

**HAWAII HEALTH SYSTEMS CORPORATION
NOTICE OF AMENDMENT TO EXEMPTION FROM CHAPTER 103D, HRS, CONTRACT**

1. TO: Chief Procurement Officer
2. FROM: Renee Lai
Department/Division/Agency

3. Name of Contractor: Help Desk Technology Corp

4. P.E. Reference No: EX-0075, which amends previous Exemptions, EX-025 and EX-0041.

5. Description of goods, services, or construction:

ServicePRO, also known as Help Desk Technology Corporation, 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.

6. Scope of work for the contract is revised as follows:

The CONTRACTOR's scope of services will be amended to add three additional years of the annual support assurance plan services – for five year term, including the upgrade/licensing to the software in the first year, and the CONTRACTOR's offered software assurance support.

Previous Contract Price: \$55,000.00

Amended Contract Price: \$90,000.00

7. Reason: This/These amendment(s) are necessary because:

The initial Exemption Request EX-025 did not include any software support scope in the request. EX-0041 added two years of support and this second amendment to the initial Exemption Request, adds three additional years of support services.


8. Direct questions to: Andrew Alvarez/Renee Lai

Phone: (808)793-2670/(808)733-9894

Agency shall ensure adherence to applicable administrative and statutory requirements.

9.

Pursuant to §103D-102, HRS, and §3-120-5, HAR, I certify that the information provided above is, to the best of my knowledge, true and correct


Department Head – Jeff Eilers, CIO

3/20/17
Date

Date Posted: _____

11. Submit written objections to this notice of intent to amend a procurement exemption contract within seven calendar days or as otherwise allowed from the above posted date to:

Chief Procurement Officer
HHSC
3675 Kilauea Ave.
Honolulu, HI 96816

12. Chief Procurement Officer's Comments:

Essential for operational efficiency.

APPROVED DISAPPROVED
 NO ACTION REQUIRED


EDWARD N. CHU | CFO | 3/31/17