

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

----- In the Matter of -----)
)
PUBLIC UTILITIES COMMISSION)
)
Instituting Proceedings)
Relating to the Availability)
of Experienced One Call Center)
Providers of Quality One Call)
Center Services, Pursuant to)
Hawaii Revised Statutes)
Chapter 269E.)
_____)

DOCKET NO. 05-0079

ORDER NO. 22121

Filed November 15, 2005
At 2:30 o'clock P.M.

for Michelle S.U.M. Kau
Chief Clerk of the Commission

DIV. OF CONSUMER ADVOCACY
DEPT. OF COMMERCE AND
CONSUMER AFFAIRS
STATE OF HAWAII

2005 NOV 16 A 8:19

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ATTEST: A True Copy
for KAREN HIGASHI
Chief Clerk, Public Utilities
Commission, State of Hawaii.

Michelle S.U.M. Kau

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OF THE STATE OF HAWAII

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Center Services, Pursuant to)	
Hawaii Revised Statutes)	
Chapter 269E.)	
-----)	

Order

By this Order, the commission selects One Call Concepts, Inc. ("One Call Concepts") as the exclusive provider for the administration and operation of the State of Hawaii ("State") One Call Center.

I.

Background and Procedural History

Chapter 269E of the Hawaii Revised Statutes ("HRS") requires the establishment of a One Call Center to provide advance warning to excavators in the State of the location of subsurface installations in the area of an excavation to protect those installations from damage. HRS § 269E-3. To advise the commission on implementing Chapter 269E, the commission established a One Call Center Advisory Committee ("Advisory

Committee"), as required by HRS § 269E-4.¹ The Advisory Committee's duties include advising the commission on selection of the One Call Center provider. HRS § 269E-4(b)(3).

As such, on April 1, 2005, the commission initiated a proceeding to investigate the availability of experienced One Call Center providers of quality One Call Center services.² To assist in the investigation, an evaluation committee was formed to evaluate proposals from potential providers ("Evaluation Committee").³

On August 24, 2005, the commission issued a request for proposal, RFP-PUC-06-01, SEALED PROPOSALS AND PRICING FOR A PROVIDER FOR THE HAWAII ONE CALL CENTER ("RFP"), to solicit proposals from experienced call center providers. The RFP

¹By Order No. 21221, filed on August 6, 2004, in Docket No. 04-0195, the commission initiated a proceeding to establish the Advisory Committee. By statute, the Advisory Committee consists of fifteen (15) voting members and one (1) ex officio nonvoting member. HRS § 269E-4. The members include representatives from the gas, electric, telecommunications, pipeline operator, and cable service industries; representatives from the General Contractors Association of Hawaii and the Building Industry Association of Hawaii; representatives from Honolulu, Hawaii, Maui and Kauai counties; the State transportation director or his representative and the Executive Director of the Division of Consumer Advocacy, Department of Commerce and Consumer Affairs or his representative. The Advisory Committee was formally established by Order No. 21456, filed on November 9, 2004, in Docket No. 04-0195.

²Order No. 21710, filed on April 1, 2005, in Docket No. 05-0079.

³The Evaluation Committee members are John Cole, Executive Director of the Division of Consumer Advocacy, Department of Commerce and Consumer Affairs and member of the Advisory Committee; John Cheung, Vice Chair of the Advisory Committee; Steven Golden, Chairman of the Advisory Committee; Nicholas Schiavo, commission Chief Engineer; and Dan Bilderback, commission Research Assistant.

outlined the requirements for award of the contract, the period of which will run from on or about December 1, 2005, through June 30, 2009, with the possibility of two (2) additional twelve (12) month extensions.⁴

On August 24, 2005, the commission published, statewide, public notice of the RFP requesting proposals from prospective call center providers ("Public Notice"). The Public Notice included information on dates critical to the selection of a One Call Center provider. Included were the deadline to submit proposals to the commission, which was October 10, 2005; the deadline for the commission to select a provider, which was November 18, 2005; and the deadline for the selected provider to begin work on establishing the One Call Center, which was December 1, 2005.

On or before the October 10, 2005 deadline for proposals, the commission received proposals from TC Kokua, LLC ("TC Kokua"), USA North, and One Call Concepts. Each of the three (3) proposals complied with initial submission requirements as set forth in the RFP. Thereafter, the Evaluation Committee reviewed the three (3) proposals and issued its recommendation to the commission that One Call Concepts be selected as the State's exclusive One Call Center provider.

⁴As stated in the RFP and consistent with Hawaii Administrative Rules Section 3-122-149 on multi-term contracts, funds are available through June 30, 2006, and the contractual obligation of both the State and the selected One Call Center provider in subsequent fiscal periods is subject to the appropriation and availability of funds.

II.

Selection of the One Call Center Provider

HRS § 269E-3 provides that the commission is charged with establishing and administering the One Call Center. HRS § 269E-5 also provides, in relevant part:

By January 1, 2006, the commission shall establish and begin administration of a one call center that provides advance warning to excavators in this State of the location of subsurface installations in the area of an excavation for the purpose of protecting those installations from damage. In establishing the center, the commission shall consider the availability of experienced center providers. The commission shall award administration of the center to the provider the commission determines to be best qualified to provide center services. In reviewing a provider's qualifications, the commission shall consider cost, quality of service, experience, and other factors the commission deems appropriate.

HRS § 269E-5.

The three (3) proposals from TC Kokua, USA North, and One Call Concepts were subject to a two (2)-phase evaluation process. Phase 1 of the process called for proposals to be organized in the "exact prescribed format" as set forth in the RFP. Each proposal was reviewed for compliance with, and substantially met, the initial submission requirements of Phase 1.

Phase 2 of the evaluation process involved an assessment of six (6) distinct categories: 1) Understanding the State's Needs (10 points); 2) Bidder Background and Experience (20 points); 3) Personnel: Organization and Staffing (15 points); 4) Technical Response (20 points); 5) Management and Control (20 points); and 6) Budget and Fees (15 points). Of a maximum

100 points, a minimum of sixty (60) points was required by the RFP to be considered for the One Call Center provider contract.

The Evaluation Committee's point allocation was as follows:

Understanding the Center and State's Needs (10 points)

One Call Concepts - 9.6 pts.

TC Kokua - 5.6 pts.

USA North - 8.4 pts.

Bidder Background and Experience (20 pts.)

One Call Concepts - 19.4 pts.

TC Kokua - 9.0 pts.

USA North - 14.2 pts.

Personnel: Organization and Staffing (15 pts.)

One Call Concepts - 12.6 pts.

TC Kokua - 8.2 pts.

USA North - 7.4 pts.

Technical Response (20 pts.)

One Call Concepts - 17.4 pts.

TC Kokua - 7.8 pts.

USA North - 15.4 pts.

Management and Control (20 pts.)

One Call Concepts - 16.2 pts.

TC Kokua - 8.4 pts.

USA North - 15.0 pts.

Budget and Fees (15 pts.)

One Call Concepts - 15.0 pts.

TC Kokua - 2.0 pts.

USA North - 6.0 pts.

Total

One Call Concepts - 90.2 pts.

TC Kokua - 41 pts.

USA North - 66.4 pts.

As demonstrated above, One Call Concepts had the highest total points in each of the six (6) categories, and had the highest total score of 90.2 points out of a maximum 100 points. TC Kokua, which scored 41 points, was clearly well below the 60-point minimum set forth in the RFP. USA North, which scored 66.4 points, barely satisfied the 60-point minimum set forth in the RFP. The scores given by the Evaluation Committee indicate that One Call Concepts is best qualified to provide One Call Center services.

III.

One Call Concepts

One Call Concepts is a Maryland corporation with its principal place of business in Hanover, Maryland. It has approximately five hundred (500) employees, and provides one call services for one call centers in Minnesota, Kansas, Louisiana, Missouri, Oregon and Washington. One Call Concepts has been providing one call center services since its formation in 1982.

One Call Concepts, which will serve the State from its Utilities Notification Center in Oregon, intends to provide "turn-key" one call services to the State. The State One Call Center will be served by a state-of-the-art GIS mapping system and One Call Concepts' one call center software, PRISM. PRISM's automated mapping system is the only one call computer software available that allows a work site to be identified and compared to a database that has been individually and uniquely customized by each Operator prior to termination of the incoming phone call.

One Call Concepts' PRISM system uses irregular shapes, independent of a grid system, to define both the excavation site and to research databases. Operators are able to customize their databases according to their individual needs. The grids are then compared to an Operator database, to determine which Operator should receive a locate request. The size of an excavation site can be small, or as large, as required. Once the One Call Center representative identifies the work site and reads back the information to the excavator, the representative will identify for the excavator the names of all underground line

owners, who have registered their underground facilities within the excavation area.

One Call Concepts will provide the State all goods, services and labor to meet the specifications of the RFP at a cost of \$10,000 a month. This price is all-inclusive, and there are no "extras" or "add-ons."

After reviewing all of the relevant information, the commission finds that One Call Concepts is best qualified to provide One Call Center services. It clearly has a thorough understanding of the State's needs, and sufficient background, expertise, personnel and facilities to provide the services. Accordingly, the commission agrees with the Evaluation Committee's recommendation that One Call Concepts should serve as the exclusive administrator and provider of the State One Call Center commencing December 1, 2005, through June 30, 2009.

IV.

Orders

THE COMMISSION ORDERS:

1. One Call Concepts shall be the exclusive administrator and provider of the State One Call Center, commencing December 1, 2005, through June 30, 2009.

2. The terms of the commission's RFP and One Call Concepts' response to the RFP are binding upon One Call Concepts.

3. One Call Concepts shall file a proposed transition timetable within ten (10) days from the date of the filing of

this Order and thereafter update the commission bi-weekly of its progress in establishing the State One Call Center.

DONE at Honolulu, Hawaii November 15, 2005.

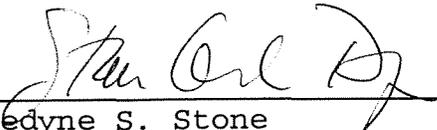
PUBLIC UTILITIES COMMISSION
OF THE STATE OF HAWAII

By 
Carlito P. Caliboso, Chairman

By (EXCUSED)
Wayne H. Kimura, Commissioner

By 
Janet E. Kawelo, Commissioner

APPROVED AS TO FORM:

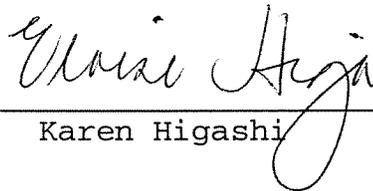

for Benedyne S. Stone
Commission Counsel

05-0079.sl1

CERTIFICATE OF SERVICE

I hereby certify that I have this date served a copy of the foregoing Order No. 22121 upon the following parties, by causing a copy hereof to be mailed, postage prepaid, and properly addressed to each such party.

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
DIVISION OF CONSUMER ADVOCACY
P. O. Box 541
Honolulu, HI 96809



for

Karen Higashi

DATED: November 15, 2005