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STATE PROCUREMENT OFFICE NOTICE OF AMENDMENT TO SOLE SOURCE CONTRACT

- 1. TO: Chief Procurement Officer
- 2. FROM: Department of Public Safety / Corrections
Department/Division/Agency
- 3. Name of Contractor: Appriss, Inc.
- 4. Sole Source Reference Number: 08-067-B
- 5. Contract Number: pending

6. Description of goods, services, or construction:
Services for the initial setup and operation of the Statewide Automated Victim Information and Notification System.

7. Approval to amend is submitted in order to:
 Revise the scope of services for the contract as follows:
 To include as part of the contract the actual day to day operation of the system.

Increase contract price by 10 % or more: Original Contract Price: 127000.00 Amended Contract Price: 248000.00

8. Reason: This / These amendment(s) are necessary because:
 The original approval was for the cost to setup the system (\$127,000.00) and did not include operational costs of \$121,000.00 of the first year. Once the system has been configured and integrated with PSD, the services for the day to day operation of the SAVIN system can only be provided by Appriss.

9. Direct questions to: Marc S. Yamamoto *msy 7/11/08* Phone: 587-1215

Agency shall ensure adherence to applicable administrative and statutory requirements.

10. Pursuant to § 103D-306, HRS, and § 3-122-82, HAR, I certify that the information provided above is, to the best of my knowledge, true and correct

Clayton A. Frank
 Department Head

7/14/08
 Date

Reserved for SPO Use Only

11. Date Notice Posted: 7/20/08
 12. Submit written objections to this notice of amendment to 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

Chief Procurement Officer's Comments :
 This approval is based on PSD's representation that Appriss is the only vendor currently available to provide the system required and that the cost to operate includes both the setup charge and annual operations. PSD shall ensure compliance with HAR chapter 3-122, subchapter 15 on cost or pricing data, for sole source contract in excess of \$100,000.

13. APPROVED DISAPPROVED NO ACTION REQUIRED
Clayton A. Frank
 Chief Procurement Officer 8/5/08
 Date

14. S.S.No. 08-067-B
Am.



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

1. TO: Chief Procurement Officer
2. FROM: Public Safety / Corrections
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:
Victim Information and Notification Everyday (VINE) is a service that provides automated in- and out-bound notification services for crime victims. Victims of crime call a toll-free number to receive basic information on the custody status of an offender or parolee. Victims can also register for notification when an offender's status changes. Each system is backed up with live operator support on a 24 hour, seven days a week basis and offers foreign language options to victims whose native language is not English with a live interpreter for immediate assistance. VINE provides statistics and audit reports on all notification calls that the system processes. Every contact with a victim is logged to provide assurances of the system's performance. The vendor will also assist with a complete training, promotion, and public relations campaign designed to ensure effective outreach to crime victims in our community. Most importantly, the vendor provides a remote back-up system of information that is stored in our databases.

4. Vendor Name: Appriss, Inc. Address: 10401 Linn Station Road, Suite 200 Louisville, KY 40223-3842	5. Price: \$127,000.00 start up cost \$121,000.00 Annual maintenance
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6. Term of Contract: (mm/dd/yyyy) From: <u>Upon CPO Approval</u> To: <u>09/30/2009</u>	7. Prior Sole Source Ref No. _____
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8. Feature: The good, service, or construction has the following unique features, characteristics, or capabilities: Automated notification can be delivered in the following ways: telephone, letter, email, TTY. Telephone notification can be delivered to any direct dial number. VINE provides two different telephone notification calling patterns based upon the level of urgency. The emergency calling pattern begins immediately after the event (eg. escape from custody) is detected regardless of the time of day or night. The non-emergency pattern is restricted to normal business hours. When a failed connections occurs (eg. busy or no answer is received), the next call is made 30 minutes later and repeated, until a valid connection is made with the victim. This emergency calling pattern is essential given victims' safety is at stake. No other service provider offers this service. The vendor also assists with the development, testing, and ongoing maintenance for the life of the notification system.

9. Essential features. How the unique features, characteristics, or capabilities are essential for the agency to accomplish its work: Establishing a statewide automated victim information and notification system to notify crime victims about the custodial status offenders and parolees ensures that victims are given timely and accurate information which can enhance their ability to better protect themselves and exercise their right to fully participate in related criminal justice proceedings. The envisioned 'base-system' will be linked to all correctional facilities statewide and provides victims with 'real' time information regarding status changes such as escape, parole hearings, and discharge. Given Hawaii's diverse immigrant population whose native language is not English, the multilingual options will facilitate notification to non-English speaking victims without unnecessary delays. Moreover, VINE's statistics audit reports on all notification calls that the system processes as well as logs of every contact with victims affords PSD with assurances of the system's performance and protection from liability.

68-067-B

11. Alternate source. The following other possible sources for the good, service, or construction were investigated but do not meet our needs because: Given the stringent specifications of the Bureau of Justice Administration's (BJA) Statewide Automated Victim Information and Notification (SAVIN) grant (eg. multilingual capability, victim-trained live operators, and remote data back-up system), Appriss is the only known solution in existence that guarantees compliance with BJA standards. In 2007 & 2008, representatives from the Dept of the Attorney General and the Dept of Public Safety attended a SAVIN national conference and learned that several states had hired consultants to explore other vendor options and concluded that only Appriss has the VINE solution operating in 34 existing statewide programs, that meet the grant requirements.

12. Direct any inquiries to: Department: <u>Public Safety</u> Contact Name/Title: <u>Lacene Terri/Statewide Victim Svcs. Coord.</u> <u>Marc S. Yamamoto, Procurement & Supply Spl IV</u> <i>MSY</i>	13 Phone Number: <u>587-1248</u> 587-1215 Fax Number: <u>587-2568</u> 587-1244
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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.

Clayton A. Frank

5/16/08

Department Head Clayton A. Frank, Director

Date

Reserved for SPO Use Only

15 Date Notice Posted: 5/19/08

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:

This approval is based on the agency's representation that Appriss, Inc. is the only known solution in existence that guarantees compliance with the Bureau of Justice Administration's specifications for the Statewide Automated Victim Information and Notification grant.

Prior to the expiration of this contract, PSD should evaluate the system to determine the effectiveness of the VINE system and if Appriss, Inc. remains a sole source or whether other vendors are available to maintain the system.

17.
 APPROVED DISAPPROVED NO ACTION REQUIRED

Adam S. Fujita 5/28/08
 Chief Procurement Officer Date