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Hawaiian Telcom

STATE PROCUREMENT OFFICE
STATE OF HAWAII

August 5, 2013

Ms. Ruth E. Yamaguchi
Procurement Officer
State of Hawaii
State Procurement Office
P.O. Box 119
Honolulu, HI 96810-119

Subject: SPO Vendor List Contract No. 12-12
Furnish, Deliver, Install, and Manage Network and
Telecommunications Services – Statewide

Dear Ms. Yamaguchi:

Hawaiian Telcom, Inc. would like to propose a change to the existing Business All in One (BAiO) pricelist on SPO Vendor List Contract No. 12-12.

Please remove the existing pricelist in entirety and replace with the new pricelist.

The new pricelist has been simplified and offers better monthly recurring prices.

Enclosed are the original and one copy of the new pricelist. Thank you for considering our proposal. If you have questions, please contact me at (808)546-6565.

Regards,

Stan Lui
Senior Manager Government Sales

cc: David Fujimoto, ICSD
cc: Susan Chun

Attachments: Business All in One Revised Pricelist dated 8/5/13

Technology Category	1 YEAR AGREEMENT			3 YEAR AGREEMENT			5 YEAR AGREEMENT			Non-Recurring Charge (NRC)
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
Business All-in-One Bundle										
Monthly Recurring Charge (MRC):	Requires Hosted User Package and applicable Broadband Internet service (Ethernet DIA 1.5, 3, 5, 10, 25, 50 Mbps or High Speed Internet 3, 7, 11 Mbps)									
										1 YEAR AGREEMENT NRC
Hosted User Packages										
Hosted User - Analog	\$32.50	16%	\$27.30	\$32.50	24%	\$24.70	\$32.50	32%	\$22.10	\$0.00
Hosted User - Standard	\$45.25	16%	\$38.01	\$45.25	24%	\$34.39	\$45.25	32%	\$30.77	\$21.25
Hosted User - Pro	\$49.50	16%	\$41.58	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$21.25
Hosted User - Pro G	\$56.15	16%	\$47.17	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$21.25
Hosted User - Pro GT	\$56.15	16%	\$47.17	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$21.25
Hosted User - Exec	\$53.25	16%	\$44.73	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$21.25
Hosted User - Exec G	\$63.25	16%	\$53.13	\$63.25	24%	\$48.07	\$63.25	32%	\$43.01	\$21.25
Hosted User - Conference	\$72.25	16%	\$60.69	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$21.25
Additional Features										
Fax Messaging	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00	\$2.00	0%	\$2.00	\$0.00
Assistant-Enterprise Toolbar	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$0.00
Automated Attendant	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$0.00
Telephone Number - Additional	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.00
Static IP - 5 Addresses	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$0.00
Static IP - 13 Addresses	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$0.00
Static IP - 29 Addresses	\$60.00	0%	\$60.00	\$60.00	0%	\$60.00	\$60.00	0%	\$60.00	\$0.00
DNS Registration	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$25.00
Email Accounts - Block of 50	\$19.95	0%	\$19.95	\$19.95	0%	\$19.95	\$19.95	0%	\$19.95	\$0.00
Email Accounts - Block of 100	\$29.95	0%	\$29.95	\$29.95	0%	\$29.95	\$29.95	0%	\$29.95	\$0.00
Business Toll-Free Number	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$15.00
Calling Plan Options										
Conference Connections - 60 Minutes	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$9.00	100%	\$0.00	\$0.00
International - Business Call Asia + Free Canada	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$0.00
International - Connections + Free Canada	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$0.00
LAN Hardware										
Managed IP Phone - Conf. Mic. Pkg.	\$8.25	16%	\$6.93	\$8.25	24%	\$6.27	\$8.25	32%	\$5.61	\$21.25
Managed IP Phone - Exp. Module	\$7.35	16%	\$6.17	\$7.35	24%	\$5.59	\$7.35	32%	\$5.00	\$21.25
Managed IP Phone - Color Exp. Module	\$9.65	16%	\$8.11	\$9.65	24%	\$7.33	\$9.65	32%	\$6.56	\$21.25
Managed Wireless AP	\$16.50	0%	\$16.50	\$16.50	24%	\$12.54	\$16.50	32%	\$11.22	\$85.00
Additional UPS - TPLTECO850	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$110.00
Additional UPS - TPLTSM1500	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$325.00
Additional UPS - APCSMX1500	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$920.00
										TRAINING NRC
Training										
Live Webinar - Admin	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00
Live Webinar - End User	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00
On-site Training - User Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$300.00
On-site Training - Admin Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$600.00
										LABOR NRC
Labor Charges										
Labor - Remote - First 1/2 Hour (minimum)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$42.50
Labor - First Hour (minimum)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Labor - Travel Charge	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Labor - Additional 1 Hour	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Labor - Additional 15 Min.	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$21.25
Inside Wiring - Cat 5e Cable Run	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$150.00
Service Cancellation Fee	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$500.00
Expedite Fee	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$245.00

Appointment Reschedule Fee	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$245.00
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Terms and Conditions

1. Above rates do not include applicable taxes, surcharges, or other fees. This Pricing excludes promotions.
 2. Minimum of four (4) Hosted Users per service location; minimum bandwidth requirements for applicable Hawaiian Telcom Broadband Internet Service will apply. Other terms & conditions may apply.
 3. Services are contingent upon available facilities and/or capacity subject to determination by Hawaiian Telcom. Rates are provided on a "Where Facilities Exist Basis," subject to availability, on the day an order is placed.
 4. The customer is responsible for providing all space, power and environmental controlled requirements for the equipment at the customer location(s).
 5. The customer is responsible for providing all support structures within the Customer Premises.
 6. Customer is required to provide the necessary electrical and environment requirements for the proper function of the service. Inside wiring must meet the standard for 100Base-TX (min. of Cat5 cable) or 1000Base-T (min. of Cat5e cable) transmission.
 7. Bandwidth upgrades and/or changes to access are subject to availability and may require Special Construction charges and/or a change to the hand-off interface
- For example: A bandwidth upgrade from 100 Mbps delivered over FastEthernet to 250 Mbps will require a GigE hand-off.
 8. If Customer requests to change a confirmed service installation date within 48 hours of the install date, there will be a \$245.00 service fee. This fee shall also apply if any customer-provided wiring or construction required to install service is not completed by the confirmed service install date.
 9. Maximum of 25 Cable Runs at \$150.00 per dual run (special bundle rate). Standard CPE cabling charges will apply to additional cabling.
 10. Hawaiian Telcom reserves the right to offer the State any future eligible promotions/discounts that would be advantageous to the State. All Hawaiian Telcom terms and conditions of the promotion/discounts will apply.
 11. Termination liability for 3-Year and 5- Year: If Customer cancels an order in whole or in part or terminates this Service at any time during the Service Period, Customer shall either pay to Hawaiian Telcom a termination charge equal to the sum of Broadband List MRC and fifty-percent (50%) of the applicable monthly rate for the terminated Service, multiply by the number of months remaining in the unexpired portion of the Service Period, or the amount negotiated per the State of Hawaii's General Terms & Conditions, Section 14. Termination for Convenience, d. Compensation section, whichever is greater.
- Any such termination liability charge shall be due and payable in one lump sum within thirty (30) days of billing.
- If Customer terminates an order subsequent to the execution of this Agreement by the Parties but prior to the in-service date, Customer shall pay to Hawaiian Telcom all costs incurred by Hawaiian Telcom for order and service preparation.