



Hawaiian Telcom

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June 27, 2016

ADMINISTRATION
STATE PROCUREMENT OFFICE
STATE OF HAWAII

State of Hawaii
Carey Ann Sasaki
State Procurement Office
P.O. Box 119
Honolulu, HI 96810

Subject: SPO Vendor List Contract No. 12-12
Furnish, Deliver, Install, and Manage Network and
Telecommunications Services - Statewide
Update Business All-in-One Pricelist to Include Hosted Advanced IVR Per Session

Dear Carey Ann Sasaki,

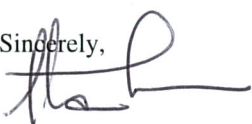
Hawaiian Telcom, Inc. would like to propose a change to the existing Business All-in-One (BAiO) pricelist on SPO Vendor List Contract No. 12-12. The change is to add Hosted Advance IVR Per Session to Call Center as a Service User Packages.

The Hosted Advanced IVR Per Session element will allow Call Center as a Service users to scale simultaneous self-service and advance IVR call flow handling.

The enclosed Business All-in-One Bundle pricelist will replace the existing pricelist.

All other pricelists in SPO Vendor List Contract No. 12-12 remain as is.

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.

Sincerely,


Stan Lui
Director, Government Sales

cc: David Fujimoto, ICSD

Always on.SM

PO Box 2200, Honolulu, HI 96841 hawaiiantel.com

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	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, 15, 20, 25, 50 Mbps)									
Monthly Recurring Charge (MRC):										
										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 - Polycom IP331	\$45.25	16%	\$38.01	\$45.25	24%	\$34.39	\$45.25	32%	\$30.77	\$21.25
Hosted User - Pro-Polycom IP450	\$49.50	16%	\$41.58	\$49.50	24%	\$37.62	\$49.50	32%	\$33.66	\$21.25
Hosted User - Pro G - Polycom IP560	\$56.15	16%	\$47.17	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$21.25
Hosted User - Pro GT - Polycom VVX500	\$56.15	16%	\$47.17	\$56.15	24%	\$42.67	\$56.15	32%	\$38.18	\$21.25
Hosted User - Exec - Polycom IP650	\$53.25	16%	\$44.73	\$53.25	24%	\$40.47	\$53.25	32%	\$36.21	\$21.25
Hosted User - Exec G - Polycom IP670	\$63.25	16%	\$53.13	\$63.25	24%	\$48.07	\$63.25	32%	\$43.01	\$21.25
Hosted User - Conference - Polycom IP7000	\$72.25	16%	\$60.69	\$72.25	24%	\$54.91	\$72.25	32%	\$49.13	\$21.25
Call Center as a Service User Packages										
Hosted User Receptionist GT- Enterprise	\$132.00	20%	\$105.60	\$132.00	28%	\$95.04	\$132.00	44%	\$73.92	\$0.00
Hosted User Agent GT - Standard	\$80.00	20%	\$64.00	\$80.00	28%	\$57.60	\$80.00	44%	\$44.80	\$0.00
Hosted User Add'l Agent - Standard	\$25.00	20%	\$20.00	\$25.00	28%	\$18.00	\$25.00	44%	\$14.00	\$0.00
Hosted User Supervisor GT - Standard	\$132.00	20%	\$105.60	\$132.00	28%	\$95.04	\$132.00	44%	\$73.92	\$0.00
Hosted User Add'l Supervisor - Standard	\$75.00	20%	\$60.00	\$75.00	28%	\$54.00	\$75.00	44%	\$42.00	\$0.00
Hosted User Agent GT - Professional	\$125.00	20%	\$100.00	\$125.00	28%	\$90.00	\$125.00	44%	\$70.00	\$0.00
Hosted User Add'l Agent - Professional	\$70.00	20%	\$56.00	\$70.00	28%	\$50.40	\$70.00	44%	\$39.20	\$0.00
Hosted User Supervisor GT - Professional	\$132.00	20%	\$105.60	\$132.00	28%	\$95.04	\$132.00	44%	\$73.92	\$0.00
Hosted User Add'l Supervisor - Professional	\$75.00	20%	\$60.00	\$75.00	28%	\$54.00	\$75.00	44%	\$42.00	\$0.00
Hosted User Supervisor/Agent GT- Professional	\$174.00	20%	\$139.20	\$174.00	28%	\$125.28	\$174.00	44%	\$97.44	\$0.00
Hosted User Add'l Supervisor/Agent - Professional	\$119.00	20%	\$95.20	\$119.00	28%	\$85.68	\$119.00	44%	\$66.64	\$0.00
Hosted User Agent GT - Premium	\$165.00	20%	\$132.00	\$165.00	28%	\$118.80	\$165.00	44%	\$92.40	\$0.00
Hosted User Add'l Agent - Premium	\$110.00	20%	\$88.00	\$110.00	28%	\$79.20	\$110.00	44%	\$61.60	\$0.00
Hosted User Supervisor GT - Premium	\$132.00	20%	\$105.60	\$132.00	28%	\$95.04	\$132.00	44%	\$73.92	\$0.00
Hosted User Add'l Supervisor - Premium	\$77.00	20%	\$61.60	\$77.00	28%	\$55.44	\$77.00	44%	\$43.12	\$0.00
Hosted User Supervisor/Agent GT - Premium	\$174.00	20%	\$139.20	\$174.00	28%	\$125.28	\$174.00	44%	\$97.44	\$0.00
Hosted User Add'l Supervisor/Agent - Premium	\$119.00	20%	\$95.20	\$119.00	28%	\$85.68	\$119.00	44%	\$66.64	\$0.00
Hosted IVR - Standard'	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$0.00
Hosted IVR - Professional	\$320.00	0%	\$320.00	\$320.00	0%	\$320.00	\$320.00	0%	\$320.00	\$0.00
Hosted IVR - Screen Pop 10	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$0.00
Hosted IVR - Queue Callback 5	\$260.00	0%	\$260.00	\$260.00	0%	\$260.00	\$260.00	0%	\$260.00	\$0.00
Hosted Advanced IVR Per Session (per path/per trunk)	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$280.00	0%	\$280.00	\$0.00
										NRC
Hosted IVR - IVR Assist	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$5,000.00
Scheduled Reports	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$85.00
Call Recording - Standard	\$18.00	0%	\$18.00	\$18.00	0%	\$18.00	\$18.00	0%	\$18.00	\$0.00
Call Recording - Professional	\$36.00	0%	\$36.00	\$36.00	0%	\$36.00	\$36.00	0%	\$36.00	\$0.00
Call Recording - Premium	\$46.00	0%	\$46.00	\$46.00	0%	\$46.00	\$46.00	0%	\$46.00	\$0.00
Screen Recording	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$0.00
Advanced Audio Mining	\$30.00	0%	\$30.00	\$30.00	0%	\$30.00	\$30.00	0%	\$30.00	\$0.00
Agent Scorecards	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$12.00	0%	\$12.00	\$0.00
*Headset Kits and Headsets										
Headset Kit for Special Hearing Needs - 2125TC for PCOM 330,331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$250.00
Headset Kit for Special Hearing Needs - 2125TC for PCOM	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$240.00
Headset Kit for Desk Phone - 2120 for PCOM 330,331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$108.00
Headset Kit for Desk Phone - 2120 for PCOM	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$119.00
Headset Kit for Desk Phone - 2125 for PCOM 330, 331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$123.00
Headset Kit for Desk Phone - 2125 for PCOM	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$134.00
Headset Kit for Desk and PC - 2120 for PCOM w/cable	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$192.00
Headset Kit for Desk and PC-2120 for PCOM	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$182.00

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	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
Headset Kit for Desk and PC - 2125 for PCOM 330,331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$208.00
Headset Kit for Desk and PC - 2125 for PCOM	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$196.00
Headset Kit for Desk, PC and Mobile - UCMO for PCOM 330,331	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$304.00
Headset Kit for Desk, PC and Mobile - UCMO for PCOM	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$294.00
JABRA EVOLVE 40 MS Mono	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$80.00
JABRA EVOLVE 40 MS Duo	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$92.00
Jabra GN2125 Duo Telecoil Headset for Special Hearing Needs	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$158.00
Jabra Connector Cable - RJ9-Jack to 2.5mm	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$10.50
Jabra LINK 850 Audio Processor for Deskphone and PC	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Jabra GN2120 NC Mono Headset	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$99.00
Jabra Connector Cable - QD-Jack to 2.5mm	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$10.50
Jabra Connector Cable - GN1200 QD-Jack to RJ9	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$21.00
Jabra GN2125 NC Duo Headset	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$114.00
Jabra UC Motion Office	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$267.00
Jabra LINK 14201-17	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$28.00
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
Call Center as a Service Training										
On-site Training Receptionist - Enterprise Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$500.00
On-site Training - Standard Agent Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$400.00
On-site Training - Standard Supervisor Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$500.00
On-site Training - Professional Agent Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$450.00
On-site Training - Professional Supervisor Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$550.00
On-site Training - Premium Agent Course	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$500.00

[illegible]

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. 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.
10. 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.
11. *ICB or Individual Case Basis - customized pricing.
12. *Headset Kits and Headsets - Hawaiian Telcom will assist enduser to make an appropriate choice of headset.