



DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII

345 KEKŪANAŌ'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: Operations/Plant Electrical
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.):

Elevate Cell Systems, LLC, 504 W. Juneau Avenue, Milwaukee, WI 53203

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

\$ 1,034.40

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

Purchase of one Elevate Communicator cellular landline replacement device with battery backup and cellular line/monitoring service. Existing DWS alarm equipment requires a landline-style telephone input to place emergency alarm calls where traditional telephone service is not available. This device supports emergency call-outs for low tank level and power outage alarms that may affect pumping, storage, pressure, and customer water service.

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

From: Activation Date To: One (1) Year from Activation Da

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:

The unique capability of the Elevate Communicator is that it provides a cellular-based landline-style telephone connection compatible with existing DWS alarm equipment. The existing equipment requires a telephone line input to dial out alarms. The Elevate device supplies that required phone-line connection using cellular service, with battery backup and vendor-supported line/monitoring service included.

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

These features are essential because some DWS facilities do not have available traditional telephone service, but existing alarm equipment still requires a landline-style input to send emergency alarm notifications. Without this cellular landline replacement, staff may not receive timely low tank level or power outage alarms. These alarms are critical to protecting pumping, water storage, pressure, and continued customer water service.

...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):

See attached.

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):

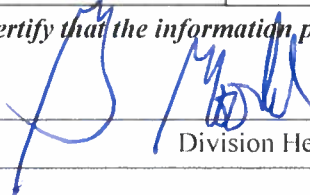
See attached.

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	
Gregory Goodale	Chief of Operations	<input checked="" type="checkbox"/> Approval	<input type="checkbox"/> Administration
Feliciano Agdeppa	Water Plant Electrical/Electronics Supervisor	<input checked="" type="checkbox"/> Approval	<input type="checkbox"/> Administration
Dean Takamine	Electronics Technician	<input type="checkbox"/> Approval	<input checked="" type="checkbox"/> Administration
Jeannie Miskovich	Contracts Technician	<input type="checkbox"/> Approval	<input checked="" type="checkbox"/> Administration

10. Direct inquiries to:	Department: Water Supply Contact Name: Dean Takamine Phone Number: 8089618790 Fax Number:
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11. I certify that the information provided above is, to the best of my knowledge, true and correct.



Division Head Signature

5-29-26

Date

For Administrative Use Only

12. Date Notice Posted: JUN 04 2026 (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. 26-05 (to be completed by CSB only)

7. DWS requires a cellular landline-style communication solution for existing alarm equipment where traditional telephone service is not available. The existing alarm equipment requires a telephone-line type connection to send emergency alarm call-outs for low tank level, power outage, and other critical water system conditions.

Elevate Cell Systems is the only identified vendor that provides the complete required solution as one managed package, including the communicator device, battery backup, embedded AT&T FirstNet Priority Cellular service, monitoring/line service, and vendor support. This provides one supported solution for a critical alarm communication path.

8. Traditional telephone service was considered but is not available at some DWS locations. Other cellular-based options were considered, but they do not provide the complete required managed package.

Other options may require separate hardware, telephone-line interface equipment, battery backup, cellular service, monitoring/line service, and separate troubleshooting support. Elevate Cell Systems is the only identified source that provides the required cellular landline-style communicator, battery backup, FirstNet cellular service, monitoring/line service, and vendor support together as one managed solution.



Department of Water Supply
County of Hawai'i
889 Leilani St.
Hilo, HI 96720

5/28/2026

Subject: Sole Source Provider Statement

To whom it may concern:

Elevate Cell Systems, LLC is the sole provider of the Elevate Communicator and the fully managed cellular landline replacement solution that includes the communicator device, battery backup, embedded AT&T FirstNet cellular service, monitoring/line service, remote management software and the supported managed service package.

Our turn-key solution offers the best value with superior support and service.

Thank you for the opportunity to provide a proposal for this project. If you have any questions or comments, please let us know.

Sincerely,

Donovan Ruh

Donovan Ruh - CEO
Elevate Cell Systems, LLC.
262-665-9225