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ACTING ADMINISTRATOR

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

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October 25, 2021

TO: Executive Departments/Agencies City and County of Honolulu  
Department of Education Honolulu City Council  
(Excludes Charter Schools) Honolulu Board of Water Supply  
Hawaii Health Systems Corporation Honolulu Authority for Rapid Transportation  
Office of Hawaiian Affairs County of Hawaii  
House of Representatives County of Hawaii – Department of Water Supply  
Senate County of Maui  
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: **Change No. 37**  
SPO Vendor List Contract No. 12-12  
**FURNISH, DELIVER, INSTALL, AND MANAGE NETWORK AND  
TELECOMMUNICATIONS SERVICES – STATEWIDE**  
RFP-12-006-SW  
**Expires: October 31, 2022**

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

1. The contact information for Hawaiian Telcom, Inc. is updated.
2. Hawaiian Telcom, Inc.'s supplemental Business All-in-One (BAiO) Enterprise pricelist is added to the existing BAiO pricelist.

The current vendor list contract incorporating Change No. 37 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 Carey Ann Sasaki at (808) 586-0575 or [careyann.r.sasaki@hawaii.gov](mailto:careyann.r.sasaki@hawaii.gov).

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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Vendor List Contract No. 12-12**  
Includes Change No. 37  
Effective: 10/26/2021

***THIS SPO VENDOR LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY.***

**FURNISH, DELIVER, INSTALL, AND MANAGE NETWORK  
AND TELECOMMUNICATIONS SERVICES - STATEWIDE**

(RFP-12-006-SW)

**November 1, 2012 to October 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) (Excludes Charter Schools) Hawaii Health Systems Corporation (HHSC) Office of Hawaiian Affairs (OHA) House of Representatives (House) Senate Judiciary	City and County of Honolulu (C&C Honolulu) Honolulu City Council Honolulu Board of Water Supply Honolulu Authority for Rapid Transportation (HART) County of Hawaii County of Hawaii – Department of Water Supply County of Maui County of Maui – Department of Water Supply County of Kauai Kauai County Council County of Kauai – Department of Water
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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 or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the participating jurisdiction.

**POINTS OF CONTACT.** Questions regarding the products listed, ordering, pricing, and status should be directed to the Contractor(s) or Office of Enterprise Technology Services (ETS), Vincent Hoang at (808) 587-1212 or [vincent.hoang@hawaii.gov](mailto:vincent.hoang@hawaii.gov).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Carey Ann Sasaki	586-0575	586-0570	<a href="mailto:careyann.r.sasaki@hawaii.gov">careyann.r.sasaki@hawaii.gov</a>
DOE (Excludes Charter Schools)	Procurement Staff	675-0130	675-0133	<a href="mailto:G-OFS-DOE-Procurement@k12.hi.us">G-OFS-DOE-Procurement@k12.hi.us</a>
HHSC	Nancy Delima	359-0994	n/a	<a href="mailto:ndelima@hhsc.org">ndelima@hhsc.org</a>

Jurisdiction	Name	Phone	FAX	E-mail
OHA	Christopher Stanley	594-1833	594-1865	<a href="mailto:chriss@oha.org">chriss@oha.org</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	n/a 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	Dean Matro	768-6246		<a href="mailto:dean.matro@honolulu.gov">dean.matro@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440		<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>
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 W. Barreira	241-4295	241-6297	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>
Kauai County Council	Scott Sato Codie Tabalba	241-4810 241-4193	241-6349 241-6349	<a href="mailto:ssato@kauai.gov">ssato@kauai.gov</a> <a href="mailto:ctabalba@kauai.gov">ctabalba@kauai.gov</a>
County of Kauai – Department of Water	Marcelino Soliz	245-5470	245-5813	<a href="mailto:msoliz@kauaiwater.org">msoliz@kauaiwater.org</a>

**USE OF THIS VENDOR LIST CONTRACT 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 and vendor list 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 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 or vendor list Contractor(s).

**CONTRACTORS.** The following Contractors are authorized to provide Network and Telecommunication Services to the State of Hawaii.

Hawaiian Telcom, Inc.  
Level 3 Communications, LLC

**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 Vendor List Contract No. 12-12. *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 department/agencies, excluding the DOE, HHSC, and OHA 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.

**Note:** Hawaiian Telcom, Inc.'s pCard policy is listed under their contractor information on the following page.

**PURCHASE ORDERS** may be issued for purchases of \$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 who charge its customers a transaction fee for the usage.

**SPO VL Contract No. 12-12** will be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO VL Contract No. 12-12 shall be notated on the appropriate transaction document.

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

**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>.

**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.

## CONTRACTOR INFORMATION

### **Hawaiian Telcom, Inc.**

Business Address:

1177 Bishop Street  
Honolulu, HI 96813

Contact Person(s):

Alison Shimabukuro

Phone: (808) 546-3034

Email: [Alison.shimabukuro@hawaiiantel.com](mailto:Alison.shimabukuro@hawaiiantel.com)

Keith Heining

Phone: (808) 546-4963

Email: [Keith.Heining@hawaiiantel.com](mailto:Keith.Heining@hawaiiantel.com)

Fax: (808) 546-8288

Remittance Address:

P.O. Box 30770

Honolulu, HI 96820-0770

### **Hawaiian Telcom, Inc.'s pCard policy:**

Hawaiian Telcom, Inc. will accept on-line pCard payment and over-the-phone pCard payment of up to and including \$2,500 per transaction. Anything greater than \$2,500 needs to be processed as the following (when paying on the same Hawaiian Telcom bill account number):

- 1) 3 payments in 5 days, or
- 2) 5 payments in 30 days

For payment by phone thru Paymentus, call 1-855-748-1077.

For online payment:

- 1) User has option to login to the user's online billing account, or
- 2) User has option to go to <http://hawaiiantel.com/quickpay> to make online payment without needing to login to the user's online billing account.

The State is exempt from the \$3.95 transaction fee by Paymentus for both online and payment by phone thru Paymentus.

Paymentus can charge State user a \$5 agent assistance fee if the user selects the option to speak to a live Paymentus Agent and have the agent take the payment for them on the phone instead of making the payment by themselves.

## CONTRACTOR INFORMATION

### Level 3 Communications, LLC

Business Address:

550 Paiea Street, Suite 238  
Honolulu, HI 96819

Contact Person(s):

Michael Yee

Phone: (808) 441-8501

Email: [michael.yee@centurylink.com](mailto:michael.yee@centurylink.com)

Sharon Whalen

Phone: (808) 441-8557

Email: [sharon.whalen@centurylink.com](mailto:sharon.whalen@centurylink.com)

Fax: (808) 441-8505

Remittance Address:

P.O. Box 910182  
Denver, CO 80291-0182

Billing Questions:

CustomerCare

1-877-453-8353



## ORDERING INSTRUCTIONS

**UNIT PRICES** include delivery to destination and all other costs except the State General Excise Tax, currently 4.5% for transactions made on the islands of Oahu, Kauai, and Hawaii, and 4% for transactions made on the islands of Maui, Molokai and Lanai. Agencies are advised to add the tax amount to their purchase order total.

**ORDERING** on a timely basis is the responsibility of each agency. Orders shall be issued on an as-needed basis during the vendor list contract period, and will use either the pCard or purchase order when placing order(s). Contractors are not obligated to accept any order received after the contract expiration date, however, Contractors shall fill timely orders for which delivery may extend beyond the expiration date. Agencies shall not issue purchase orders specifying delivery after the vendor list contract expiration date.

## GENERAL INFORMATION

**SERVICES INCLUDED.** Network and Telecommunication Services includes but is not limited to:

- Broadband Ethernet (Layer 2 and Layer 3)
- Digital Subscriber Line (DSL)
- Frame Relay
- Point-to-Point
- Internet Service Provider (ISP)
- Managed Network Services

Services covered by the contract reflect current needs of the State as well as existing service offerings of the vendors.

**AWARDED PROPOSALS ONLINE.** Awarded Contractors proposals are available on the SPO website for user agencies information and use in determination of services and ability to obtain quotes. Proposals are available at: <http://spo.hawaii.gov/for-state-county-personnel/manual/telecom-services/>.

## HOW TO USE THIS VENDOR LIST CONTRACT

1. Agency prepares a uniform request for quotations to obtain quotes from ALL vendors. Using agencies may use the attached form, *Uniform Request for Quotes*, or a similar form. Fillable version of the form is available on the SPO site: <http://spo.hawaii.gov/for-state-county-personnel/manual/telecom-services/>. It is the agencies responsibility to give the vendors a reasonable amount of time to prepare and submit the quote.
2. Vendor responds by due date specified.
3. Agency reviews and evaluates all quotes received. In the event that a vendor fails to respond by the due date specified, document for the procurement file. In the event that a vendor submits a late quote, it is the agencies determination to accept or reject a late quote submittal, document for the procurement file.
4. Agency determines best value based on agency's requirements of individual network deployments. Best value will be determined by price, technical and/or business requirements/service viability, solution design and other pertinent factors determined by the using agency. Such determination shall be in writing.
5. On the selected vendor's *Uniform Request for Quotes*, agency signs to acknowledge acceptance. Agency may inform non-selected vendor(s) as a courtesy.
6. Agency completes form ETS-001, Telecom Request (TR). The TR is available on the Office of Enterprise Technology Services website: <https://ets.hawaii.gov/governance/it-governance-forms/>. On the TR, field #9 "Description" should include the vendor list contract no (12-12) and field #12 "Vendor" should state the name of the vendor selected. Attach a copy of the signed *Uniform Request for Quotes* to the completed TR.  
  
Submit TR and *Uniform Request for Quotes* to the Office of Enterprise Technology Services (ETS)/ Network Branch (NB) via interoffice mail or via email to: [ETS.NB.TRS@hawaii.gov](mailto:ETS.NB.TRS@hawaii.gov).  
  
Upon ETS/NB approval, TR and *Uniform Request for Quotes* will automatically be sent to the selected vendor. ETS/NB will return a copy to your Department Telecom Coordinator.
7. Agencies in jurisdictions that do not use form ETS-001 shall follow their normal internal process for approval and requesting service from the vendor.
8. Agency shall keep all quotes received and written determination (of why vendor was selected) in the procurement file in the event of an audit.
9. If it is not practicable to obtain quotes from all vendors, such written determination shall be kept in the procurement file.

# UNIFORM REQUEST FOR QUOTES

FURNISH, DELIVER, INSTALL, AND MANAGE NETWORK AND TELECOMMUNICATIONS SERVICES

## SECTION 1 - AGENCY TO COMPLETE:

DATE: \_\_\_\_\_

VENDORS INVITED TO SUBMIT QUOTES:

- Hawaiian Telcom, Inc.
- Level 3 Communications, LLC

STATE CONTACT INFORMATION:

Department: \_\_\_\_\_ Division/Agency: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

QUOTE DUE DATE: \_\_\_\_\_

SCOPE OF SERVICES:

- Additional Pages Attached

Submit Quote via:  Email  Fax  US Postal

TERM OF SERVICES:  1 year  3 years  5 years Other: \_\_\_\_\_

## SECTION 2 - VENDOR TO COMPLETE:

VENDOR CONTACT INFORMATION:

Company Name: \_\_\_\_\_

Company Representative: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

QUOTE: \$ \_\_\_\_\_

+GET \$ \_\_\_\_\_ (4.5% for Oahu, Hawaii, Kauai; 4.0% for Maui, Lanai, Molokai)

+FEES/SURCHARGES \$ \_\_\_\_\_ (fees/surcharges are estimated and may be subject to change)

= TOTAL QUOTE \$ \_\_\_\_\_

ADDITIONAL INFORMATION:

- Additional Pages Attached

Quote shall remain firm for \_\_\_\_\_ days

All quotes shall be signed and dated by an authorized individual of the company.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Printed Title: \_\_\_\_\_

## SECTION 3 – STATE ACCEPTANCE, if any:

By signing below, the Department/Division/Agency stated in Section 1 above has selected the vendor stated in Section 2 above to provide services under SPO VL Contract No. 12-12.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name \_\_\_\_\_ Printed Title: \_\_\_\_\_