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GOVERNOR



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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

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July 1, 2021

TO: Executive Departments/Agencies City and County of Honolulu  
Department of Education Honolulu City Council  
Charter Schools Honolulu Board of Water Supply  
Hawaii Health Systems Corporation Honolulu Authority for Rapid Transportation  
Office of Hawaiian Affairs County of Hawaii  
University of Hawaii Hawaii County Council  
House of Representatives County of Hawaii – Department of Water Supply  
Senate County of Maui  
Judiciary Maui County Council  
County of Maui – Department of Water Supply  
County of Kauai  
Kauai County Council  
County of Kauai – Department of Water

FROM: Bonnie Kahakui, Acting Administrator 

SUBJECT: **Change No. 4**  
SPO Vendor List Contract No. 18-13  
**INTERISLAND AIRLINE PRICE AGREEMENT**  
RFP-18-005-SW  
**Expires: August 31, 2022**

The following changes have been made to the vendor list contract:

1. The contract is extended to August 31, 2022.
2. Point of Contact for HHSC, OHA, Honolulu City Council, Honolulu Board of Water Supply, and County of Maui has been updated.

This contract is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor Lists Contracts* at the home page.

If you have any questions, please contact Shannon Ota at (808) 586-0563 or [shannon.j.ota@hawaii.gov](mailto:shannon.j.ota@hawaii.gov).

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Vendor List Contract No. 18-13  
Includes Change No. 4  
Effective: 07/01/2021**

**ALL SPO PRICE & VENDOR LIST CONTRACTS ARE FOR AUTHORIZED BUSINESS USE ONLY**

**INTERISLAND AIRLINE PRICE AGREEMENT**

(RFP-18-005-SW)

**September 1, 2020 to August 31, 2022**

**PARTICIPATING JURISDICTIONS** listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this vendor list contract:

Executive Departments/Agencies  
Department of Education (DOE)  
Charter Schools  
Hawaii Health Systems Corporation  
(HHSC)  
Office of Hawaiian Affairs (OHA)  
University of Hawaii (UH)  
House of Representatives (House)  
Senate  
Judiciary

City & County of Honolulu (C&C of Honolulu)  
Honolulu City Council  
Honolulu Board of Water Supply  
Honolulu Authority for Rapid Transportation (HART)  
County of Hawaii  
Hawaii County Council  
County of Hawaii-Department of Water Supply  
County of Maui  
Maui County Council  
County of Maui-Department of Water Supply  
County of Kauai  
Kauai County Council  
County of Kauai-Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D and the procurement rules apply to purchases using the applicable procurement method and its procedures, such as small purchases. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the agency.

**POINTS OF CONTACT.** Questions regarding airline reservations and applicable rules should be directed to the contractor.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Shannon Ota	586-0563	586-0570	<a href="mailto:shannon.j.ota@hawaii.gov">shannon.j.ota@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:DOEProcure@notes.k12.hi.us">DOEProcure@notes.k12.hi.us</a>
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	<a href="mailto:Danny.vasconcellos@spcsc.hawaii.gov">Danny.vasconcellos@spcsc.hawaii.gov</a>
HHSC	Nancy Delima	359-0994		<a href="mailto:nedlima@hhsc.org">nedlima@hhsc.org</a>
OHA	Christopher Stanley	594-1833	594-1865	<a href="mailto:chriss@oha.org">chriss@oha.org</a>
UH	Karlee Hisashima	956-8687	956-2093	<a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfspurchasing@honolulu.gov">bfspurchasing@honolulu.gov</a>
Honolulu City Council	Kendall Amazaki, Jr Nanette Saito	768-5084 768-5085	768-5011	<a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a> <a href="mailto:nsaito@honolulu.gov">nsaito@honolulu.gov</a>
Honolulu Board of Water Supply	Procurement Office	748-5071		<a href="mailto:fn_procurement@hbws.org">fn_procurement@hbws.org</a>
HART	David Ha	768-6294		<a href="mailto:dha@honolulu.gov">dha@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440	961-8248	<a href="mailto:diane.nakagawa@hawaiicounty.gov">diane.nakagawa@hawaiicounty.gov</a>
Hawaii County Council	Diane Nakagawa	961-8440	961-8248	<a href="mailto:diane.nakagawa@hawaiicounty.gov">diane.nakagawa@hawaiicounty.gov</a>
County of Hawaii-Department of Water Supply	Ka'iulani Matsumoto	961-8050 ext. 224	961-8657	<a href="mailto:kmatsumoto@hawaiidws.org">kmatsumoto@hawaiidws.org</a>
County of Maui	Jared Masuda	463-3816		<a href="mailto:jared.masuda@co.maui.hi.us">jared.masuda@co.maui.hi.us</a>
Maui County Council	Marlene Rebugio	270-7838		<a href="mailto:Marlene.rebugio@mauicounty.hi.us">Marlene.rebugio@mauicounty.hi.us</a>
County of Maui-Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-7136 270-7136	<a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a> <a href="mailto:holly.perdido@co.maui.hi.us">holly.perdido@co.maui.hi.us</a>
County of Kauai	Ernest Barreira	241-4295	241-6297	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	<a href="mailto:lishibashi@kauai.gov">lishibashi@kauai.gov</a> <a href="mailto:ssato@kauai.gov">ssato@kauai.gov</a>
County of Kauai-Department of Water	Marcelino Soliz	245-5470	245-5813	<a href="mailto:msoliz@kauewater.org">msoliz@kauewater.org</a>

**USE OF VENDOR LIST CONTRACT BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contract(s) (HRS Chapter 103F) have been invited to participate in the SPO price list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendor > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing*.

If a nonprofit wishes to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list Contractor(s).

**VENDOR:** The following vendor is authorized to provide interisland airline tickets for authorized travel. See vendor information sheets for further information.

Hawaiian Airlines, Inc.

**INSTRUCTIONS:**

1. Obtain a fare quote from the vendor based on the authorized business dates, times, and destination.
  - Executive Branch Agencies (excluding DOE, UH, OHA and HHSC) shall use form SPO-030, Worksheet A, to document airfare quote(s).
  - Airfare quotes on Worksheet A are subsequently transferred to the form SPO-030, Travel Approval Form (TAF) for requesting and approving authority signatures.
2. After travel is approved, make a reservation with the selected vendor. The pCard shall only be used for authorized business travel.
3. Print and retain receipt of airline ticket purchase for Statement of Completed Travel or other final travel documentation.

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Vendor List Contract No. 18-13. No further compliance verification is required prior to issuing a pCard payment when utilizing this contract.

**PURCHASING CARD (pCard)** is the only acceptable form of payment.

**PURCHASE ORDERS** are not accepted by the vendor.

**VENDOR AND PRODUCT EVALUATION** form SPO-012, for the purpose of addressing concerns on this vendor list contract, is available to the agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

**VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET** at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

# HAWAIIAN AIRLINES, INC.

**Corporate Website:** [www.hawaiianair.com/corporate](http://www.hawaiianair.com/corporate)

**Corporate Account:** Agencies are required to sign up for a corporate account to take advantage of any corporate rates or benefits. Contact the Inside Sales Team for more information and application. Agencies with an existing Hawaiian Airlines Corporate account may continue to use their current account numbers.

Departments/agencies may consolidate/pool the earned corporate bonus miles into a single main account. Each agency will still maintain separate accounts and profiles, only the miles earned would roll up into a single account. Contact Inside Sales Team (see below for contact information) with the corporate account number that will be designated as the main account, and all the subaccounts that will be impacted. Each month, all bonus miles earned in the subaccounts will be reported on the corporate statement, but the earned miles will be immediately transferred to the main account.

## **Reservations – Corporate Desk**

Days/Hours of Operation: Daily from 5:00 am to 6:00 pm\* (HST)  
Telephone Number: 1 (800) 578-5722 (toll free)

\*After Corporate Desk Hours, call Hawaiian Airlines General Reservations for assistance with immediate (within 24 hours) travel issues.

## **Reservations – General**

Days/Hours of Operation: Daily 24/hours  
Telephone Number: 1 (800) 367-5320 (toll free)

## **Inside Sales Team – Update Authorized Users, Emails, Credit Card**

Telephone Number: (808) 838-6740  
E-mail: [US.Sales@HawaiianAir.com](mailto:US.Sales@HawaiianAir.com)

**Pricing Options:** Web fares via Corporate Portal, applicable web fares including promotional fares. A Special Corporate Y fare, which is lower than the Public Web Y fare is available. User must select “Special Coach II Fare”. The current Y fare has last seat availability.

**Special Promotional Interisland Web Fares:** Special promotional sale web fares may be made available for purchase via the Corporate Web Site. However, the Corporate rules and exceptions do not apply. All of the normal rules of these promotional fares will apply including but not limited to a change fee plus any difference in fare, no route changes, mileage accrual limitations, no refund and no same day standby privilege.

**Additional Services & Benefits:** Reservations must be made through the Corporate website or Corporate Desk to take advantage of additional services and benefits.

**Flight Receipts:** Retrieve past dated flight receipts (showing ticket status, Used, Refunded – RFND, Unused – OK) up to 9 months after your date of travel online via your corporate website or hawaiianairlines.com by selecting the following:

- Manage Flights
  - My Receipts
  - Enter E-Ticket Number or MSR (Miscellaneous Receipt) & Passenger Last Name
- For copy of refund please allow 2-3 business days*

**Baggage Fees (standard size):** 1<sup>st</sup> and 2<sup>nd</sup> checked bag fees are waived. All other normal baggage rules and restrictions apply.

**Change Fees:** Interisland change fees are waived for flight, date, route, and name changes provided the reservations are made via the Corporate Website or the Corporate Desk. Any applicable fare difference will be collected should the change result in a fare difference. Changes made at the ticket counters are subject to all normal fares rules and fees.

**Interisland Change Rules:** Flight, date and route changes are permitted. Corporate Web Site accounts are also to make name changes to reservations via the Corporate Web Site or the Corporate Desk.

If the flight you want to change to is only available in first class, the flight may be booked in first class and only difference in fare will be assessed. No change fee will be charged.

Date, flight, and route changes for all passengers currently booked on the same confirmation code can be made online via the online flight change option up to 90 minutes prior to flight ticketed or new flight's schedule departure time. For changes that require other services please contact the Corporate Desk for assistance. Seat changes may also be made online.

Changes may also be made via the Change Request form when changes are made at least four hours or more prior to the ticketed or new flight's schedule departure time, whichever is sooner. Changes being made inside of four (4) hours and at least 90 minutes prior to the ticketed or new flight's scheduled departure time, whichever is sooner, should be called in to the Corporate Desk. Changes made inside of 90 minutes prior to the ticketed or new flight's scheduled departure time, whichever is sooner, should be handled at the airport upon check-in and is subject to all fare rules and fees.

Should a change called in to the Corporate Desk result in an additional collection of fare, tax and/or fees, only an authorized caller listed in your STAR may consent to charge the additional collection to the credit card stored in your STAR.

The waiver fee does not apply to changes made at the Hawaiian Airlines Airport Ticket Counters. Changes made at the Ticket Counters are subject to all normal fare rules and fees.

**Interisland Refunds:** Refund requests must be made no later than 72 hours prior to the first ticketed flight's departure time. Continue to cancel Corporate reservations that will not be utilized inside the 72 hours. Unused Corporate Neighbor Island ticketed fares that qualify will continue to have no change fee and may be used up to one year from the date of issue, subject to any fare difference, for another employee and another one of Hawaiian Airlines' Interisland routes.

Always cancel reservations for passengers who will not travel.

**Interisland Standby:** Same day standby listing for earlier flights with the same routing is allowed without fee for passengers booked via the Corporate Website/Corporate Desk. Corporate passengers who would like to standby for an earlier flight must advise the agent at the time they present their bags for check-in as bags must be tagged for the flight on which they wish to standby on. Those requesting to standby for an earlier flight must be listed no less than 30 minutes prior to the desired flight. Corporate passenger listing for standby at the service counter inside the Airport's secured area must not have checked baggage.

This standby privilege is not applicable if passenger has a special promotional sales web fare ticket.

**Incentive Program:** Corporate accounts earn one (1) bonus mile per dollar on tickets purchased through the Corporate website. Miles may only be redeemed and used for future State & County authorized business.