



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

1. TO: Chief Procurement Officer  
 2. FROM: Garry Kemp, CSEA Administrator *(Signature)*  
 Department/Division/Agency

STATE PROCUREMENT OFFICE  
STATE OF HAWAII  
09 OCT -6 12:39

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:  
 The agency is proposing to upgrade its existing Interactive Voice Response System (IVR) which has been in services since January 2004. When the IVR was first implemented, it didn't have features that would help management to better manage customer phone calls and to have a tracking system for trouble tickets. In addition, the technology of the current system is somewhat outdated and could be operated on much newer platform which would have the following added features:

- Having rapid development and deployment tools
- Automated documentation generation
- Offering real time simulation tool for testing
- Having Windows-based look and feel
- Providing a point and click design environment
- Able to report on all data elements
- Template creation and custom reporting enabled

4. Vendor Name: First Data Government Solutions Address: 9250 East Costilla Suite 100 Greenwood Village, CO 80112	5. Price: \$150,219.00
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6. Term of Contract: <i>6 M</i> (mm/dd/yyyy) From: Oct. 1, 2009 To: Sept 30, 2010	7. Prior Sole Source Ref No. 0
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8. Feature: The good, service, or construction has the following unique features, characteristics, or capabilities:  
 The agency's IVR system was designed and installed by First Data Government Solution (FDGS) more than four years ago. The underlying software application, Telepath, is the proprietary code of FDGS which will no longer be supported after June 30th, 2010. Since FDGS is the sole owner of the Telepath software, there is no other company who could migrate the existing Telepath IVR system onto the AccessNet platform (See attached document for comparison between this new technology and the existing one, Telepath).

99/10

9. Essential features. How the unique features, characteristics, or capabilities are essential for the agency to accomplish its work: See information presented in Section 8.

11. Alternate source. The following other possible sources for the good, service, or construction were investigated but do not meet our needs because: A new vendor will have to build a totally brandnew IVR system for the agency, which will probably be more costly and less affordable.

12. Direct any inquiries to:  
Department: OAG/CSEA  
Contact Name/Title: Sheri Wang, Assistant Administrator

13 Phone Number:  
808-692-7131  
Fax Number:  
808-692-7134

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.*

*for* *Sheri Wang*  
Department Head Signature

10/1/09  
Date

**Reserved for SPO Use Only**

15 Date Notice Posted: 10/7/09

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:

Sole source is approved based on department's representation and manufacturer's verification that First Data Government Solutions is the only company that can upgrade the existing Interactive Voice Response System (IVR), due to proprietary software (Telepath) within the existing hardware.

17.

APPROVED    DISAPPROVED    NO ACTION REQUIRED

Clara S. Fajal      11/19/09  
Chief Procurement Officer      Date

**What is the AccessNet® Platform?**

**AccessNet® Platform**

- AccessNet® is the core FDGS' self service offering (Current software release is AccessNet 3.4)
- AccessNet® provides a framework for the rapid deployment and configuration of market-based IVR and Web solutions
- Utilizes open systems standards, including .NET development, ODBC, and TCP/IP
- Each AccessNet® IVR server is capable of operating up to 96 ports with no degradation
- Unlimited scalability with the addition of voice servers (Largest IVR system operates over 1000 ports)

**Platform Architecture**

- Windows 2003 Operating System
- .NET Development Environment
- Intel Dialogic Telephony Boards
- Nuance Speech Recognition & TTS
- SQL Server DBMS with integration to client host database

**Platform Strategic Direction**

Strategic direction made to sunset TelePath and migrate customers to AccessNet is based on the following:

Feature	AccessNet	TelePath
<b>Ease of Use</b>	<ul style="list-style-type: none"> <li>• Rapid development and deployment tools</li> <li>• Automated documentation generation</li> <li>• Real time simulation tool for testing</li> <li>• Windows-based look and feel</li> <li>• Point and click design environment</li> </ul>	<ul style="list-style-type: none"> <li>• Custom programming required</li> <li>• Manual documentation creation</li> <li>• No pre-production testing tools</li> <li>• Code-based interface</li> </ul>
<b>Scalability</b>	<ul style="list-style-type: none"> <li>• 96 ports per server</li> <li>• No maximum capacity</li> <li>• Largest implementation over 1000 ports</li> </ul>	<ul style="list-style-type: none"> <li>• 48 ports per server</li> <li>• No maximum capacity</li> <li>• Largest implementation in the hundreds of ports</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Able to report on all data elements</li> <li>• Template creation and custom reporting enabled</li> </ul>	<ul style="list-style-type: none"> <li>• 3 canned reports available</li> <li>• Customized reports considered an upgrade</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li>• Ongoing future support</li> <li>• 3 levels of support options available</li> <li>• Coverage across all time zones</li> <li>• Wealth of trained resources</li> </ul>	<ul style="list-style-type: none"> <li>• Telepath product support will be sunset on 6/30/2010</li> <li>• 1 level of support offered</li> <li>• Limited number of Denver resources available for support</li> </ul>
<b>Rapid Changes</b>	<ul style="list-style-type: none"> <li>• Design to runtime environment makes for quick changes without a lot of programming</li> <li>• Streamlines time from client request to script modification implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Programmatic interface makes most changes more cumbersome to implement</li> </ul>
<b>Ongoing Research and Development</b>	<ul style="list-style-type: none"> <li>• Ongoing platform investment will keep client abreast of current technologies and trends</li> <li>• Technology upgrades enabled via platform enhancements</li> </ul>	<ul style="list-style-type: none"> <li>• No ongoing investment, risks technology falling behind market trends and capabilities.</li> <li>• Future technical feature upgrades will require platform replacement</li> </ul>