



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

08 MAY 21 P 2:15

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:

See Attachment #1

<p>4. Vendor Name: Symago, L.L.C Address: 7212 Antares Drive Germantown, MD 20879</p>	<p>5. Price: \$32,654.16</p>
<p>6. Term of Contract: From: <u>upon approval</u> (mm/dd/yyyy) To: <u>6/30/08</u></p>	<p>7. Prior Sole Source Ref No. <u>07-025-J</u></p>

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 and IVR application capitalizes on the existing infrastructure and reporting capabilities to mitigate costs, while providing taxpayers with two additional selection capabilities that will direct taxpayers to: 1) a dedicated group to respond to taxpayer booklet and form requests and 2) respond to Tax Notices being received by taxpayers specifically as it relates to an ongoing Department of Taxation Delinquent Tax Project.

The upgrade of the existing Envox IVR involves software licenses from 6.x to 7.x

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

See Attachment #1

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, 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.*

Department Head

Date

Reserved for SPO Use Only

15 Date Notice Posted: 5/23/08

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 Circular 2006-07, 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, 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

Date

Attachment #1

3. Description of goods, services, or construction:

Upgrade to existing Department of Taxation Call Center Telephony system to include: 1) additional ten (10) Altigen Station licenses; 2) additional ten (10) Agent Session licenses; 3) configuration of another new ACD agent group; 4) remote implementation and support for the new ACD group; 5) six-month prorated maintenance services, and 6) all applicable taxes included.

In addition to the above upgrade to the Call Center, modifications to the existing Interactive Voice Response (IVR) application consisting of: 1) modification of IVR application to allow for two (2) additional new selections/options from the main menu, including modifications to the respective reports; 2) professional message recording of new available options; 3) remote implementation and support; 4) six-month prorated maintenance services; and 5) all applicable taxes included.

IVR software license upgrade, consisting of: forty-eight (48) Envoy 7.x hardware and two (2) Envoy 7.x software Channel license upgrades. In addition, installation cost is inclusive of all professional services required (e.g., Project Management, Software Application Engineer), all travel costs for on-site installation of IVR software license upgrade, and all applicable taxes.

The upgrade to Envoy 7.x is purely software, license and application related (e.g., no hardware). The upgrade would include (but not limited to): 1) backing up all software; 2) uninstall the 6.x software; 3) install the 7.x software; 4) reinstall the dialogic drivers; 5) replace the runtime HW/SW channel license file; 6) upgrade the IVR application to 7.x; 7) test all functionality; 8) place server into production; and 9) monitor calls and performance. After mutual satisfaction is reached, the process will be repeated for our redundant server. The IVR failover functionality will then be tested before the servers are placed back into the normal production configuration.

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

During the month of June 2008, the Department of Taxation will suspend the distribution of all booklets (income and business) in an effort to mitigate costs and be more environmentally friendly. The Department will be sending out approximately 450,000 postcards to notify the respective taxpayers currently receiving paper booklets of this suspension, but taxpayers are still being given the opportunity to receive a paper booklet if they request it online or via the telephone. An anticipated surge in telephone calls, as a result of this initiative, is prompting the Department to establish a dedicated call group to

handle these booklet/form requests and a specific selection/option number being made available to direct these calls to this dedicated group is being established. Another selection/option is also being established to handle phone calls that will begin in June 2008 as a result of the Department's Delinquent Tax Project. The ability to track the number of phone calls coming in as a result of these Project initiatives is essential.

In January 2003, the IVR system was installed utilizing Envoy 5.x and in January 2006, the software version was upgraded to Envoy 6.x. The Envoy maintenance only covers releases within a particular version and not from one version to another. In other words, release 6.01, 6.02, etc. are all covered under the maintenance agreement, but upgrades from Envoy 6.x to 7.x is not. Envoy 7.x (a major release) has been out long enough that Symago feels comfortable that it's time to upgrade to version 7, noting DOTAX must keep within the "current version and one back" to stay within the Envoy support coverage. According to Symago, Envoy 8.x is anticipated to be released in approx. 8-9 months. As such, unless DOTAX upgrades to the 7.x version and upon the release of Envoy 8.x, our existing 6.x will no longer be supported by Envoy.