



County of Maui  
Office of Council Services  
NOTICE OF REQUEST FOR SOLE SOURCE

TO: Chief Procurement Officer  
FROM: Office of Council Services  
SUBJECT: Notice & Request for Sole Source

Pursuant to HRS §103D-306 and HAR Chapter 3-122, the Office of Council Services requests sole source approval to purchase the following:

1. Describe the goods, services or construction:

A fully integrated solution to enable the Maui County Council and its standing committees to receive communications from external sources (general public, executive branch departments, other governmental agencies) into an automated, paperless workflow for drafting necessary supporting documentation, legislation, and associated notices, inclusive of the corresponding review and approval processes to produce legislation for consideration and adoption; along with a video record of gavel-to-gavel public meetings that enable the public to search the entire record for content via key words and phrases, download and view supporting documents, and research the history of legislation from the initial communication to its passage.

2. Vendor/Contractor/Service Provider: Granicus, Inc.

3. Amount of Request: \$28,874.00

4. Term of Contract From: 6/30/2016 to 6/29/2017

5. Prior Sole Source No: 15-004OCS

6. Explain in detail, why it is not practicable or not advantageous for the department to procure by competitive means:

The Office of Council Services seeks an integrated, enterprise solution that is designed to streamline its processes and provide Maui County Councilmembers with additional resources to create better legislation, while providing convenience and openness in government to our constituents. It has been determined the investment of resources necessary to procure a vendor via competitive means would not be advantageous. The County has invested significant time and resources in infrastructure and training to learn the Granicus solution. To invest additional time and effort to procure another vendor by competitive means would result in stopping ongoing training, procuring additional infrastructure, re-writing procedures, re-writing contractual agreements with our third-party video production vendor, and re-training staff; removing any efficiencies gained with the present system. It has been determined the investment of resources necessary to procure a vendor via competitive may create a frustration in a government process. Our research has concluded a system that is fully integrated with the necessary integration and features to produce the efficiencies gained can be procured by only one vendor in the current marketplace.

7. Describe in detail the following:

- a. The unique features, characteristics, or capabilities of the goods, service or construction.

The following are believed to be unique to the solutions provided by Granicus:

An application written for the Apple and Android platforms to track and annotate agenda items and view public comment and ideas.

Video and digital meeting records that are searchable by agenda topic, minutes, and words spoken in the corresponding meeting.

Webcasting and minutes annotation solution that is integrated with Microsoft Office, which allows meeting minutes to be built in Microsoft Word while leveraging the indexed video of the meeting embedded in Microsoft Word for reference.

A meeting minutes annotation tool that builds minutes in PDF format with embedded links to the audio and video webcast.

Integrated public record that is compatible with the Windows and Mac Operating Systems as well as mobile systems such as Apple iOS, Android, Windows, and Blackberry.

A webcasting, public comment, and citizen participation feedback tool that integrates with a paperless iPad and Android app.

Unlimited storage and distribution for all meeting bodies and non-meeting content at no additional cost.

Indefinite retention schedules for all archived meeting and non-meeting content.

- b. How the unique features, characteristics or capabilities of the goods, service or construction are essential for the department.

The vendor's automated workflow solutions are integrated with the posting of the approved agenda and supporting documentation for the specific meeting on the vendor-provided, embedded website.

The integrated app written for Apple and Android platforms provides software that has undergone quality-control measures to minimize programming bugs, provide for continued improvements and enhancements, and screen for viruses and malware. The integrated app will provide Maui County Councilmembers the ability to prepare for meetings both online and offline using mobile devices, utilizing the built-in tools to annotate the documents specific to a meeting's content. Providing the app for both the Apple and Android platforms provides the flexibility sought by Councilmembers.

The ability to search meeting records by agenda topic, minutes, and the spoken words of each meeting provides Councilmember, Office of Council Services staff, and constituents the ability to conduct research on a particular legislative topic, with the opportunity to be taken immediately to the specific section of the record to review what was said or presented in context, rather than needing to browse through the entire meeting record to search for a specific section of testimony or discussion. This feature also provides the ability to search for the same term over multiple meeting records, providing greater openness and convenience to constituents and saving tax money by providing self-service options rather than requiring paid staff assistance to find the same information utilizing greater length of time.

The available webcasting and minutes annotation solution provided by the vendor for meeting minutes to be produced and integrated with Microsoft Word provides the ability for meeting minutes to be produced without additional staff training as Microsoft Word is presently used by legislative staff. The solution also provides for the integrated ability for the meeting minutes to be indexed with the video record for research and referencing convenience.

The meeting minutes annotation tool that builds minutes in PDF format with embedded links to the audio and video webcast provides a streamlined and efficient way for staff to produce meeting minutes in a standard, internet format with hyperlinking capabilities to sections of webcast. As an integrated function of the vendor's solution, it will require less staff time using one application, resulting in savings for the tax payer. Using the Portable Document Format (PDF) enables

constituents to access the record using a recognized internet standard for documents allowing greater accessibility and openness of government records.

The integrated public record that is compatible with the Windows and Mac Operating Systems as well as Mobile systems such as Apple iOS, Android, Windows, and Blackberry provides a solution which is flexible, providing truly open access and transparency to constituents using multiple platforms on computers and mobile devices.

The webcasting, public comment, and citizen participation feedback tool that integrates with a paperless iPad and Android app provides a fully integrated tool allowing Maui County Councilmembers to review the public record, and view constituent comments and feedback on related issues should the Council decide to utilize these features of the vendor solution.

The unlimited storage and distribution for all meeting bodies and non-meeting content at no additional cost will save tax payers money by allowing all recorded meetings and associated supporting documents to be stored and delivered at one standard cost. Storage capacity and bandwidth used during playback are often additional costs. The vendor's solution contains a fixed cost, regardless of the storage space used, length of video stream provided, or number of streams requested. This will enable Maui County Councilmembers, staff and constituents to research content at any time for as long as desired, without the concern of additional cost to the County, and ultimately the tax payer.

The indefinite retention schedules for all archived meeting and non-meeting content at no additional cost allows the County to upload present, and previously held meeting content to the vendor provided portal; allowing elected officials, legislative staff, and constituents to research the history of legislation previous to the provision of the vendor solution. Should the County continue to procure the services of the vendor, it will allow such public records to available to be available indefinitely.

8. Describe the efforts and results in determining that this is the only vendor/contractor/service provider who can provide the goods, services or construction.

The Office of Council Services has researched the ability to provide video recording and on-demand playback services for a number of years. OCS has conference called with IQM2 and Granicus about their solutions. OCS has also reached out to the National Association of Counties for

additional resources on what other counties across the nation may be using to meet similar needs. OCS has also inquired the City and County of Honolulu, Hawaii County, and Kauai County regarding their research and vendor solutions to meet similar needs. While other providers may provide solutions to meet a few of the requirements, a vendor has not been found that is able to meet the key criteria of a fully integrated solution with the capabilities and fixed-cost storage and distribution features provided by Granicus.

9. Alternate source. Describe the other possible sources for the goods, services, or construction that were investigated but did not meet the department's needs.

The Office of Council Services has considered the capabilities presently provided by the Microsoft Corporation, IQM2, Akaku: Maui Community Media, Ustream, YouTube, Vimeo, Internet Archive, WordPress, and CivicPlus. Though these vendor solutions meet a few requirements, a fully integrated enterprise solution meeting all requirements is not otherwise available.

10. Identify the primary responsible staff persons conducting and managing this procurement  
(\* Appropriate delegated procurement authority and completion of mandatory training required.)

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The Office of Council Services shall ensure adherence to applicable administrative and statutory requirements, including HAR Chapter 3-122, Subchapter 15, Cost or Pricing Data, if required.

All requirements, approvals, and internal controls for this expenditure are the responsibility of the Office of Council Services.

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

David M. Ruoff 3.14.16  
Department Head Signature Date

**For Chief Procurement Officer Use Only**

Date Notice Posted: 03/14/2016

Submit written objection to this notice to issue a sole source contract within seven calendar days or as otherwise allowed from date notice posted to:

Chief Procurement Officer  
Office of Council Services  
200 South High Street, Room 703  
Wailuku, Hawaii 96793

Chief Procurement Officer (CPO) Comments:

- Approved
- Disapproved
- No Action Required

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Chief Procurement Officer Signature      Date