

STATE OF HAWAII
NOTICE OF AND REQUEST FOR EXEMPTION
FROM CHAPTER 103F, HRS

Received by
State Procurement Office
11/20/2015

To: Chief Procurement Officer

From: Department of Human Services/Med-QUEST Division
Department/Division/Branch or Office

Pursuant to § 103F-101(a)(4), HRS, and Chapter 3-141, HAR, the Department requests a procurement exemption to purchase the following:

1. Title and description of health and human service(s): Operate and maintain the contact center to provide Medicaid and Affordable Care Act screening, information and enrollment assistance.	
2. Provider Name and Address:	Maximus Health Services, Inc. 1891 Metro Center Drive Reston, VA 20190
3. Total Contract Funds: Contract Funds per Year (if applicable):	\$936,009
4. Reference number of Previous Request for this Service (if applicable):	
5. Term of Contract:	Start: 12/1/2015 End: 6/30/16
6. Describe how procurement by competitive means is either not practicable or not advantageous to the State: With the pending shutdown of the Hawaii Health Connector, the State needs to procure services to ensure the continuance of contact center support to enable Hawaii residents to (re)enroll in the Federal Exchange. Open enrollment began on 11/1/2015 and continues through 1/31/2016 and it is critical for contact center services to be available in the community to facilitate access to health insurance. The exemption request is necessary to allow the State to continue services with the current provider currently contracted with the Hawaii Health Connector to prevent a lapse in services during the crucial open enrollment period, for the provider to complete the required reporting and allow the State time to procure services for Fiscal Year 2017.	
7. Describe the reason for the selection of the provider including a description of how the procedure ensured the maximum fair and open competition practicable: The providers are the current contracted service providers with the Hawaii Health Connector. The providers' experience providing contact center assistance is invaluable to the State in ensuring that services continue without interruption.	

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<p>8. Describe the state agency's internal controls and approval requirements for the exempted procurement: The DHS will comply with applicable state and federal laws to implement and comply with the Federal government's Affordable Care Act.</p>	
<p>9. List the state agency personnel, by position title, who will be involved in the approval process and administration of the contract: Leslie Tarawa, MQD Assistant Administrator Dona Jean Watanabe, Procurement and Supply Specialist</p>	
<p>10. Direct questions to (name & position):</p> <p>Phone number:</p> <p>e-mail address:</p>	<p>Dona Jean Watanabe, Procurement & Supply Specialist</p> <p>808-692-7973</p> <p>dwatanabe@medicaid.dhs.state.hi.us</p>

I certify that the information provided above is to the best of my knowledge true and correct.

	<u>11/30/15</u>
<i>Department Head Signature</i>	<i>Date</i>
Rachel S. Wong	
<i>Typed Name</i>	

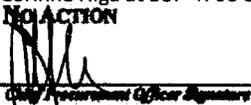
NOTICE

The chief procurement officer is considering this request for exemption and, if there is good cause, the state intends to exempt the purchase as described in the request. Any inquiries regarding the purchase shall be directed to the contact person noted in item 10 of the request. Any concerns regarding the exemption shall be in writing and received by the chief procurement officer within seven days of the date the notice was first posted. Concerns shall be mailed to: **Chief Procurement Officer, State Procurement Office, 1151 Punchbowl St., #230A, Honolulu, HI 96813.**

Chief Procurement Officer's Comments:
 This approval is for the period 12/01/2015 - 06/30/2016 based on the agency's determination that procurement of a Call Center provider by competitive means is neither practicable nor advantageous given the impending shut down of the Hawaii Health Connector (HHC) during the crucial open-enrollment period for the Federal Exchange. This exemption is for the procurement process only. Service providers are required to be compliant with applicable laws and provide proof of compliance, if applicable. This award is required to be posted on the Awards Reporting System.

If there are any questions, please contact Corinne Higa at 587-4706 or corinne.y.higa@hawaii.gov.

APPROVED **DISAPPROVED** **NO ACTION**

	<u>4/30/15</u>
<i>Chief Procurement Officer Signature</i>	<i>Date</i>

Please ensure adherence to applicable administrative requirements.