



**SPOCon 2017**  
**Hawaii Procurement Conference**  
 Friday, October 20, 2017  
 Hilton Waikiki Beach Hotel  
 2500 Kuhio Avenue  
 Honolulu, Hawaii 96815

*Aloha!*

*Mahalo to 'Olelo Community Media for video recording this event.*

*Complimentary WiFi Code: 10CTR2017*

## Conference Schedule

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<b>7:00 - 7:30 a.m.</b>	<b>Vendor Registration and Set-Up</b>	Prince Edward/Prince David Rooms
	<b>Continental Breakfast for Vendors</b>	Ballroom Foyer
<b>7:30 - 8:20 a.m.</b>	<b>Participant Registration</b> Pick up your name badge and program, and get your parking validation	Ballroom Foyer
<b>7:30 - 8:20 a.m.</b>	<b>Breakfast for Government Attendees</b>  Please enjoy your breakfast with music and hula by 'Akahi Productions	Ballroom Alcove  Prince Kuhio Ballroom
<b>8:20 a.m.</b>	Please make your way to your seat for the start of SPOCon	Prince Kuhio Ballroom
<b>8:25 a.m.</b>	<b>Opening Hula and Welcome</b>	Prince Kuhio Ballroom
<b>8:30 a.m.</b>	<b>Welcome</b> <i>Sarah Allen, Administrator, State Procurement Office</i>	Prince Kuhio Ballroom
	<b>Hawaii Procurement Professional Excellence Team</b> <ul style="list-style-type: none"> <li>▪ Recognition of Nominees</li> <li>▪ Award Presentation</li> <li>▪ 2018 Hawaii Procurement Professional Excellence Nominations</li> </ul>	
<b>9:00 - 9:35 a.m.</b>	<b>Hawaii State Procurement Updates</b> <i>State Procurement Office</i> <ul style="list-style-type: none"> <li>▪ Health and Human Services</li> <li>▪ Purchasing</li> <li>▪ eProcurement</li> <li>▪ Policy and Compliance</li> <li>▪ Inventory</li> <li>▪ Surplus</li> </ul>	Prince Kuhio Ballroom

<b>9:35 - 10:00 a.m.</b>	<b>Vendor Presentations</b>	Prince Kuhio Ballroom
	The State Procurement Office is constantly looking at how to provide the State of Hawaii with easy to procure, state-wide contracts that have already been competed. This allows the state to benefit from economies of scale, decreases procuring time, and allows for more consistency with vendors. The SPO has invited our vendors to share with you what they offer and how their specific contracts work.	
<b>10:00 - 10:30 a.m.</b>	<b>Refreshment Break for Government Attendees</b>	Ballroom Alcove
	<b>Visit with Vendors</b> (get your Passport stamped)	Prince Edward & Prince David Rooms
SPOCon invites all attendees to learn more about the various contracts from participating companies in NASPO ValuePoint contracts by visiting them in the Prince Edward & Prince David Rooms during any breaks. Get your Exhibition Hall passport completely stamped by vendors and deposited into the collection box in the foyer by 3:20 p.m. for a chance to win a prize. Must be present to win.		
<b>10:30 - 11:30 a.m.</b>	<b>Acquisition Planning and Market Research</b>	Prince Kuhio Ballroom
	<i>Krista S. Ferrell, CPPO, CPPB, Strategic Programs, NASPO</i>	
<b>11:30 - 11:50 a.m.</b>	<b>Buying Local: Hawaii Product Preference</b>	Prince Kuhio Ballroom
	<i>Robyn Pfahl, Esq., Farm to School Coordinator State of Hawaii Department of Agriculture</i>	
<b>Noon - 12:20 p.m.</b>	<b>Lunch Buffet for Government Attendees</b>	Ballroom Alcove
	<b>Lunch for Vendors</b>	Prince Edward/Prince David Rooms
<b>12:20 - 12:55 p.m.</b>	<b>Keynote Address</b>	
	<i>Pono Shim, President and CEO, Oahu Economic Development Board</i>	
<b>1:00 - 2:00 p.m.</b>	<b>People Smarts for Leaders- Utilizing Everything DiSC®</b>	Prince Kuhio Ballroom
	<i>Cindy Sakai, Co-Founder &amp; Resultant, THINK, LLC</i>	
<b>2:00 - 3:00 p.m.</b>	<b>IT Procurement – Best Practices</b>	Prince Kuhio Ballroom
	<i>Dustin Lanier, CPPO, Principal, Civic Initiatives LLC</i>	
<b>3:00 - 3:30 p.m.</b>	<b>Refreshments/Break for Government Attendees</b>	Ballroom Alcove
	<b>Visit with Vendors</b> (get your Passport stamped)	Prince Edward/Prince David Rooms
<b>3:20 p.m.</b>	<b>Deadline: Exhibition Hall passport</b>	Ballroom Foyer
<b>3:30 - 4:30 p.m.</b>	<b>Disaster Procurement Simulation</b>	Prince Kuhio Ballroom
	Please take your seats promptly at 3:30 p.m.	
<b>4:30 p.m.</b>	<b>Passport Prize Giveaway</b> (must be present to win)	Prince Kuhio Ballroom
	<b>Certificate of Attendance Pick-Up</b>	Ballroom Foyer
	<b>Parking Validation</b>	
<b>4:30 - 5:30 p.m.</b>	<b>Vendor Pack-Up</b>	Ballroom Foyer

*We look forward to seeing you at SPOCon  
in October 2018 at the Hilton Waikiki Beach Hotel*

# Speakers

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**Krista S. Ferrell, CPPO, CPPB**  
**Deputy Director, Strategic Programs**  
**National Association of State Procurement Officials (NASPO)**  
<http://www.naspo.org/>



Krista S. Ferrell is the Deputy Director for NASPO. A graduate of Marshall University, Krista holds a Bachelor's Degree in Clinical Psychology. Prior to her work with NASPO, she was a Buyer Supervisor for the State of West Virginia Purchasing Division for nearly a decade and is a Certified Public Procurement Officer (CPPO) and Certified Professional Public Buyer (CPPB). Krista currently serves on the National Council of Public Procurement and Contracting (NCPPC) and Intergovernmental Policy Advisory Committee to the U.S. Trade Representative (IGPAC).

**Dustin Lanier, CPPO**  
**Founder and Principal**  
**Civic Initiatives**  
<http://www.civicinitiatives.com/>



Dustin Lanier is an experienced professional with over 15 years of leadership in large-scale organizational change in the public technology and procurement sectors. Dustin is a Certified Public Procurement Officer (CPPO), graduated with Bachelor of Arts degrees in Public Policy Studies, and in Latin American Studies, from Duke University.

Dustin's relevant accomplishments include:

- Led multiple assessments of a state's procurement organization to determine strategic capacity and readiness for eProcurement. Leading development of new procurement and contract administration practices, requirement development and strategy for eProcurement.
- Led multiple assessments of a state's organizational model regarding information technology acquisitions, and successfully reconciled divergent views to establish cohesive transformation plans. Led development of staffing models and transition to new organizational approach to technology acquisition.
- Created a proprietary process to support states in creation of internal spend management programs, with an emphasis on support of savings generation and support of eProcurement.
- Created an extended training methodology for procurement professionals.
- Directed oversight of successful contracting initiatives in a wide-ranging array of government operations, including energy, fuel, fleet, print, mail, software licensing, document imaging, payment cards, GIS and contingent labor, producing biennial savings of over \$37 million.

**Robyn Pfahl, Esq.**  
**Hawaii Farm to School Coordinator**  
**State of Hawaii Department of Agriculture**



Robyn Pfahl is a local food policy advocate and procurement policy specialist wielding agricultural business, economic, animal science, and law degrees to facilitate increased connections between Hawaii farms, community resources, and keiki health. She moved her family from Montana to Hawaii in 2009 to work in sustainable development through public policy and study cultural rights from an indigenous perspective. Her past experiences as a horse trainer, barn manager, ranch hand, and coffee roaster spurred her interests in conflict resolution, leading her to more than a decade of mediation, facilitation, and restorative justice work, developing skills that continue to serve collaborative approaches.

Robyn received her Juris Doctorate, along with Environmental Law and Hawaiian Law Certificates from William S. Richardson School of Law at the University of Hawaii at Mānoa, then served as an attorney in the Hawaii State Legislature, as a procurement policy specialist in the Hawaii State Procurement Office, and started a private

practice specializing in acquisition support and logistical facilitations for government departments, nonprofits, and small businesses. As Hawaii's Farm to School Coordinator with the Hawaii Department of Agriculture, she is establishing and implementing Hawaii's statewide Farm to School Program pursuant to Act 218 (SLH 2015), collaborating with stakeholders and developing resources to increase local food and nutrition education across Hawaii's islands through agricultural connections and the public policy power of procurement.

**Pono Shim – Key Speaker**  
**President and Chief Executive Officer**  
**Oahu Economic Development Board**



Pono Shim is a gifted storyteller who is known for using illustrations to connect with his audiences. Pono believes that the majority of social issues facing individuals, organizations, local, national and international communities are symptoms of deeper problems that can and must be addressed today. In 2009, he was asked to take over the leadership of Enterprise Honolulu (now the Oahu Economic Development Board). Pono has deployed techniques of transforming the organization's culture, collectively known as ADHOC (Aloha Defines Hawaii's Organizational Culture). Today, the organization is considered an influential leadership hub in the state. He considers his exposure to Hawaii leadership philosophies as a child to be the backbone to his ideas, actions and words.

Pono is a leader who is working to bridge the members of the community. He was selected as one of Hawaii Business Magazine's 2010-20 for 20 - Hawaii's Top 20 Break Out Leaders for the Next 20 Years. In 2012, Pono successfully led the efforts of Punawai O Puuhonua's New Market Tax Credit Application and was awarded a \$40 million allocation for economic development in low-income communities for Hawaii.

Pono currently serves on various boards of directors, and is an advisor of both nonprofits and private companies, as well as task forces.

**Cindy Sakai**  
**Co-Owner and Co-Founder**  
**THINK LLC**



Cindy Sakai is co-owner and co-founder of THINK LLC, an award-winning business talent and development company that has delivered transformational workplace solutions to hundreds of Hawaii companies for since 2000. These solutions have resulted in tremendous impact, bringing out the best in employees to help businesses achieve their revenue goals.

Cindy brings years of expertise as a senior leadership coach, collaborating with island leaders to develop programs that create highly engaged employees, maximizing teamwork, innovation and creativity to produce positive results. She possesses a remarkable talent for always bringing out the best in people and helping them self-discover their true potential.

Cindy holds several certifications in innovative learning solutions including Everything DiSC Workplace®, which demonstrates deep knowledge of the DiSC® model, with the expertise and skills to facilitate valuable Everything DiSC® workshops. Most recently, Cindy earned another certification in the New World Kirkpatrick Model Bronze Level, which helps organizations to design their learning and development programs based on targeted results.

A certified Dream Coach® and certified True Purpose Coach, Cindy holds a master's in organizational management from the University of Phoenix and a bachelor's in business from the University of Hawaii at Manoa. She serves on the Board of Directors for the Boys and Girls Club of Hawaii.

Cindy has co-authored two books, Direct Selling Power, where she shares her expertise on creating a business model that values relationships yielding high-end results, and Mom Entrepreneur Extraordinaire, which provides strategies to help people achieve goals of building families while growing their careers and businesses.

# Procurement Excellence Team Award Nominees

The State Procurement Office recognizes the amazing work that our procurement workforce does across the state of Hawaii and its counties.

The Hawaii Procurement Professional Excellence Team Award recognizes

- ✓ Noteworthy contributions to procurement include extraordinary business leadership or the design, development or execution of a procurement program or project that furthers an Agency's / Department's mission.
- ✓ Noteworthy contributions to contracting policy include the development of a management policy, regulation, data system or other task that significantly enhances the economy, efficiency and effectiveness of an agency's acquisition system.

Congratulations to all the nominees for their diligence in promoting excellence in government procurement. The nominees are the following;



## ❖ **Founders of the Alaska-Hawaii Governmental Procurement Association**

Nominated by Wendy K. Imamura, Purchasing Administrator, Division of Purchasing, Department of Budget and Fiscal Services, City and County of Honolulu

Team Members:

- Jeff Dansdill, formerly of the County of Hawaii Purchasing Division
- Greg King, County of Maui Purchasing Division
- Lisa Mendoza, City & County of Honolulu Division of Purchasing
- Starla Takara, City & County of Honolulu Division of Purchasing
- Kelly Wu, City & County of Honolulu Division of Purchasing

In 2016, the team founded the Alaska-Hawaii Governmental Procurement Association (AHGPA). The Association strives to bring together procurement professionals across the States of Alaska and Hawaii to share, network, and advance the procurement profession within our own states.

AHGPA's mission has been to develop, support, and promote excellence in the public procurement profession through education, collaboration, and addressing the challenges that are unique to our distinct locations.

The Association has created a scholarship program that can be used to support its members' professional development by helping to pay for:

- Attendance fees for Procurement Seminars or Conferences
- Course/Exam fees for Procurement Certification Review Classes
- Instructor fees for Procurement Related Seminars/Workshops/Webinars

Since being founded by the team AHGPA membership has grown to include over 80 members from the various government procurement organizations within the State of Hawaii.

## ❖ **Past Performance Contracting Team, Division of Purchasing, Department of Budget and Fiscal Services, City and County of Honolulu**

Nominated by Wendy K. Imamura, Purchasing Administrator, Division of Purchasing, Department of Budget and Fiscal Services, City and County of Honolulu

Team Members

- Kelsi Imamura, Procurement Officer
- Romona Maeshiro, Procurement Specialist
- Starla Takara, Procurement Specialist
- Clifford Lau, Chief of Facilities Division

The Team was tasked with developing a procurement process that included a prequalification step to determine responsibility and low bid award method:

- **Step 1 - Non-Priced Qualifications**  
The team created a solicitation that calls for the potential bidders to submit a non-priced qualifications package that details the bidder's experience and past performance. With the performance criteria established, the Team then set out on creating a process for capturing the bidder's performance on similar projects. The Team created a standardized evaluation form that required the Owner of the project to rate the Bidder's performance based on a rating scale. With the information collected, the City then completes a "pass/fail" determination on the bidders.
- **Step 2 – Priced Bid**  
After completing step 1, the bidders that pass the qualification review process were allowed to submit a bid. The City then awards to the lowest priced bid.

The team has used the above process to great success with several projects. The projects were completed on time, on budget, and without receiving a single protest. Current projects include the Kapolei Consolidated Corporation Yard Phase 3 (\$15.3M), the Hauula Fire Station Replacement (\$8M), and various Elderly Services Contracts (\$3M annually).

In conclusion, the Team showed great ingenuity in working within the State of Procurement Code to create a process that created a win-win for all parties. The bidder community understood that contractors would be fairly held accountable for their performance on projects and the City would receive bids from qualified, capable and responsible contractors. Because of its success, the Team has now been tasked with expanding the process's use throughout the City.

## ❖ **County of Hawaii Purchasing Division**

Nominated by Jeff Dansdill, former Purchasing Agent, County of Hawaii Purchasing Division, who is now with the Hawaii Health Systems Corporation

### Team Members

- Jeff Dansdill, former Purchasing Agent of the County of Hawaii Purchasing Division
- Steve Wilhelm, Purchasing Specialist
- Lori Shikuma, Buyer III
- Larry Suenishi, Buyer I
- Krystie Campbell, Contracts Clerk

### **Description of Team**

The team is the County of Hawaii's Purchasing Division which serves its twenty-one departments and agencies. Annually, the Division processes approximately 150 invitations for bids and requests for proposals, 800 requests for quotations, and is responsible for assisting the Chief Procurement Officer (Finance Director) with the day to day operations of a centralized procurement system.

### Contract Management System

Over the last two years, there are two projects the Division has taken on that has significantly improved procurement within the County. The first project was the implementation of the County's financial systems contract management module. Prior to implementing the module, contract information was kept throughout the Division and was not easily available to staff within the Division, let alone other department's staff. For example, purchasing staff keep expiring contract information on white boards in their work area, where user departments had to call the purchasing staff for updates.

The Division staff decided to implement the contract management module as a way to centralize the information and share it electronically with the departments. The implementation of the contract management module by the Division staff included identifying which tabs/fields to use, inputting existing contract information, and training department staff how to access/use the information. The result was a one-stop contract record that provides all contract information including; the contract title, contract term,

amount encumbered and expended, vendor information, procurement staff contact information, insurance documents and tracking, copy of the contract documents, the purchase order and invoice payment information, and custom fields for compliance.

This contract management system not only provides the Division and Department staff one place to look for contract information, but it supports the running of various reports to be proactive in the renewal or rebidding of procurements. This includes a goal of the Division of staying up to date on insurance documentation which has been difficult to track manually in the past.

#### Google Forms

The second project is the use of Google Forms to successfully track the success of the Purchasing Division, showing the Division creates value within the organization. The Division wanted to illustrate the competitive procurement process saves the County money, so it created a cost saving log. This is a simple online form that the procurement staff can enter solicitation information along with the prices received for the award amount and next lowest amount, theoretically providing the cost savings. These records are gathered throughout the fiscal year and totals shared in Division Head meetings as well as shared in the annual budget reporting.

In addition to the cost savings log, internal and external surveys were created using Google Forms to collect and present the information to stakeholders. Questions were developed based upon discussions within the team of the critical information we wanted to assess, that being adequately notice of solicitations, timeliness of work, and meeting users' expectations.

Survey results are compiled using Google Forms templates and shared/discussed monthly at the Purchasing Division's supervisors meeting. The results and comments are a good way to both **recognize outstanding work** and address concerns received anonymously. In addition, the results are shared with the Finance Director and Division Heads to promote the good work the Division is achieving.

#### **Community or other service outside work that demonstrates excellence**

The Purchasing Division is **increasing its involvement** in the State and National procurement community. Steve Wilhelm currently serves on a NASPO Sourcing Team for Procurement Acquisition Support Services. Larry Suenishi, Lori Shikuma, and Steve Wilhelm attended SPOCON 2016, and all purchasing staff are members of the National Institute of Government Procurement and the Alaska – Hawaii Governmental Procurement Association. Jeff Dansdill served on the SPO evaluation committee for the recently completed Office Supplies and Printer Cartridges contract. He is also the President of the Alaska-Hawaii Governmental Procurement Association, member of the NIGP Knowledge Committee, and will receive the NIGP 2017 Volunteer Award at the 2017 NIGP Forum. Jeff holds certifications as a Certified Professional Public Buyer (CPPB) and Certified Public Procurement Officer (CPPO) with the Universal Public Procurement Certification Council.

The two projects listed above, the contract management system and Google Forms, is part of a greater vision to use technology to increase efficiency and performance for the County of Hawaii's Purchasing Division. The Division staff understand its importance and has constantly assisted in implementing other projects including the use of Public Purchase to solicit and receive quotes, bids, and proposals, use of electronic signatures and filing of procurement files electronically, and expand the County's Purchasing Division intranet page to **share information and educate departments** regarding the current procurement procedures when staff is not available.

But these process and system improvements would not be possible if it was not for a highly dedicated and skilled procurement staff that exhibits excellence in what they do on a day-to-day basis.

# Hawaii State-Wide Cooperative Vendors

SPOCon invites all SPOCon attendees to learn more about contracts from participating companies in NASPO ValuePoint contracts by visiting them in the Prince Edward & Prince David Rooms during any breaks.

## TABLE 18



CDWG is a leading national systems integrator providing cutting-edge technology solutions in the U.S. for government, education, and healthcare customers. CDWG offers a full range of products and services that enable our customers to develop the best total solution to meet each specific need while attaining the most value for your organization. CDWG is a one-stop shop for expert consulting, design, configuration, installation, and lifecycle management services. Our offerings are extremely comprehensive.

Contracts: SPO Price List Contract No. 15-05 and SPO Price List Contract No. 15-04

Contact: Mike Mondini, CDWG Hawaii Field Account Executive  
(808) 220 -4825  
[mikemon@cdw.com](mailto:mikemon@cdw.com)

## TABLES 1 - 2



### COMMUNICATION CONSULTING SERVICES, INC.

Founded in 1989, Communication Consulting Services, Inc. (CCSI) is a communication services company utilizing technology solutions to provide customized system architecture design, network integration, facility provisioning, and maintenance support for government agencies and businesses in Hawaii. CCSI specializes in telecom design and installation, and provides reliable solutions and services in networking, cabling, wireless, audio visual, and security systems. In addition, CCSI provides information technology (IT) support and outsourcing services for planning, engineering, installation, maintenance, and technical trainers.

Contracts: SPO Price List Contract No. 17-16 and SPO Price List Contract No. 15-04

Contact: Johnett Nacapoy  
(808) 842-7800  
[jnacapoy@ccsi-solutions.com](mailto:jnacapoy@ccsi-solutions.com)  
[www.ccsi-solutions.net](http://www.ccsi-solutions.net)

## TABLE 34



Founded in 1989, CTL® designs and manufactures computer products including Chromebooks, desktop and mobile workstations, LED Monitors, and high performance servers. CTL® also manufactures specialty devices including rugged Chromebooks for education which can be implemented with CTL's 1:1 program for schools and school districts. Headquartered in Beaverton, OR., with offices in Asia and Europe, CTL® and their partners supply North American and European consumers, schools, government agencies, with many of the most recognized corporate brands. For more information about CTL®, please visit [www.ctl.net](http://www.ctl.net).

Contract: SPO Price List Contract No. 15-05

Contact: Friedrich Gloekler  
(800) 642-3087 x 213  
[fgloekler@ctl.net](mailto:fgloekler@ctl.net)  
<http://naspovaluepoint.ctl.net>

**TABLE 3**



CTS LanguageLink is a language service provider.

**HCA Providers and Interpreters**

Contract: SPO Price List Contract No. 16-05

Contact: Mo Tabbakh  
(360) 823-2287  
[mo.tabbakh@ctslanguagelink.com](mailto:mo.tabbakh@ctslanguagelink.com)  
[www.ctslanguagelink.com](http://www.ctslanguagelink.com)

**TABLE 30**



Walter Eccles (Walter.Eccles@Dell.com) is your Hawaii Based Statewide resource for all things Dell EMC. Our Inside Sales resource is Heather Welch ([Heather.Welch@Dell.com](mailto:Heather.Welch@Dell.com)).

Together we can connect you with any resource available at Dell EMC, be it sales related, technical, or something a little off the beaten path, we look forward to helping you get you the best solutions and service.

Contracts: SPO Price List Contract No. SPO 15-04, AR620, WNN32AGS, 15-05 MNWNC-109, MNWNC-108

Contact: Walter Eccles  
(808) 222-1472  
[walter.eccles@dell.com](mailto:walter.eccles@dell.com)  
[www.dell.com](http://www.dell.com)

**TABLE 15**



EDP Products is a leading supplier of imaging supplies and related accessories in Hawaii. Celebrating our 51st year in business we strive to offer the very best in customer service, products and competitive pricing. 100% Local, 110% Committed to our clients!

Contract: SPO Price List Contract No. 17-02

Contact: Robynne Mahi  
(808) 486-8686  
[robynne@edphawaii.com](mailto:robynne@edphawaii.com)  
[www.edphawaii.com](http://www.edphawaii.com)

**TABLE 25**



Fastenal is a full line industrial & MRO supplier with branches on O'ahu, Hawai'i, Maui, and service to Kauai. Primary categories under SPO 11-10 include yet are not limited to HVAC, Air Filters, Lamps-Ballasts-Fixtures, Cleaning, Material Handling, Security, Motors & Accessories, Electrical Repairs & Equipment, Paint & Accessories, Plumbing, Pneumatic Tools, Power Tools & Accessories, Safety, Hand Tools, Welding & Soldering.

Fastenal specializes in inventory management solutions. Each solution is designed to meet the unique needs of each customer, while ultimately saving time and money. Call your local Fastenal branch for a free inventory management consultation!

Contract: SPO Price List Contract No. 11-10

Contact: Ryan Ash  
(310) 741-8882  
[rash@fastenal.com](mailto:rash@fastenal.com)  
[www.fastenal.com](http://www.fastenal.com)

**TABLE 28**



We provide a broad portfolio of transportation, e-commerce and business services through companies competing collectively, operating independently and managed collaboratively, under the respected FedEx brand. Our primary operating companies are Federal Express Corporation ("FedEx Express"), the world's largest express transportation company; FedEx Ground Package System, Inc. ("FedEx Ground"), a leading North American provider of small-package ground delivery services; and FedEx Freight, Inc. ("FedEx Freight"), a leading North American provider of LTL ("less-than-truckload") freight services. These companies represent our major service lines and, along with FedEx Corporate Services, Inc. ("FedEx Services"), form the core of our reportable segments.

Our FedEx Services segment provides sales, marketing, information technology, communications and certain back-office support to our transportation segments. In addition, the FedEx Services segment provides customers with retail access to FedEx Express and FedEx Ground shipping services through FedEx Office and Print Services, Inc. ("FedEx Office") and provides customer service, technical support and billing and collection services through FedEx TechConnect, Inc.

Contact: Joselyn Henderson  
(816) 554-6609  
[jchenderson1@fedex.com](mailto:jchenderson1@fedex.com)  
[www.fedex.com](http://www.fedex.com)

**TABLE 31**



**First Hawaiian Bank.**

For over 158 years, First Hawaiian Bank has been contributing to the economic well-being of Hawaii. Our corporate vision continues to emphasize relationship banking focusing on our core values: Caring, Character, and Collaboration. Holding these values at the forefront of our day-to-day interactions, we respond, react, and relate to the Hawaii marketplace and the needs of our clients as a member of the same community.

First Hawaiian Bank has been in the credit card business since 1969, and began issuing commercial cards in 1999. As the State of Hawaii's pCard provider for over 15 years, our team of locally based, dedicated card professionals are committed to continuing to provide a long-term, locally sustainable pCard solution.

Contract: CF-09-038-SW, RFP-09-039-SW

Contact: First Hawaiian Bank  
Commercial Card Department  
(808) 844-3184  
[comlcard@fhb.com](mailto:comlcard@fhb.com)  
[www.FHB.com](http://www.FHB.com)

**TABLE 17**



Thermo Fisher Scientific Inc. is the world leader in serving science, with revenues of more than \$20 billion and approximately 65,000 employees globally. Our mission is to enable our customers to make the world healthier, cleaner and safer. We help our customers accelerate life sciences research, solve complex analytical challenges,

improve patient diagnostics, deliver medicines to market and increase laboratory productivity. Through our premier brands – Thermo Scientific, Applied Biosystems, Invitrogen, Fisher Scientific and Unity Lab Services – we offer an unmatched combination of innovative technologies, purchasing convenience and comprehensive services.

Contract: SPO Price List Contract No. 16-15  
NASPO Master Agreement No. MA 16000234-1

Contact: Blaine K. Hedani  
(808) 371-3854  
[blaine.hedani@thermofisher.com](mailto:blaine.hedani@thermofisher.com)  
[www.fishersci.com](http://www.fishersci.com)

**TABLE 4**



Global Technology Systems, Inc. (GTS) designs power solutions for mobile devices, including barcode scanners, portable printers, and two-way radios. Every GTS products, whether it's a battery, charger, or holster, is expertly designed to bring more power to your operations and keep you running free of interruption. GTS products are 100% compatible with OEM devices and offer industry-leading warranties.

Contract: Public Safety Communication Equipment 05715

Contact: Devra Kelly  
(508) 907-6695  
[dkelly@gtspower.com](mailto:dkelly@gtspower.com)  
[www.gtspower.com](http://www.gtspower.com)

**TABLE 22**



Grainger is a leading distributor of industrial supplies, MRO equipment, tools and materials with over 1.6 million products available online and in our catalog. We provide cost saving solutions including KeepStock® Inventory Management, Safety, Sustainability, and Online Purchasing solutions.

Grainger has a State of Hawaii Contract No. 11-10, NASPO ValuePoint Facilities Maintenance Repair and Operation (MRO). This statewide contract covers Grainger's complete product offering, and provides a streamlined purchasing channel for MRO needs. Log onto [Grainger.com](http://Grainger.com), or contact your Government Account Manager for field support.

Contract: SPO Price List Contract No. 11-10

Contact: June Burke  
(808) 312-2270  
[june.burke@grainger.com](mailto:june.burke@grainger.com)  
[www.grainger.com](http://www.grainger.com)

**TABLE 27**



At Hawaii Information Consortium (HIC), our goal is to bring government services to the people. We develop, manage, and maintain online digital government services, most of which are completed at NO cost to the state of Hawaii or its taxpayers. While we operate as a for-profit company; state agencies, counties and local government can work with us by utilizing our unique self-funded model. Since 2000, we have deployed more than 115 digital government services and 2.5 million citizens visit our site annually. Located in downtown Honolulu we employ 34 full-time staff members. Hawaii Information Consortium, LLC., is a Hawaii corporation and wholly owned subsidiary of eGovernment firm NIC Inc.

Contract: SPO Price List Contract No. 08-13

Contact: Jamie Kinion  
(808) 687-6133  
[jamie@ehawaii.gov](mailto:jamie@ehawaii.gov)  
<http://hic.ehawaii.gov>

**TABLE 19**



Chartered by King David Kalakaua, we began our rich history in the islands in 1883 as Mutual Telephone Company. Based in Honolulu, Hawaiian Telcom has provided the State of Hawaii with IT and telecommunication services. We provide the majority of state offices with fully managed, telephony and Unified Communication services as well as data networking services including MPLS-based Layer 2 and 3 VPNs and dedicated internet access. We are also a leading provider of business-critical IT services including data protection and backup, colocation, cloud based services and IT security. We are committed to the State of Hawaii in providing end-to-end solutions to meet your technology needs.

Contracts: SPO Price List Contract No. 12-12  
SPO Price List Contract No. 17-16  
SPO Price List Contract No. 15-04  
NASPO Contract # AR233

Contact: Alison Shimabukuro  
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[alison.shimabukuro@hawaiiantel.com](mailto:alison.shimabukuro@hawaiiantel.com)

**TABLE 29**



When every second counts, having the right technology can improve the speed and efficiency of vital state and local organizations.

Insight is prepared to act as a single partner that not only understands the unique demands of state and local entities, but will help you optimize resources and manage changing IT infrastructure requirements.

As a premier partner of IT hardware, software and services, Insight offers comprehensive solutions with cutting edge technologies.

Strong relationships with our manufacturing partners, plus a local presence and years of experience in your sector, allow us to solve your IT needs with complete confidence.

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**TABLE 8**



A global leader in business communications, Mitel helps companies connect to, collaborate with and care for their customers anywhere, at any time, and over any device.

**Powering connections** With the industry's broadest portfolio of business phone systems and collaboration and contact center solutions, Mitel is trusted by more than 60 million customers around the world including Coca Cola, Make-a-Wish Foundation, Louvre-Lens Museum, Philadelphia Phillies, and the Rock and Roll Hall of Fame. Today its more than 2,500 partners choose Mitel's applications and mobility options to build solutions that optimize businesses and make companies more productive.

Contracts: SPO Price List Contract No. 15-04  
NASPO Contract #AR623

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**TABLE 16**



The Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP) is a free, voluntary group purchasing organization for government facilities that provide healthcare services. Members receive access to a full range of pharmaceuticals and other healthcare products and services, such as medical supplies, influenza vaccine, dental supplies, drug testing, wholesaler invoice auditing, and returned goods processing.

**Government Serving Government**

MMCAP is open to government institutions that provide healthcare services, such as state agencies, counties, cities, school districts, and correctional and public higher education institutions. MMCAP is operated by the State of Minnesota and adheres to state procurement laws and policies, which are widely recognized for their commitment to fair and open competition.

Contract: SPO Price List Contract No. 15-07 - Statewide

Contact: Kim Hankins  
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<http://www.mmd.mmd.admin.state>

**TABLES 23 - 24**



**Mobile IT Force**

Mobile IT Force (MITF) is an authorized Lenovo and Vivitek partner specializing in delivering specific technology solutions to meet the unique needs of our clients. MITF can provide tailored information technology consultation and is certified to resell genuine computers, parts, and software products from our partners. MITF is also a

license Lenovo warranty service provider in Honolulu. This preferred status allows MITF to obtain discount pricing on many Lenovo and Vivitek parts and components.

Contact: William Chang  
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[wchang@mobileitforce.com](mailto:wchang@mobileitforce.com)

**TABLES 6 - 7**



Ness Turf Equipment is the local dealer for Toro, Club Car, Dingo, Harper and Morbark products. We currently hold the NASPO SPO Price List Contract No. 16-04 for Toro Commercial and RLC equipment.

Contracts: SPO Price List Contract No. 16-04  
Master Contract RFP# E194-41677-12MC

Contact: Terence Yogi  
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[www.nessturf.com](http://www.nessturf.com)

**TABLES 9 - 10**

Office Depot is a resource and a catalyst to help customers work better. We are a single source for everything customers need to be more productive, including core office supplies, facilities products, furniture, the latest technology, print and document services, school essentials and business services.

Contracts: SPO Price List No. 17-02 & 15-06  
DOE PL E17-15, E17-16, E17-17, E17-18, E17-19, E17-20; DOE PL E17-03

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[www.business.officedepot.com](http://www.business.officedepot.com)

**TABLE 14**



Oracle offers an integrated array of applications, databases, servers, storage, and cloud technologies to empower Public Sector agencies. Oracle products on the Hawaii NASPO ValuePoint Hardware contract include:

**ORACLE ENGINEERED SYSTEMS**

Oracle's integrated systems combine Oracle hardware and software, engineered and optimized to work together to cut complexity and cost. This results in extreme performance, easier deployment and upgrades, and more efficient systems management.

**ORACLE SERVERS**

Oracle's enterprise servers deliver advanced security, high performance, simplified management, and high availability at a low cost of ownership. The systems and Oracle software are coengineered for performance and provide built-in redundancy for maximum uptime and continuous service.

**ORACLE STORAGE**

Oracle's application-engineered storage is designed to accelerate application performance, increase efficiency, and improve management.

Contract: #MNWNC-123

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**TABLE 26**



Pitney Bowes is a global technology company crafting innovative products and solutions that help clients "get it right" in the complex world of commerce in the areas of customer information management, location intelligence, customer engagement, shipping and mailing, and global ecommerce. Founded in 1920, Pitney Bowes operates around the world, delivering accuracy and precision to more than 1.5 million clients.

Contract: SPO Price List No.12-15

Contact: Joanne Drummond  
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[pitneybowes.com](http://pitneybowes.com)

**TABLE 5**



Ricoh is one Global Company, we care about people, our profession, our society, and our planet. We must dedicate our winning spirit, innovation and teamwork to sharpen our customer focus, and we also must commit to the highest standard of ethics and integrity. Ricoh improves workplaces using innovative technologies and services enabling individuals to work smarter. We do this with a look and feel of a local Hawaiian organization to

meet the digital document needs for all departments in the State of Hawaii.

Contract: SPO Contract Price List. No.15-10

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[www.ricoh-usa.com](http://www.ricoh-usa.com)

**TABLE 20**



Sharp's full line of copiers/Multi-Functional Products offer innovative workflow solutions for state and local government agencies to help streamline document processing, support mobile and cloud technologies and enhance collaboration in the office; while also controlling expenses and simplifying printing. Whether high-volume for workgroup and production environments, or desktop units for department use; Sharp copiers help organizations not only enhance traditional printing and scanning, but also embrace emerging technologies.

Sharp copiers can help the State of Hawaii enhance collaboration, manage costs and meet regulatory compliance with secure, easy-to-use interactive workflow processes.

Contract: SPO Contract Price List. No.15-10

Contact: Craig Pulver  
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[www.sharpgov.com/naspo](http://www.sharpgov.com/naspo)

**TABLE 12**



Constantly growing in response to the needs of our customers in all sectors and verticals, SHI has transformed itself from a \$1 million "software-only" regional reseller into a \$7.5 billion global provider of information technology products and services.

From software and hardware procurement to deployment planning, configuration, data center optimization, IT asset management and cloud computing, SHI offers custom IT solutions for every aspect of your environment.

Privately-held, SHI has experienced tremendous growth in size and scope through neither merger nor acquisition. Our organic growth and two decades of stability are a direct result of backing a highly-skilled workforce with software volume licensing experts, hardware procurement specialists and certified IT services professionals.

SHI's goal is to foster long-term and mutually-beneficial relationships with our customers.

Contact: Allen Nguyen  
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[www.shi.com](http://www.shi.com)

TABLE 11



Sprint (NYSE: S) is a communications services company that creates more and better ways to connect its customers to the things they care about most. Sprint served 59.7 million connections as of March 31, 2017 and is widely recognized for developing, engineering and deploying innovative technologies, including the first wireless 4G service from a national carrier in the United States; leading no-contract brands including Virgin Mobile USA, Boost Mobile, and Assurance Wireless; instant national and international push-to-talk capabilities; and a global Tier 1 Internet backbone. Sprint has been named to the Dow Jones Sustainability Index (DJSI) North America for the past five years. You can learn more and visit Sprint at [www.sprint.com](http://www.sprint.com) or [www.facebook.com/sprint](https://www.facebook.com/sprint) and [www.twitter.com/sprint](https://www.twitter.com/sprint).

Contract: SPO Price List No. 13-07  
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TABLE 21



The Honolulu Star-Advertiser is Hawaii's largest daily newspaper, delivering news and information you can trust. We are committed to bringing you in-depth, consistent and credible news that matters. We are award winning journalism covering local, state, national and world news. Any way you read it, we deliver--subscribe to the print edition, visit us at [staradvertiser.com](http://staradvertiser.com), or download the Star-Advertiser app on your mobile device.

Contract: SPO Price List Contract No. 15-08  
Contact: Denise Ching  
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[dching@staradvertiser.com](mailto:dching@staradvertiser.com)  
[www.staradvertiser.com](http://www.staradvertiser.com)

TABLE 23 - 24



At VWR, we enable science. From classrooms to hospitals to research and production facilities, VWR provides the products, services and solutions that make science happen all over the world.

Contract: SPO Price List No. 16-15  
Contact: Lori Lee  
(808) 221-6559  
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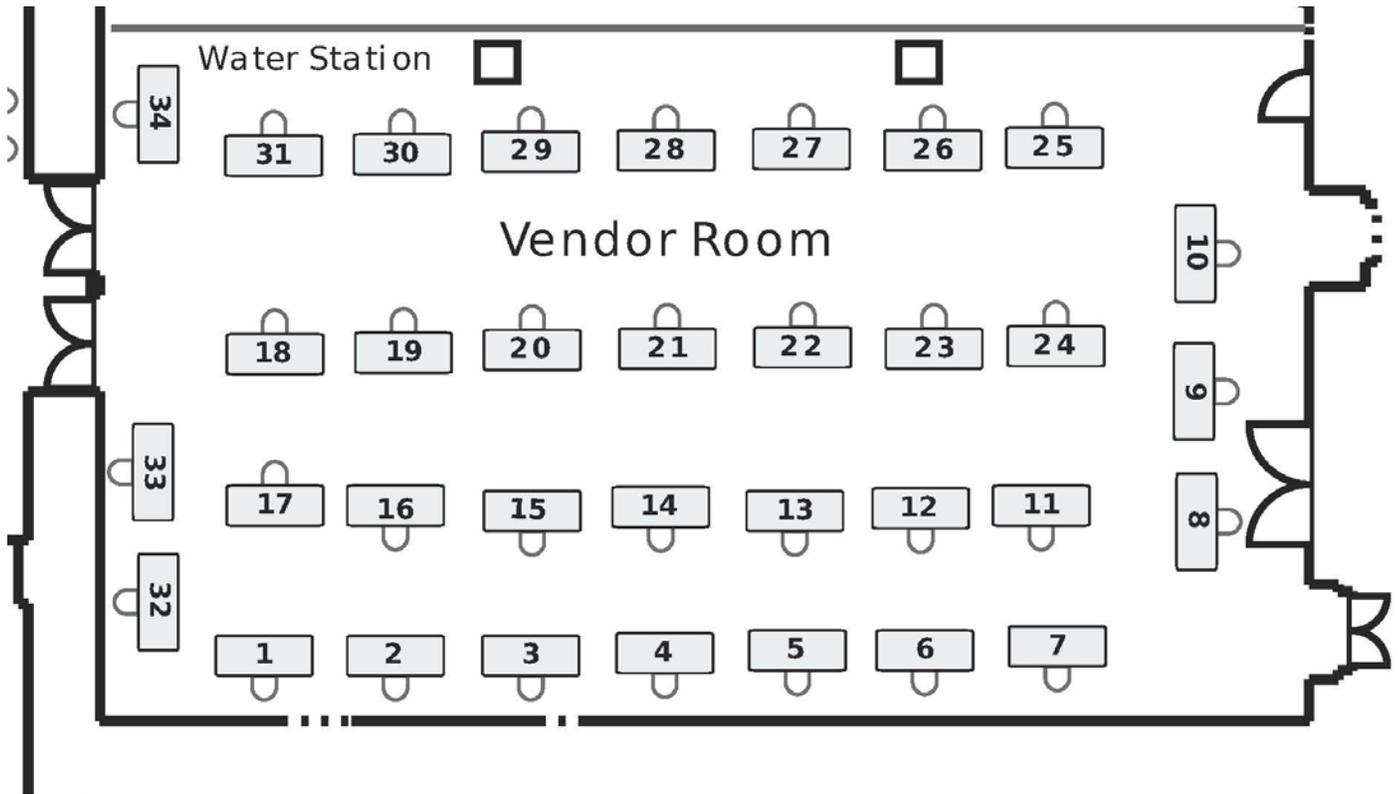
TABLE 32 - 33



Xerox Hawaii is the #1 office equipment and solutions vendor throughout the State of Hawaii. To ensure outstanding customer service for our State of Hawaii Government customers, Xerox Hawaii has a local support staff of over 200 employees. Xerox invests \$1B in Research and Development annually and this year Xerox has its largest product launch in its history with 29 new products for the office environment. These new models include a fully touchscreen user interface, world class network security, mobile and cloud capability and integrated applications. Xerox Hawaii also has expertise in office efficiencies and has been working with a number of State of Hawaii Government agencies to help with paperless and imaging initiatives that have positively impacted their operations.

Contract: SPO Price List No. 15-10

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*Mahalo!*