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**STATE OF HAWAII**  
**STATE PROCUREMENT OFFICE**

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April 28, 2021

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

FROM: Bonnie Kahakui, Acting Administrator *Bonnie A. Kahakui*

SUBJECT: **NEW PRICE LIST CONTRACT**  
SPO Price List Contract No. 21-19  
**NASPO VALUEPOINT INFORMATION TECHNOLOGY RESEARCH AND  
ADVISORY SERVICES**  
RFP 2-10115  
**Expires: January 18, 2024**

This new State Procurement Office (SPO) Price List Contract No. 21-19 for NASPO ValuePoint Information Technology Research and Advisory Services is effective April 28, 2021.

The current price list contract is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

If you have any questions, please contact Matthew Chow at (808) 586-0577 or [matthew.m.chow@hawaii.gov](mailto:matthew.m.chow@hawaii.gov).

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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 21-19**  
Effective: 04/28/2021

**NASPO VALUEPOINT  
INFORMATION TECHNOLOGY RESEARCH AND ADVISORY  
SERVICES**

RFP 2-10115

**April 28, 2021 to January 18, 2024**

**INFORMATION ON NASPO VALUEPOINT**

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Minnesota is the current lead agency and contract administrator for the NASPO ValuePoint Information Technology Research and Advisory Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization and contracts were awarded to three (3) qualified Contractors. The purpose of this contract is to support IT decisions in order to use IT in the most cost effective and resource efficient manner.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/it-research-advisory-services/>.



**PARTICIPATING JURISDICTIONS** listed below have signed a cooperative agreement with the SPO and are authorized to utilize this price list contract.

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

The participating jurisdictions are not required but may purchase from this price 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 by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

**POINT OF CONTACT.** Questions regarding the products listed, ordering, pricing and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	Fax	E-mail
Executive	Matthew Chow	586-0577	586-0570	<a href="mailto:matthew.m.chow@hawaii.gov">matthew.m.chow@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:doeprocure@notes.k12.hi.us">doeprocure@notes.k12.hi.us</a>
HHSC	Nancy Delima	359-0994		<a href="mailto:ndelima@hhsc.org">ndelima@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>
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	<a href="mailto:danny.vasconcellos@spsc.hawaii.gov">danny.vasconcellos@spsc.hawaii.gov</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:bfprocurement@honolulu.gov">bfprocurement@honolulu.gov</a>

Jurisdiction	Name	Telephone	Fax	E-mail
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 L. Matsumoto	961-8050 x224	961-8657	<a href="mailto:kmatsumoto@hawaii.dws.org">kmatsumoto@hawaii.dws.org</a>
County of Maui	Greg King	249-2403 x30	249-0839	<a href="mailto:greg.king@co.maui.hi.us">greg.king@co.maui.hi.us</a>
Maui County Council	Marlene Rebugio	270-7838		<a href="mailto:marlene.rebugio@mauicounty.us">marlene.rebugio@mauicounty.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	241-6349	<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	241-5813	<a href="mailto:msoliz@kauaiwater.org">msoliz@kauaiwater.org</a>

**USE OF PRICE & VENDOR LIST CONTRACTS BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price & vendor lists contracts.

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

If a nonprofit wishes to purchase from a SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor, i.e., participation must be mutually agreed upon. A Contractor may choose to deny participation by a nonprofit. Provided, 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 a SPO price or vendor list Contractor(s).

**CONTRACTORS.** The following contractors are listed in this price list contract. They have signed a Master Agreement with the State of Minnesota and a Participating Addendum with the Hawaii State Procurement Office.

International Consulting Acquisitions  
Corp dba ISG Public Sector

**VENDOR CODES** for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department’s fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 21-19. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

**PURCHASING CARD (pCard).** The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive departments/agencies, excluding DOE, HHSC, OHA and UH for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

**PURCHASE ORDERS** may be issued for purchases \$2,500 or more, and for Contractors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or charge its customers a transaction fee for the usage.

**“SPO PL CONTRACT NO. 21-19 & NASPO VALUEPOINT CONTRACT NO”** (located on the contractor’s information page) shall be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO PL Contract No. 21-19 and Master Agreement No. shall be notated on the appropriate transaction document.

**STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE** shall not exceed the following rates if seller elects to pass on the charges to its customers.

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE OF SURCHARGE TAX RATE
C&C OF HONOLULU	0.50%	4.0%	4.7120%	12/31/2030
HAWAII	0.50%	4.0%	4.7120%	12/31/2030
COUNTY OF MAUI (including Molokai and Lanai)	0.0%	4.0%	4.1666%	No county surcharge
KAUAI	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on state general excise (GE) tax or Use tax may be visibly passed on but is not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation’s website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

**PAYMENTS** are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

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

**PRICE OR 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.

## **SCOPE OF WORK**

The Contractor must provide the following services:

1. The Contractor shall provide IT business advice, objective IT research, and IT data that is thematic, prescriptive, and executable, and that provides a comprehensive perspective on the rapidly changing IT environment. Sponsors of research must be identified.
2. The Contractor shall provide access to an online database containing IT research articles. The database should contain at least 1,000 articles or more including white papers, research reports, webinars, bulletins, summaries, and any other IT research oriented documents published within the last five years.
3. The Contractor shall respond to over-the-phone inquiries regarding published articles and direction on other available resources.
4. The Contractor shall provide advisory services regarding strategic and tactical planning for customer's IT policy development.
5. The Contractor shall provide on-site workshops, advisory engagements, and conferences on IT related topics.

IT topics may include, but are not limited to, the following:

- Planning and establishing IT policies, procedures, and best practices
- Establishing and implementing IT governance
- Review of new and emerging Information Technologies
- Assistance with acquisition decisions for IT hardware and software
- Software licensing and Asset Management
- Application/system development
- Data analytics, data management, and business intelligence
- Information security
- Strategic planning and Enterprise Architecture
- Evaluations of industry issues, products, and major trends in the marketplace
- IT Benchmarking
- Digital transformation and Digital Government Services
- IT talent, recruiting, and retention
- TelCom, IP telephony, and call center solutions
- Disaster recovery and business continuity
- Cloud computing
- Mobile device strategy and management
- Emergency response and radio communications
- Enterprise CRM

## **AGENCY INSTRUCTIONS FOR REQUESTING PRICE QUOTES**

1. Purchasing Department will solicit quotes from the authorized contractor.
2. CONSIDERATION OF QUOTES (candidates). Purchasing Department shall consider all responsive and responsible quotes received. An award shall be made to the Contractor(s) offering the lowest price. If the lowest price does not meet the agencies specification requirement, the award may be made to the Contractor(s) whose offer represents the best value to the Purchasing Department. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria in addition to price so that the offer meeting the overall combination that best services the agency is selected. These criteria may include, in addition to others, the total cost of ownership, performance, history of the vendor, quality of goods, services, delivery and proposed technical performance.
3. Form SPO-010, RECORD OF PROCUREMENT is required to be completed and approved by the Procurement Officer.
4. A Purchase Order, Specifications or Statement of Work (SOW) shall be issued.
5. AWARD NOTIFICATION. After the Purchasing Department issues a purchase order, the Purchasing Department shall notify the non-awarded candidates within five (5) work days.
6. OFFICE OF INFORMATION PRACTICES (OIP). The OIP has created model forms that may be used to request access to a government record or to reply to a requester. To download a form go to: <http://oip.hawaii.gov/forms/>. The vendor submits a *Request to Access a Government Record* form to the agency for copies of their competitor's price quotes. The agency responds to the vendor by submitting a *Notice to Requester* form.



# **CONTRACTOR INFORMATION**

# INTERNATIONAL CONSULTING ACQUISITIONS CORP dba ISG PUBLIC SECTOR

Master Agreement Number: 186839

<https://www.naspovaluepoint.org/portfolio/it-research-advisory-services/international-consulting-acquisitions-corp-dba-isg-public-sector/>

Contact: Lesley Ahern  
Phone: (617) 834-7069  
Email: [Lesley.Ahern@isg-one.com](mailto:Lesley.Ahern@isg-one.com)

Remit To:  
International Consulting Acquisition Corp  
dba ISG Public Sector  
PO Box 9857  
The Woodlands, TX 77387  
Vendor Code: 35836800

**For pricing, please use the link above to view the Master Agreement Exhibit C Pricing, pages 22 – 26.**

The [ISG Provider Lens™ – Subscription](#) provides states with:

- Annual subscription access to published reports (thousands in the library; hundreds of new reports each year).
- Regular and proactive contact with an assigned client manager.
- Inquiries with subject matter experts (SMEs) include discussions coordinated via the ISG client manager. No restrictions on number of users that can attend each discussion.
- Discounted access to other ISG research advisory services, including automation, contract assessment, end user satisfaction monitoring, software acquisition and renewal strategy, price and cost benchmarks, supplier risk management, and more. See the [ISG Web site](#) for details on available services.
- Admission to ISG events and Webinars, virtual and in person.
- Advisory services regarding strategic and tactical planning for customer's IT policy development.