

STATE OF HAWAII NOTICE OF SOLE SOURCE

The Chief Procurement Officer is in the process of reviewing the request from the Department of Health for the sole source purchase of the following goods, services, or construction:

Purchase of call center services for which purchase orders will extend over multiple fiscal years.

During the annual influenza season plus times of communicable disease outbreaks, such as Dengue Fever, SARS, and the shortage of certain vaccines, the volume of calls from the public and physicians increases to the point that Department of Health staff are unable to field all calls in a timely manner. Delays in being served enrage the public and medical providers. The Department of Health must be able to provide timely and adequate information to the public. AUW the parent of the 211 telephone line, which is a comprehensive statewide community information and referral service, is the only statewide service currently available and able to serve as call a center for the public.

Vendor: Aloha United Way
Address: 200 N. Vineyard Blvd. 7th. Floor
Honolulu, HI 96817

Term of Contract: From: _____ To: November 15, 2006 No contract	Cost: estimated \$25,000
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Direct any inquiries to: Department: Health/Disease Outbreak Control/Disease Investigation Branch Contact Name/Title: Linda Nagata Address: 1250 Punchbow St, 4 th . Floor Honolulu, HI 96813	Phone Number: 586-8328 Fax Number: 586-8347
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Date Notice Posted: 10/28/05

A copy of this notice of sole source 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 a sole source contract within seven (7) calendar days from the date this notice was posted to:

Chief Procurement Officer
Office/Agency DAGS, State Procurement Office
Address P.O. Box 119
Honolulu, HI 96810

STATE OF HAWAII REQUEST FOR SOLE SOURCE

05 OCT 28 AM 10:09

TO: Chief Procurement Officer

STATE PROCUREMENT OFFICE
1000 KALANOAUOULE AVENUE
HONOLULU, HI 96813

FROM: HEALTH/DISEASE OUTBREAK CONTROL DIVISION/IMMUNIZATION BRANCH
(Department/Division/Agency)

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

Description of goods, services, or construction:

Purchase of call center services to be done via purchase order and will continue over multiple fiscal years.

During the annual influenza season plus times of communicable disease outbreaks, such as Dengue Fever, SARS, and the shortage of certain vaccines, the volume of calls from the public and physicians increases to the point that Department of Health staff are unable to field all calls in a timely manner. Delays in being served enrage the public and medical providers. The Department of Health must be able to provide timely and adequate information to the public. AUW the parent of the 211 telephone line, which is a comprehensive statewide community information and referral service, is the only statewide service currently available and able to serve as call a center for the public. See attachment.

Name of Vendor: Aloha United Way Address: 200 N. Vineyard Blvd. 7 th . Floor Honolulu, HI 96817	Cost: estimated \$25,000
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Term of Contract: From: No contract as services expected to be less than \$25,000 on an annual basis.	Prior Sole Source Reference No.:
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The goods, services, or construction has the following unique features, characteristics, or capabilities:

See next section.

REQUEST FOR SOLE SOURCE (Cont.)

How the unique features, characteristics, or capabilities are essential for the agency to accomplish its work:

AUW's 211 phone line is the only toll free statewide community information and referral service. 211 provides the public with a means of obtaining health and human services information for 4,000 community resources through an easy to remember universal phone number for non-emergency help. This is part of our state's social service "safety net".

The following other possible sources for the goods, services, or construction were investigated but do not meet our needs because:

There is no other vendor that currently provides this service on a statewide basis.

Direct questions to: Linda Nagata Phone: 586-8328

I certify that the information provided above is to the best of my knowledge, true, correct and that the goods, services, or construction are available through only one source.


 Department Head or Designee OCT 26 2005
 Date

 Title (If other than Department Head)

Chief Procurement Officer's comments:

Please ensure adherence to applicable administrative and statutory requirements.

Expenditure may be processed through a purchase order: Yes No . If no, a contract must be executed and funds certified.

APPROVED DISAPPROVED

 Chief Procurement Officer Date



Aloha United Way

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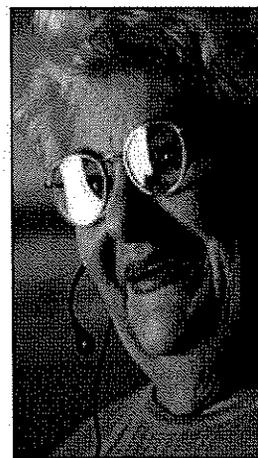
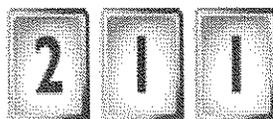
SERVING THE PEOPLE

Make a difference in your community by making a donation today!
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211
 Access 4,000 community services to find or give help.
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volunteer HAWAII
A service provided by United Ways in Hawaii

Aloha United Way 211



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- ▶ About AUW
- ▶ News
- ▶ Community Impact
- ▶ Partner Agencies
- ▶ Find Help
 - ▶ About 211
 - ▶ Search 211
 - ▶ Add or Update 211 Resource
 - ▶ Contact Us
- ▶ Give Help
 - ▶ Contribute
 - ▶ Volunteer
- ▶ For Nonprofits
- ▶ Campaign Info
- ▶ Top Supporters
- ▶ Small Business Big Heart
- ▶ Links

Is Hawaii's only comprehensive, statewide community information and referral service. 211 offers help finding food, shelter, drug treatment, childcare, job training and much more. Dialing 2-1-1 is free from all islands 24 hours a day, and all calls are confidential.

To get started, dial 2-1-1 or

[Click here to search the 211 database online.](#)

Quick Links

- [About 211](#)
- [Language Interpretation Available](#)
- [Get listed in 211](#)
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- [National 211 Site](#)
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211 Resources



Individual Development Account

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Be Prepared!



American Red Cross

Hawaii State Chapter

The best way to make your family safe is to be prepared *before* a disaster strikes.

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Make a difference in your community by making a donation today!
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Aloha United Way

211

Access 4,000 community services to find or give help.
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volunteer **HAWAII**
A service provided by United Ways in Hawaii

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- ▶ [Partner Agencies](#)
- ▶ [Find Help](#)
 - ▶ [About 211](#)
 - ▶ [Search 211](#)
 - ▶ [Add or Update 211 Resource](#)
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- ▶ [Give Help](#)
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- ▶ [Top Supporters](#)
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- ▶ [Links](#)

4,000 Community Resources at your fingertips

Aloha United Way launched 211 for Hawaii on July 16, 2002, becoming only the second state in the nation to offer the service statewide. People can dial 2-1-1 to find or give help 24 hours a day, 7 days a week. You can also access the 211 database online.



Professional information and referral specialists assist callers in finding help for such complex issues as substance abuse, domestic violence, financial problems and much more. Some people call 211 looking for volunteer opportunities.

211 is a direct service to the community. It's another way AUW utilizes its unique ability to connect citizens, businesses, community groups, nonprofits, government agencies and others to identify community needs and develop services to enhance social service safety net.

Data from 211 helps with community planning efforts because it provides a daily, accurate count of needs and helps us understand where gaps in services exist.

Frequently Asked Questions

Who uses 211?

Aloha United Way 211 is for everyone. Most people call seeking information or assistance for themselves or a family member. Doctors, counselors, caseworkers and other professionals also use the service to help patients and clients. Students, reporters and researchers call for information, too.

Why is there a need for 211?

There are dozens of hotlines in this community, and hundreds of programs offering all types of health and human services. Try

to find the right phone number or a service that provides the help for your specific need can be difficult and frustrating. Having an easy-to-remember universal number for non-emergency help is an important component of the health and human services system. People can call 211 to find or give help.

How is 211 funded?

Aloha United Way funds and operates 211.

Who can be listed in the 211 database?

Nonprofits and government agencies can submit information about their programs or services. To be listed, they must provide help and human services to Hawaii residents. You can [submit information online](#) or call 211 to have a form mailed or faxed to you.

How does 211 work with 911?

211 is meant to complement 911 by filling the gap between emergencies and non-emergency requests for items like rent assistance, shelter, food, childcare, and more.

Does every state have 211?

When Aloha United Way launched 211, it was the only the second state in the nation to provide the service statewide. Several other cities and regions in the U.S. have 211 and nearly every other state is working to implement 211. Visit the [national 211 web page](#) for more information on the nationwide status.

How do you collect and update information in your database?

The 211 database is updated daily as we learn about changes. Our information and referral specialists continually check resources and contacts to verify changes and ensure that our data is accurate and up-to-date. If you see any information in our database which you believe is incorrect, please contact us.

Aloha United Way · 200 North Vineyard Boulevard, Suite 700
Honolulu, Hawaii 96817-3938 · Telephone (808) 536-1951

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