



**STATE PROCUREMENT OFFICE
NOTICE & REQUEST FOR SOLE SOURCE**

- 1. TO: Chief Procurement Officer
- 2. FROM: Department of Taxation
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:

3. Description of goods, services, or construction:
On-site installation, setup, and training of software that will allow the Department to record telephone calls within the existing Symago call center telephony system. At a minimum, the proposed recording capability would consist of: 1) three (3) 500GB Sata Hard Drive capable of storing approximately 1 million minutes of voice recordings; 2) VM Manager software (or similar) and 1 server license package; 3) 25 centralized recording session licenses, which means that the Department could record 25 simultaneous calls at one time; 4) Rack Mount Chassis with a 1U server that includes: Windows XP Pro SW, video card, lan card, power supply, 1gb Ram, Hot Swap drive bays (max license per server is 120); 5) Installation/Setup/Training (including travel); 6) Maintenance Services for First Year included; and 7) all applicable taxes included.

4. Vendor Name: Symago, L.L.C Address: 7212 Antares Drive Germantown, MD 20879	5. Price: <u>\$24,573.27</u>
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6. Term of Contract: (mm/dd/yyyy) From: <u>10/01/07</u> To: <u>10/31/07</u>	7. Prior Sole Source Ref No. <u>07-025-J</u>
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8. Feature: The good, service, or construction has the following unique features, characteristics, or capabilities: An enhancement to the existing Symago call center telephony system capitalizes on the existing infrastructure to mitigate costs, while providing the following search/retrieval capabilities: date range, callee ID, caller ID, DNIS, length of call, and session ID. In addition to capitalizing on the existing Altigen phone and reporting features.

9. Essential features. How the unique features, characteristics, or capabilities are essential for the agency to accomplish its work: Due to the confidential nature of the Department of Taxation's business and the fact that phone conversations often exchange sensitive information (name, SSN, FEIN, and/or addresses, etc) by and between the Department and the respective customer, it is essential that the Department takes all necessary precautions to ensure that staff follows all respective statutes, policies & procedures, etc. for both the Federal and State laws/mandates that serve to protect sensitive and often times confidential information. From a customer service perspective, our ability to follow-up on respective phone calls will help to ensure quality assurance and maintenance of our existing high quality, customer service levels.

11. Alternate source. The following other possible sources for the good, service, or construction were investigated but do not meet our needs because: No other sources were investigated because any other vendor would need to: a) come on-site; b) setup the server; and c) reconfigure the existing software, which according to Symago, "would void the warranty and the maintenance agreement that is already in place."

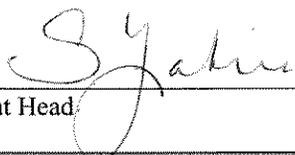
12. Direct any inquiries to:
Department: Department of Taxation
Contact Name/Title: Sandra Yahiro, Deputy Director

13 Phone Number:
587-1523
Fax Number:
587-1560

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

Agency shall ensure adherence to applicable administrative and statutory requirements.

14. *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.*



9-11-07
Date

Department Head

Reserved for SPO Use Only

15 Date Notice Posted: 9/13/07

Submit written objections to this intent to issue a sole source contract within seven calendar days or as otherwise allowed from the above posted date to: Chief Procurement Officer
State Procurement Office
P.O. Box 119
Honolulu, Hawaii 96810-0119

16. Chief Procurement Officer's comments:

Pursuant to Procurement Circulars 2006-07 and Amendment 1, sole source and emergency procurements for \$5,000 to less than \$50,000 may be approved by the department head and do not require CPO approval or to be conducted on the HePS. However, as a reminder, sole source and emergency procurements \$2,500 or more are required to be posted on the Procurement Reporting System.

For the above reasons, this request is returned with no action required by the State Procurement Office.

17.

APPROVED DISAPPROVED NO ACTION REQUIRED


Chief Procurement Officer

9/13/07
Date