maintenance of the web based program hosted by Alliance includes service management and service technicians who work directly with DVR, OIT and FMO staff to coordinate scheduled maintenance, apply software releases, and move the releases to production as authorized. The managed services environment provides 24x7 monitoring, one hour hardware replacement, redundant support systems, redundant internet connections and can be reached from any internet connection.  
b. How the unique features, characteristics or capabilities of the goods, service or construction are essential for the department  
Alliance Enterprises is actively involved with the Rehabilitation Services Administration and the Council of State Administrators of Vocational Rehabilitation and ensures the AWARE system is kept current and that the vendor remains responsive to the changes in the Vocational Rehabilitation field. As part of its maintenance agreement, two major system releases are provided and designed to meet new federal process and reporting requirements. Through the managed services agreement, Hawaii DVR can customize these changes to fit our unique service delivery system.

7. Describe the efforts and results in determining that this is the only vendor/contractor/service provider who can provide the goods, services or construction.

The AWARE system is proprietary to Alliance Enterprises and no other vendor is authorized to provide these services.

8. Alternate source. Describe the other possible sources for the goods, services, or construction that were investigated but did not meet the department's needs.

The AWARE services are available via the WSCA price vendor list through a third party vendor. Procuring the services through WSCA does not meet the department needs due to the additional rates and fees.

9. 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
Lorene Gokan	DHS/DVR	808-586-9746	lgokan@dhs.hawaii.gov

Department shall ensure adherence to applicable administrative and statutory requirements, including HAR chapter 3-122, Subchapter 15, Cost or Pricing Data if required.

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

  
\_\_\_\_\_  
Department Head Signature

4/9/14  
Date

**For Chief Procurement Officer Use Only**

Date Notice Posted: 6-13-14

Submit written objection to this notice to issue a sole source contract within seven calendar days or as otherwise allowed from date notice posted to:

state.procurement.office@hawaii.gov

Chief Procurement Officer (CPO) Comments:

This request is disapproved as it does not meet the requirements of section 103D-306, HRS or section 3-122-81 Sole Source Procurements. Department may use the WSCA contract, or another method of procurement, such as Request for Competitive Sealed Bids to procure the desired services.

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

Approved

Disapproved

No Action Required

  
\_\_\_\_\_  
Chief Procurement Officer Signature      Date 6/24/14