

October 5, 2021

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  
User Package Enhancements to the Business All-in-One Pricelist

Dear Carey Ann Sasaki,

Hawaiian Telcom, Inc. would like to propose an addition to the existing Business All-in-One (BAiO) pricelist on SPO Vendor List Contract No. 12-12. This request is to add BAiO Enterprise, an enhanced version of the standard BAiO product that provides additional features and scale to larger user bases. These services were developed to address immediate, current and future workforce needs.

BAiO Enterprise provides capabilities not found within the current product-set and offers advanced features such as integrated voice, video, mobility, mass notification and collaboration. Fully hosted by Hawaiian Telcom via geo-diverse “clouds”, we offer an end-to-end managed service to address many of the challenges faced with a remote work force.

The enclosed pricelist includes the supplemental BAiO Enterprise 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) 546-4424.

Sincerely,

*Brandon Onishi*

Brandon Onishi  
Director - Government Sales

cc. Vince Hoang, ETS



Technology Category	1 YEAR AGREEMENT - Monthly Recurring Charge			3 YEAR AGREEMENT - Monthly Recurring Charge			5 YEAR AGREEMENT - Monthly Recurring Charge			Non-Recurring Charge (NRC)
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	
<b>Business All In One Enterprise (MRC):</b>										
										Per Unit NRC
<b>HOSTED USER PACKAGES (minimum of 1000 users)</b>										
Hosted User -- Access	ICB	0%	ICB	\$27.00	10%	\$24.30	\$27.00	12%	\$23.76	\$30.00
Hosted User – Enhanced	ICB	0%	ICB	\$29.00	10%	\$26.10	\$29.00	12%	\$25.52	\$30.00
Hosted User – Professional	ICB	0%	ICB	\$31.00	10%	\$27.90	\$31.00	12%	\$27.28	\$30.00
Hosted User - Professional + Meetings	ICB	0%	ICB	\$42.00	10%	\$37.80	\$42.00	12%	\$36.96	\$30.00
<b>Contact Center as a Service User Packages</b>										
Contact Center Agent	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
Contact Center Supervisor	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
<b>Contact Center as a Service Additional Features</b>										
Advanced IVR	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
Quality Management	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
Workforce Management	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
WFO Suite Bundle	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
Call Recording	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
Call Analytics	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
Storage- Real Time (per 50Gb)	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
Storage- Archive (per 50Gb)	ICB	0%	ICB	ICB	0%	ICB	ICB	0%	ICB	ICB
<b>ADDITIONAL FEATURES</b>										
eFax Server	\$75.00	0%	\$75.00	\$75.00	0%	\$75.00	\$75.00	0%	\$75.00	\$150.00
Telephone Number - Additional	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.10	0%	\$0.10	\$0.00
Business Toll-Free Number	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$5.00	0%	\$5.00	\$15.00
<b>CALLING PLAN OPTIONS</b>										
International - Business Call Asia	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$7.95	0%	\$7.95	\$0.00
International - Connections	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$5.95	0%	\$5.95	\$0.00
<b>HARDWARE</b>										
Managed IP Phone – Cisco 8811	\$12.00	5%	\$11.40	\$12.00	8%	\$11.04	\$12.00	10%	\$10.80	\$21.25
Managed IP Phone – Cisco 8841	\$14.00	5%	\$13.30	\$14.00	8%	\$12.88	\$14.00	10%	\$12.60	\$21.25
Managed IP Phone – Cisco 8861	\$16.00	5%	\$15.20	\$16.00	8%	\$14.72	\$16.00	10%	\$14.40	\$21.25
Managed IP Phone – Cisco 8832 Conference	\$42.00	5%	\$39.90	\$42.00	8%	\$38.64	\$42.00	10%	\$37.80	\$21.25
Fusion Application Server	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$20.00	0%	\$20.00	\$150.00
Low Density - 4 port Analog Gateway	ICB	0%	ICB	\$38.00	0%	\$38.00	\$38.00	12%	\$33.44	\$120.00
Medium Density - 24 port Analog Gateway	ICB	0%	ICB	\$150.00	0%	\$150.00	\$150.00	12%	\$132.00	\$370.00
High Density - 48 port Analog Gateway	ICB	0%	ICB	\$320.00	0%	\$320.00	\$320.00	12%	\$281.60	\$570.00
Higher Density - 144 port Analog Gateway	ICB	0%	ICB	\$795.00	0%	\$795.00	\$795.00	12%	\$699.60	\$770.00
<b>TRAINING</b>										
Remote Training	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	ICB
On-site Training*	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	ICB
Neighbor Island Travel Charge (per day)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$550.00
*Neighbor Island travel charges apply										
<b>LABOR CHARGES</b>										
Pre-Field (site survey / discovery)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	ICB
Installation & Migration	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	ICB
Remote Labor - First 1/2 Hour (0.5 hr minimum)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$42.50
On-site Labor- Per Hour ( 1 hr minimum)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
On-site Labor - Travel Charge (1 hr min)	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$85.00
Inside Wiring - Cat 5e/6 Cable Run	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$250.00
Expedite Fee	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$0.00	0%	\$0.00	\$245.00

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**Terms and Conditions**

1. Above rates do not include applicable taxes, surcharges, or other fees. This Pricing excludes promotions.
2. Minimum of one thousand (1000) Hosted Users per Account; minimum bandwidth requirements for 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. Hawaiian Telcom 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. Only End price rates will be listed on billing statements

13. Equipment listed above will be provided on a rental basis by Hawaiian Telcom

**Business Hosted Voice Services**

1. BAIO-Enterprise may be offered for situations where user count per account meets or exceeds 1000 users.
2. As part of the BAIO Enterprise service, at Hawaiian Telcom's discretion, appropriate software, firmware and hardware upgrades will be provided to ensure service level performance and functionality are properly supported.