



**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:
Maintenance service for period of 01/20/09 - 01/19/10 for the Department of Taxation (DOTAX) Interactive Voice Response (IVR) and call center telephony system purchased from Symago, L.L.C.

4. Vendor Name: Symago, L.L.C.
Address: 7212 Antares Drive
Germantown, MD 20879

5. Price:
\$54,587.67

6. Term of Contract:
(mm/dd/yyyy) From: 01/20/09 To: 01/19/10

7. Prior Sole Source Ref No.
07-040-J

8. Feature: The good, service, or construction has the following unique features, characteristics, or capabilities: The Department of Taxation (DOTAX) currently has an Interactive Voice Response (IVR) and call center telephony system purchased from Symago, L.L.C., who is the sole agent authorized to access this particular IVR and telephony (call center's) software code. If any other vendor touches these existing systems, DOTAX's warranty and maintenance agreements will become null and void.

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

11. Alternate source. The following other possible sources for the good, service, or construction were investigated but do not meet our needs because:

12. Direct any inquiries to:
Department: 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/p-Card: Yes No If no, a contract must be executed and funds certified.

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

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/Signature

JAN 05 2009
Date

Reserved for SPO Use Only

15. Date Notice Posted: 1/06/09

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

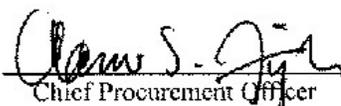
Chief Procurement Officer
State Procurement Office
P.O. Box 119
Honolulu, Hawaii 96810-0119

16. Chief Procurement Officer's comments:

Withdrawn by requestor.

17.

APPROVED DISAPPROVED NO ACTION REQUIRED


Chief Procurement Officer

1/23/09
Date