



**STATE PROCUREMENT OFFICE
NOTICE OF REQUEST FOR EXEMPTION
FROM HRS CHAPTER 103D**

TO: Chief Procurement Officer

FROM: Department of Management, IT Services Division
Name of Requesting Department

Pursuant to HRS § 103D-102(b)(4) and HAR chapter 3-120, the Department requests a procurement exemption for the following:

1. Describe the goods, services or construction: Services for SCCM Design & Support to include: - Review of services provided through SCCM to ensure County of Maui is following industry best practices - Design, test and production deployment of patching processes for managed devices - Upgrade of SCCM environment to keep current with industry standards - Assistance with Windows 10 deployment - Ongoing technical support for current deployment of SCCM at County of Maui	
--	--

2. Vendor/Contractor/Service Provider: Pacific Technology Solutions	3. Amount of Request: \$ 50,155.00
4. Term of Contract From: 2/1/2022 To: 12/31/2022	5. Prior SPO-007, Procurement Exemption (PE):

6. Explain in detail, why it is not practicable or not advantageous for the department to procure by competitive means: - Services include support of SCCM Environment that was designed by Pacific Technology Solutions (PTS) and implemented with IT Services on a previous engagement. This support includes upgrades to the system and PTS has the expertise/knowledge of the current configuration and design specific to our environment. - PTS has a local office on Maui with employees that work directly with IT Services on-site and also have their main office on Oahu with additional resources that are available to the County. - Additional design of the SCCM environment would include enabling modules and features that IT Services is not yet using. Since PTS developed the original design and implementation with the County, they have knowledge of the current configuration and how that impacts configuration for new features as they are implemented. - PTS has provided support and implemented design recommendations for the County's Active Directory (AD). SCCM is integrated with AD and uses the AD structure as a foundation for developing the processes of managing and deploying endpoints throughout the County.

7. Explain in detail, the process that will be or was utilized in selecting the vendor/contractor/service provider: Service provider is a sub-contractor for Contract C5821 with World Wide Technology, Inc. for Comprehensive Life-Cycle Management Services for County of Maui Desktop procurement, installation and support. Original contract was executed in June 2015 to provide comprehensive provisioning, configuring, and support provided by manufacturer's channel partner with largest on-island presence, offering warehousing, imaging, deployment, and repair. Contract C5821 was based on a sole source selection as there were no known vendors with the required size of on-site facilities and staffing to meet the requirements of the contract. The partnership with World Wide Technology and Network 2000 (PTS) provided the necessary on-site and corporate financial strengths to meet the County's objectives. As the service provider, PTS was responsible for working with IT Services to design and implement an SCCM solution used to manage County desktop computers as well as the on-island services of warehousing, imaging, deployment, and repair.
--

