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STATE PROCUREMENT OFFICE
STATE OF HAWAII

October 29, 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 Schedule B, Managed Services, Custom Solutions on SPO Vendor List Contract No. 12-12. Below are instructions to replace the pages.

Section Two, Technical Requirements

(Please replace Page 18 only. Note: All other pages in the Technical Requirements section are current)

Schedule B – Managed Services
Custom Solutions

(Please replace the two pages for Custom Solutions in entirety. Note: All other pages in the Managed Services section are current)

The change is to better describe our Managed Services , Custom Solutions offering. Enclosed are the original and one copy to be substituted. Thank you for considering our proposal. If you have questions, please contact me at (808)546-6565.

Regards,

Stan Lui
Director Business Sales





cc: David Fujimoto, ICSD
cc: Susan Chun

Attachments:
Section Two, Technical Requirements - Page 18 only
Schedule B – Managed Services – Custom Solutions



Managed Network and Cyber Security Services

Service Based Solutions

Multi-Threat Security Bundle (MTSB)

In addition to our portfolio of Managed Network and Cyber Security Services, Hawaiian Telcom offers a bundled offering (Service-Based Solution) for networks with up to 100 users. This is a cost-effective solution for small departments to implement strong and multi-disciplinary defenses against multiple cyber security threats. This offering, our Multi-Threat Security Bundle (MTSB), includes a Unified Threat Management (UTM) device, Managed Network and Cyber Security Services, installation, and on-site repair service for one monthly charge.

BASIC	PREMIUM
Firewall Intrusion Protection (looks deeper into network traffic) Web Content and URL Filtering Anti-Malware Application Control	Firewall Intrusion Protection (looks deeper into network traffic) Web Content and URL Filtering Anti-Malware Application Control Data Loss Prevention VPN 24x7 Security Monitoring and Support

Custom Solutions

Network and Security 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 network/telecommunications infrastructure 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.

Custom Solutions

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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.

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- 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.