

**HAWAII HEALTH SYSTEMS CORPORATION
NOTICE OF AND REQUEST FOR EXEMPTION
FROM CHAPTER 103D, HRS**

EX Number: EX-167

1. TO:	Chief Procurement Officer		
2. FROM:	Jeffrey Saito		
Department/Division/Agency Pursuant to §103D-102(b)(4), HRS, and Chapter 3-120, HAR, the Department requests a procurement exemption to purchase the following:			
3. Description of goods, services or construction: ServicePRO provides Help Desk management software utilized by the HHSC Corporate Office Help Desk to track staff information system help requests and related communications and efforts.			
4. Name and Address of Vendor: Help Desk Technology (ServicePRO) 1540 Cornwall Road., Suite #214 Oakville, ON L6J 7W5 Canada			5. Price: \$34,000.00
6. Term of Contract: From: April 1, 2022 To: March 31, 2025			7. Prior Exemption Ref. No.
8. Explanation describing how procurement by competitive means is either not practicable or advantageous to the State: The HHSC Corporate Information Technology (IT) department has utilized the ServicePRO predecessor product, <i>HelpSTAR</i> , since 2006 to manage staff information systems help desk assistance requests. Support for the software was allowed to lapse by the IT department in 2013 when the Help Desk ticket management was out-sourced as part of the HHSC's Electronic Medical Record (EMR) implementation effort. Looking forward, as the Help Desk resource efforts shift back to a more routine effort, HHSC seeks to ensure an uninterrupted and seamless transition of the IT Helpdesk service back to HHSC staff rather than contracting out the IT Helpdesk services. Re-activation of a software support plan will also allow for an upgrade to the most current software version at a minimal cost. Based upon the continuity that the vendor provides at this time of transition, it is neither practical nor advantageous for HHSC to devote resources to re-bid and to purchase and implement new vendor software to provide the required management assistance, nor would it be practical to establish a new contractual relationship with another vendor at this juncture.			
9. Details of the process or procedures to be followed in selecting the vendor to ensure maximum fair and open competition as practicable: Direct negotiations and contracting with ServicePRO will be conducted, and no formal solicitation will be performed at this time. Approximately 180 before expiration of the three year exemption term, HHSC will review its Help Desk management needs to determine if the business and technology needs are sufficient to warrant a rebid of the Help Desk management software contract.			
10. A description of the agency's internal controls and approval requirements for the exempted procurement: The Exemption Request is reviewed by HHSC CPO in accordance with HHSC policies and procedures. The President and CEO of HHSC (or his delegated CPO) approves the exemption in accordance with internal procurement policies and procedures.			
11. A list of agency personnel, by position, who will be involved in the approval process and administration of the contract:			
Name	Position	Involvement in Process	
Renee Lai	VP and Chief Information Officer	<input type="checkbox"/> Approval	<input checked="" type="checkbox"/> Administration
Edward N. Chu	HHSC Chief Financial Officer	<input checked="" type="checkbox"/> Approval	<input type="checkbox"/> Administration

12. Direct inquiries to:

Contact Name: Jeffrey Saito
Phone Number: 808 269 1962

13.

Agency shall ensure adherence to applicable administrative and statutory requirements
I certify that the information provided above is, to the best of my knowledge, true and correct.

Feb 23, 2022

Department Head (Print: Renee Lai)

Date

Reserved for CPO/Delegee Use Only

14 .Date Notice Posted: March 1, 2022

The CPO is in the process of reviewing this request for exemption from Chapter 103D, HRS. Submit written objections to this notice to issue an exemption from Chapter 103D, HRS, within seven (7) calendar days or as otherwise allowed from the above posted date to: Chief Procurement Officer, HHSC, 3675 Kilauea Ave., Honolulu, Hawaii 96816

Chief Procurement Officer's comments:

15. **APPROVED**

Mar 21, 2022

HHSC Chief Procurement Officer - *Signature*

Date

DISAPPROVED

NO ACTION REQUIRED

