

REQUEST FOR SOLE SOURCE

TO: CHIEF PROCUREMENT OFFICE, COUNTY OF MAUI FINANCE
DEPARTMENT

FROM: Department of Personnel Services
(Department/Division/Agency)

RE: REQUEST FOR SOLE SOURCE APPROVAL

Pursuant to §103D-306, HRS, and Subchapter 9, Chapter 3-122, HAR, the Department requests sole source approval to purchase the following:

Description of goods, services, or construction:

Purchase software annual lease agreement for a Software as a Service (SaaS) recruiting/applicant tracking system that is designed specifically for public sector recruiting, software provisioning services, user training and maintenance support.

Name of vendor: NEOGOV

Cost: \$42,000

Term of contract: Indefinite

Prior Sole Source Reference No.(s), if any:

- (1) The goods, services, or construction has the following unique features, characteristics, or capabilities:

NEOGOVS Insight system is the only product that collectively includes all the following features, characteristics, and services that are required by the Department of Personnel Services (DPS):

- It is a fully integrated recruitment, examination, selection, certification, and applicant tracking system that is 100% public sector focused. The system meets civil service recruiting requirements such as the creation and maintenance of civil service eligible lists, certification of eligibles to requesting departments according to civil service rules and criteria, security for the departments to view information pertaining to their recruitments, supplemental questions for applicant screening and applicant notifications
- It is used by more than 25 state and local public sector agencies with sizes comparable to the County of Maui

- Does not require ANY additional hardware or software to fully utilize the system and is available 24x7x365 (with the exception of minimal planned downtime)
- Production, test and training environments are provided at no extra charge
- Posts all County job postings on a leading public sector job seeker portal (www.governmentjobs.com)
- Utilizes an on-line item bank that stores all of a hiring agency's supplemental questions from which supplemental questionnaires are generated and full item analysis can be performed
- Provides automatic scoring and evaluation for minimum qualification and desirable qualifications (i.e. automatically evaluate applicant answers to supplemental questions)
- Provides applicant self-scheduling of assessments (exams, interviews, etc.)
- Regularly scheduled on-line refresher and new feature training
- Regularly scheduled customer conference calls and user conferences

(2) How the unique features, characteristics, or capabilities are essential for the agency to accomplish its work:

State law requires that the civil service recruitment process be a fair and open competition. As a result, civil service recruitment must follow a unique set of procedures governed by County, State and Federal laws, rules, and regulations. The functional terminology and requirement for compliance with these laws, rules, and regulations are unique to the public sector, and are already built into the NEOGOV system. Neogov's system is designed to electronically facilitate the way DPS is required to do work in the public sector recruitment arena without additional customization.

The central repository of supplemental questions using an item bank will not only be a time saver, as questions can be leveraged for future recruitments, but statistics gathered on each item can be used to check for the validity, reliability, etc. of the question. More effective and reliable supplemental questions will help DPS make better evaluations of the job applicant. In addition, DPS can establish scoring plans to automatically screen and filter applications on criteria such as minimum qualifications or desirable skills based on an applicant's response to options oriented supplemental questions. This will free up DPS to do a more thorough analysis of an applicant's narrative responses, ultimately allowing DPS to more efficiently produce a certified list of eligible candidates for selection by the hiring agency.

DPS, department users, hiring managers and applicants will have a proven, auditable, legally defensible, less problematic system to perform their duties.

The ability to have regularly scheduled trainings, user conferences and customer calls will help DPS improve their recruitment process to better service the needs of the public and hiring agencies. It is a forum where ideas for more efficient business processing and software enhancements are shared and, ultimately, have become new functional features in the system.

- (3) The following other possible sources for the goods, services, or construction were investigated but do not meet our needs because:

An inquiry was made to Gartner Consulting, a national IT consulting firm, as to whether significant alternatives exist to NEOGOV in providing a civil-service ready recruiting software for state and local governments in the US. Gartner was unable to identify any other vendors who met these criteria. Online searches and vendor contacts resulted in similar findings. Inquiries were also made with the other civil service jurisdictions within the state, and revealed a similar outcome: the State of Hawaii Judiciary, State Department of Human Resources Development (DHRD), County of Kauai and County of Hawaii purchased NEOGOV services through a Sole Source justification or RFP of which no contenders met the minimum requirements, or were competitive with NEOGOV's offering.

Direct questions to: Jayne Kinoshita

Ph. (808) 270-7524

A completed Notice of Sole Source is attached.

NOTICE OF SOLE SOURCE

The Chief Procurement Officer is in the process of reviewing the request from the Department of Personnel Services. For the sole source purchase of the following goods, services, or construction:

Purchase software annual lease agreement for a Software as a Service (SaaS) recruiting/applicant tracking system that is designed specifically for public sector recruiting, software provisioning services, user training and maintenance support.

Name of vendor: NEOGOV

Address: 222 N Sepulveda Blvd, Suite 2000
El Segundo, CA 90245
Tel: (310) 426-6304

Cost: \$42,000

Term of contract: Indefinite

Direct Any Inquiries To:

Name/Title: Jayne Kinoshita
Address: jayne.kinoshita@co.maui.hi.us

Phone No.: (808) 270-7524
Fax No.: (808) 270-7130

8/25/11
Date Notice Posted

A copy of this notice of intent shall be posted by the Chief Procurement Officer and the purchasing agency in an area accessible to the public, at last seven calendar days prior to any approval action.

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Submit written objections to this notice of intent to issue a sole source contract within seven calendar days from the date this notice was posted to:

Chief Procurement Officer
State Procurement Office
1151 Punchbowl Street
Honolulu, HI 96813