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STATE PROCUREMENT OFFICE
STATE OF HAWAII

September 26, 2013

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 Procurement Officer:

Hawaiian Telcom, Inc. would like to propose a change to the existing Point-to-Point Dedicated Line, OC-3 Point-to-Point Fiber Optic-CDL Connect, and Schedule B, Managed Services, Custom Solutions on SPO Vendor List Contract No. 12-12. Below are instructions to replace the pages.

Technology Category (Please replace this one page in entirety)

Point-to-Point Dedicated Line
OC-3
Point-to-Point Fiber Optic-CDL Connect OC-3

Schedule B – Managed Services (Please replace the two pages in entirety)

Custom Solutions

Enclosed are the original and one copy of the new pricelist pages to be substituted. 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:

Point-to-Point Dedicated Line, OC-3, Point-to-Point Fiber Optic-CDL Connect OC-3
Custom Solutions



Technology Category	1 YEAR AGREEMENT			3 YEAR AGREEMENT			5 YEAR AGREEMENT		
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Point-to-Point Dedicated Line: OC-3									
Point-to-Point Fiber Optic - CDL Connect OC-3	\$1,850.00	0%	\$1,850.00	\$1,850.00	0%	\$1,850.00	\$1,650.00	0%	\$1,650.00
Point-to-Point Fiber Optic Transport - 155 Mbps (On Island)	\$2,410.00	0%	\$2,410.00	\$2,410.00	0%	\$2,410.00	\$2,200.00	0%	\$2,200.00
Non-Recurring Charges (NRC) - One time installation/change charges									
Service Order Charge	\$65.98	0%	\$65.98	\$65.98	0%	\$65.98	\$65.98	0%	\$65.98
Activations - Additional, Each	\$120.00	0%	\$120.00	\$120.00	0%	\$120.00	\$120.00	0%	\$120.00
Point-to-Point Dedicated Line Fiber Optic 10Gig, 40Gig, 100Gig									
Custom solution. Can be graduated bandwidth. Monthly Recurring Charge(s) and Non-Recurring Charge(s) based on equipment/facility availability and may require special construction.									
Termination Liability for 3-Year and 5-Year terms of all services above:									
If Customer cancels this Agreement 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 twenty-five percent (25%) of the applicable monthly rate for the terminated Service multiplied 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 this Agreement 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 contract and service preparation.									
Rates are provided on a "Where Facilities Exist Basis," subject to availability, on the day an order is placed.									
The customer is responsible for providing all space, power and environmental controlled requirements for the equipment at the customer location(s).									
The customer is responsible for providing all support structures within the Customer Premises.									
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.									
Pricing does not include applicable taxes and surcharges.									
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.									

Custom Solutions

Professional Services

For customized services outside of the scope of our standard Managed Services offerings, Hawaiian Telcom offers the following categories of professional services:

Network

Assessment: Services include architecture/design, documentation, configuration, and network performance reviews to validate current network design against industry best practices, requirements for planned upgrades, network management best practices. The Professional Services team may utilize automated tools as needed to gather network performance data. The deliverable at the end of these engagements is a report of findings, risks, and recommendations. Scope is tailored to the needs and budget of the customer requesting the assessment and must be negotiated prior to the start of the engagement.

Engineering: Services include network engineering and network management tasks in support of network implementation, reconfigurations, and ongoing operations. Deliverables may include developing design documentation, preparing configuration templates, implementing network management systems, performance of ongoing network management and hosting services not covered by our standard Managed Services offerings, and related activities. Scope is tailored to the needs and budget of the customer requesting network engineering services and must be negotiated prior to the start of the engagement.

Incident Response: Services include urgent response to troubleshoot and isolate network outages and performance issues that are not part of the Hawaiian Telcom infrastructure. Scope is tailored to the needs and budget of the customer requesting the incident response services and must be negotiated prior to the start of the engagement. SLAs are provided for prepaid blocks of incident response hours.

- Basic: Includes an 8x5 Next Business Day Response SLA
- Premium: Includes 24x7 4 Hour Response SLA

Security

Assessment: Services include security architecture/design, documentation, and policy reviews as well as internal or external vulnerability testing and penetration testing to validate current network security posture against industry best practices, compliance requirements. The Professional Services team may utilize automated tools to identify security vulnerabilities as defined within the scope of the engagement. The deliverable at the end of these engagements is a report of findings, risks, and recommendations. Scope is tailored to the needs and budget of the customer requesting the assessment and must be negotiated prior to the start of the engagement.

Engineering: Services include security engineering and security management tasks in support of network security device implementation, reconfiguration, and ongoing operations. Deliverables may include developing design documentation, assisting in drafting security policies,

preparing configuration templates, implementing security solutions, performance of ongoing security management services not covered by our standard Managed Security Services offerings, and related activities. Scope is tailored to the needs and budget of the customer requesting security engineering services and must be negotiated prior to the start of the engagement.

Incident Response: Services include urgent response in the event of a security incident such as malware infection, data breach, or network attack. This may include forensic services such as analysis of log data or malware behavior, and threat containment, mitigation, and removal procedures. Services also include response to outages or performance issues that are isolated to the security components of the network to ensure that the issue is remediated in a way that maintains the security posture of the network. Scope is tailored to the needs and budget of the customer requesting the incident response services and must be negotiated prior to the start of the engagement. SLAs are provided for prepaid blocks of incident response hours.

- Basic: Includes an 8x5 Next Business Day Response SLA
- Premium: Includes 24x7 4 Hour Response SLA

Service Category	Hourly Rates
Assessment	\$150
Engineering	\$150
Incident Response – Basic	\$175
Incident Response – Premium	\$225

Note: Pricing shown does not include charges for the Hawaii State General Excise Tax and applicable County Surcharge Taxes which will be added to the prices shown at a rate of 4.712% on Oahu and 4.166% on Neighbor Islands.