



09 MAR -5 P3:02

STATE PROCUREMENT OFFICE
NOTICE & REQUEST FOR SOLE SOURCE
STATE PROCUREMENT OFFICE
STATE OF HAWAII

- 1. TO: Chief Procurement Officer
- 2. FROM: Attorney General/Crime Prevention & Justice Assistance/JJIS
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:
 Panorama is a real-time application monitoring software tool that provides analytics across complex, multi-server infrastructures. Panorama provides centralized management which allows the user to monitor application performance metrics within individual servers across all architecture tiers: presentation, application processing and data management. Panorama provides thousands of metrics for a comprehensive, detailed view of the performance of applications, databases, network components, and operating systems. Panorama provides the developers and support people the ability to sift through raw data to find the important information. Panorama allows the user to distill thousands of behavior metrics to a few critical ones so they can better utilize their staff and save time required to identify and fix a problem.
 Items to be purchased include: perpetual right to use licenses, one-year license upgrades for new releases, patches, enhancements, technical support and 40 hours consulting services.

4. Vendor Name: OPNET Technologies, Inc. Address: 7255 Woodmont Avenue Bethesda, Maryland 20814	5. Price: <u>\$77,130.00</u>
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6. Term of Contract: (mm/dd/yyyy) From: <u>3/15/2009</u> To: <u>3/15/2010</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:
 Panorama provides patented deviation tracking and correlation processes that enable it to automatically identify performance anomalies, dramatically accelerating troubleshooting and detecting problems early before they reach a critical state. There is currently no other tool that does this automatically. Panorama offers next generation analytics critical to managing the end-to-end performance of complex web-based applications, including the J2EE tier. Specific technical advantages include: broad multi-tier support, advanced analytics including automated statistical correlation, high resolution data collection (granularity of metrics at one second intervals) and low overhead agents. Panorama's approach is unique in that it eliminates the need to manually correlate detailed output from multiple tools that monitor performance of each tier separately which also eliminates the need for a prior detailed understanding of individual metrics and current usage patterns to accurately set thresholds.

9. Essential features. How the unique features, characteristics, or capabilities are essential for the agency to accomplish its work: Panorama allows the Juvenile Justice Information System (JJIS) team to be proactive in its approach to identifying problems that may result in performance issues in its complex distributed application at all architecture tiers: presentation, application and database. Panorama gets to the root causes of performance problems which is critical in saving time when personnel and expertise is limited. Panorama allows the JJIS team to monitor performance of the applications and components throughout the software lifecycle from development, testing, quality assurance, production and maintenance. Panorama automatically learns thresholds for metrics based on normal, daily usage patterns. This results in fewer false positive alarms and accelerates troubleshooting efforts. The ability to proactively identify problem areas is crucial to the delivery of a high quality, complex application and to maintain a healthy application environment. Panorama will identify the critical metrics so the JJIS team can address issues before they have a severe impact on its end users.

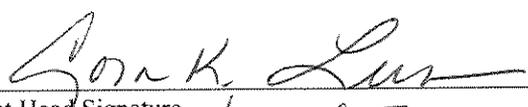
11. Alternate source. The following other possible sources for the good, service, or construction were investigated but do not meet our needs because: Panorama is the only performance monitoring tool that automatically correlates metrics from all three tiers of the application architecture using cross tier views and analysis. Other products require the user to capture metrics at each tier individually then manually correlate them together to try to analyze them. Panorama is the only tool to automatically identify deviations and set thresholds based on what is defined as normal. OPNET is the developer of Panorama and is the only entity that sells the product. Although OPNET has SYNERGY™ Partners, the partners must refer customers back to OPNET to purchase the Panorama software according to OPNET's Vice President of Sales.

<p>12. Direct any inquiries to: Department: <u>Attorney General</u> Contact Name/Title: <u>Stuart Okumura, JJIS Coordinator</u></p>	<p>13 Phone Number: <u>586-1397</u> Fax Number: <u>586-1097</u></p>
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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.*


3/2/09
 Department Head Signature *for Attorney General* Date

Reserved for SPO Use Only

15 Date Notice Posted: 3/6/09

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:

Pursuant to request by Stuart Okamura, SPO is returning this request without CPO action.

17.

APPROVED DISAPPROVED NO ACTION REQUIRED

Alan S. Jylo 4/15/09
Chief Procurement Officer Date