



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

345 KĒKŪANAŌ'A STREET, SUITE 20 • HILO, HAWAII 96720

TELEPHONE (808) 961-8050 • FAX (808) 961-8657

NOTICE & REQUEST FOR SOLE SOURCE

TO: Keith K. Okamoto, P.E.
Chief Procurement Officer

FROM: Finance Division
Division/Branch

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

1. Name of Vendor / Contractor / Service Provider & Contact Information (Address, Phone, etc.):

Ferguson Enterprises LLC 3014, 801 Moowaa Street, Honolulu, HI 96817, (808)832-7473

2. Amount of Request / Contract (if exceeding \$100,000.00, attach complete cost & pricing analysis):

\$ 74,028.00

3. Description of goods, services, or construction to be procured (attach additional sheet if necessary):

1. Cloud based app for meter reading: Neptune 360 SaaS AMR 20001-50000 annual subscription fee based on 44,000 + services, N14099107: \$31,240.00 (initial year)
2. Setup (includes training) of cloud based app for meter reading: Neptune 360 Set-up Fee, N14099001: \$0.00
3. Neptune R900® System Mobile data collector: MRX 920 MBL DATA COL V4E, N13655300, 3 @ \$10,552.00 each: \$31,656.00
4. Annual maintenance for MRX 920 unit, 3 @ \$2600 each: \$7,800.00
5. Hawaii GET (if applicable) @ 4.712%: \$3,332.00

4. Term of Contract (shall not exceed 12 months), if applicable:

From: 11/17/2025 To: 4/30/2026

5. Prior Sole Source Ref. #:

6. Describe in detail the following (attach additional sheet if necessary):

a. The unique features, characteristics, or capabilities of the goods, services or construction:

Ferguson Enterprises the sole authorized distributor in the State of Hawaii for Neptune RF meter reading equipment and software, Neptune water meters and Neptune parts. Neptune 360 SaaS cloud based app. will replace the obsolete N-Sight software that is currently used for meter reading. Neptune 360 is the only platform available to read DWS's existing Neptune water meters with R900 radio endpoints. Neptune R900® System Mobile data collector equipment provides automatic water meter reading for existing meters.

b. How are these unique features, characteristics or capabilities essential to the Department:

The Neptune 360 SaaS cloud based app. is essential for water meter reading with DWS' existing Neptune water meters. Neptune R900® System Mobile data collector is essential to increase efficiency in water meter reading with our existing Neptune water meters.

...Water, Our Most Precious Resource...Ka Wai A Kāne...

The Department of Water Supply is an Equal Opportunity provider and employer.

7. Describe the efforts and results in determining that this is the only vendor / contractor / service provider who can provide the goods, services or construction (attach additional sheet if necessary):

There is no other software platform or equipment available through other vendors that would be able to read R900 radio meters.

8. Alternate Source. Describe the other possible sources for the goods, services, or construction that were investigated but did not meet the Department's needs (attach additional sheet if necessary):

The alternative would be to replace DWS' existing Neptune water meters which is not currently feasible.

9. A list of agency personnel, by position, who will be involved in the approval process and administration of this contract and/or conducting and managing this procurement:

Name	Position	Involvement in Process	
Candace Gray	Waterworks Controller	☐ Approval	☒ Administration
Keith Okamoto	Manager-Chief Engineer	☒ Approval	☐ Administration
Kawika Uyehara	Deputy	☒ Approval	☐ Administration
Amanda Quinn	Contracts Technician (TA)	☐ Approval	☒ Administration

10. Direct inquiries to:

Department:	Water Supply
Contact Name:	Candace Gray
Phone Number:	(808)961-7286
Fax Number:	(808)961-8657

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


Division Head Signature

11/3/2025
Date

For Administrative Use Only

12. Date Notice Posted: NOV 04 2025 (DWS Bulletin Board and DWS Website)

During posting period, the Chief Procurement Officer is in the process of reviewing this request for Sole Source.

Per Section 3-122-82(c)(2), written objections to this request to issue a Sole Source purchase shall be submitted to the Chief Procurement Officer *within seven (7) calendar days* from the above posted date.

Objections may be sent by mail, fax, or email to the Office of the Manager-Chief Engineer, Department of Water Supply:

Chief Procurement Officer's comments:

13. ☐ APPROVED ☐ DISAPPROVED ☐ NO ACTION REQUIRED

Chief Procurement Officer

Date

14. Sole Source No. 25-11 (to be completed by CSB only)