

## **NOTICE TO PROVIDERS OF PROFESSIONAL SERVICES**

Pursuant to Chapter 103D-304. Procurement of professional services (b)(3), Additional notices shall be given if new needs for professional services arise.

The Kaua'i County Department of Water (DOW) anticipates the need to engage the following professional services. Those determined to be qualified to provide the requested professional services shall be placed on a list for a one-year period. The requested services include, but are not limited to:

Information Technology: As-needed Technical support, which includes but not limited to technical support of the Department's Oracle Products. The Vendor must have the following knowledge and certification for the following:

- Customer Care and Billing
- Service Cloud
- Field Service Management
- Oracle Compute Cloud
- Oracle RightNow Interface
- Oracle Database Backup Service

The following requirements must be submitted with the Statement of Qualifications (SOQ)'s. SOQs should identify the area(s) of professional services provided by the proposer, and include a description of the proposer's firm and the qualifications and related experiences of the principals and staff members, with supporting data and information as they relate to the proposed subject-matter areas. Use of Federal Form SF 330 or State Form DPW 120 with supplemental information, where appropriate, is encouraged. SOQ's should include, but not be limited to, the following information:

- A. The name of the firm or person, the principal place of business, and location of all of its offices;
- B. The age of the firm and its annual number of full-time employees for the past five years;
- C. Description and organizational chart of project team, including associate firms for subcontracted work;
- D. The education, training, and qualifications of key members of the firm's project team;
- E. The education, training, and qualifications of key members of the associate firms for subcontracted work;
- F. The names and phone numbers of up to five clients who may be contacted, including at least two for whom services have been rendered during the preceding year;
- G. Any promotional or descriptive literature which the firm desires to submit and
- H. Submit Quality Assurance Procedures (this item is important and submittals will be rejected without it).

Expressions of interest, SOQs, and accompanying information must be received by the Department of Water addressed to Mr. Kirk Saiki, P.E., Manager & Chief Engineer, Kaua'i County Department of Water, 4398 Pua Loke Street, Līhu'e, Kaua'i, Hawai'i 96766 or email to: [cerorita@kauaiwater.org](mailto:cerorita@kauaiwater.org). All submittals must be in **ELECTRONIC FORM ONLY**, pdf format limited to 10MB by e-mail (Subject line to read "Response to Professional Services IT-2018-3") or CD no later than 4:30 p.m., **November 30, 2017**. Questions may be directed to Ms. Christine Erorita at (808) 245-5409.

[www.kauaiwater.org](http://www.kauaiwater.org), SPO Website 10/26/17)