April 29, 2022

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 and Schools, 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. 2
SPO Price List Contract No. 21-19
NASPO VALUEPOINT INFORMATION TECHNOLOGY RESEARCH AND
ADVISORY SERVICES
RFP 2-10115
Expires: January 18, 2024

The following changes are made to the price list contract:

1. The point of contact information for C&C Honolulu, County of Maui – Department of Water Supply, and HART are updated.
2. Account Executives are added to Gartner Inc vendor information page.

The current price list contract incorporating Change No. 2 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.
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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:

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Name</th>
<th>Telephone</th>
<th>Fax</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive</td>
<td>Matthew Chow</td>
<td>586-0577</td>
<td>586-0570</td>
<td><a href="mailto:matthew.m.chow@hawaii.gov">matthew.m.chow@hawaii.gov</a></td>
</tr>
<tr>
<td>DOE</td>
<td>Procurement Staff</td>
<td>675-0130</td>
<td>675-0133</td>
<td><a href="mailto:doeprocure@notes.k12.hi.us">doeprocure@notes.k12.hi.us</a></td>
</tr>
<tr>
<td>HHSC</td>
<td>Nancy Delima</td>
<td>359-0994</td>
<td></td>
<td><a href="mailto:ndelima@hhsc.org">ndelima@hhsc.org</a></td>
</tr>
<tr>
<td>OHA</td>
<td>Christopher Stanley</td>
<td>594-1833</td>
<td>594-1865</td>
<td><a href="mailto:chriss@oha.org">chriss@oha.org</a></td>
</tr>
<tr>
<td>UH</td>
<td>Karlee Hisashima</td>
<td>956-8687</td>
<td>956-2093</td>
<td><a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a></td>
</tr>
<tr>
<td>Public Charter School Commission</td>
<td>Danny Vasconcellos</td>
<td>586-3775</td>
<td>586-3776</td>
<td><a href="mailto:danny.vasconcellos@spcsc.hawaii.gov">danny.vasconcellos@spcsc.hawaii.gov</a></td>
</tr>
<tr>
<td>Senate</td>
<td>Brian Takeshita</td>
<td>586-6423</td>
<td>586-6401</td>
<td><a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a></td>
</tr>
<tr>
<td>Judiciary</td>
<td>Tritia Cruz</td>
<td>538-5805</td>
<td>538-5802</td>
<td><a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a></td>
</tr>
<tr>
<td>C&amp;C of Honolulu</td>
<td>Procurement Specialist</td>
<td>768-5535</td>
<td>768-3299</td>
<td><a href="mailto:bfspurchasing@honolulu.gov">bfspurchasing@honolulu.gov</a></td>
</tr>
<tr>
<td>Jurisdiction</td>
<td>Name</td>
<td>Telephone</td>
<td>Fax</td>
<td>E-mail</td>
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<tr>
<td>---------------------------</td>
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<td>---------------------------------------------</td>
</tr>
<tr>
<td>Honolulu City Council</td>
<td>Kendall Amazaki, Jr. Nanette Saito</td>
<td>768-5084 768-5085</td>
<td>768-5011</td>
<td><a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a> <a href="mailto:nsaito@honolulu.gov">nsaito@honolulu.gov</a></td>
</tr>
<tr>
<td>Honolulu Board of Water Supply</td>
<td>Procurement Office</td>
<td>748-5071</td>
<td></td>
<td><a href="mailto:fn.procurement@hbws.org">fn.procurement@hbws.org</a></td>
</tr>
<tr>
<td>HART</td>
<td>Dean Matro</td>
<td>768-6246</td>
<td></td>
<td><a href="mailto:dean.matro@honolulu.gov">dean.matro@honolulu.gov</a></td>
</tr>
<tr>
<td>County of Hawaii</td>
<td>Diane Nakagawa</td>
<td>961-8440 961-8248</td>
<td>1111</td>
<td><a href="mailto:Diane.Nakagawa@hawaiicounty.gov">Diane.Nakagawa@hawaiicounty.gov</a></td>
</tr>
<tr>
<td>Hawaii County Council</td>
<td>Diane Nakagawa</td>
<td>961-8440 961-8248</td>
<td>1111</td>
<td><a href="mailto:Diane.Nakagawa@hawaiicounty.gov">Diane.Nakagawa@hawaiicounty.gov</a></td>
</tr>
<tr>
<td>County of Hawaii-Department of Water Supply</td>
<td>Ka’iulani L. Matsumoto 961-8050 x224</td>
<td>961-8657</td>
<td></td>
<td><a href="mailto:kmatsumoto@hawaii.dws.org">kmatsumoto@hawaii.dws.org</a></td>
</tr>
<tr>
<td>County of Maui</td>
<td>Jared Masuda</td>
<td>463-3816</td>
<td></td>
<td><a href="mailto:jared.masuda@co.mauai.hi.us">jared.masuda@co.mauai.hi.us</a></td>
</tr>
<tr>
<td>Maui County Council</td>
<td>Marlene Rebugio</td>
<td>270-7838</td>
<td></td>
<td><a href="mailto:marlene.rebugio@mauicounty.us">marlene.rebugio@mauicounty.us</a></td>
</tr>
<tr>
<td>County of Maui-Department of Water Supply</td>
<td>Kenneth L. Bissen 270-7684 270-7136</td>
<td>270-7684 270-7136</td>
<td>270-7136</td>
<td><a href="mailto:ken.bissen@co.mauai.hi.us">ken.bissen@co.mauai.hi.us</a></td>
</tr>
<tr>
<td>County of Kauai</td>
<td>Ernest Barreira</td>
<td>241-4295</td>
<td>241-6349</td>
<td><a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a></td>
</tr>
<tr>
<td>Kauai County Council</td>
<td>Lisa Ishibashi Scott Sato</td>
<td>241-4820 241-4810</td>
<td>241-6349</td>
<td><a href="mailto:lisibashi@kauai.gov">lisibashi@kauai.gov</a> <a href="mailto:ssato@kauai.gov">ssato@kauai.gov</a></td>
</tr>
<tr>
<td>County of Kauai-Department of Water</td>
<td>Marcelino Soliz 245-5470 241-5813</td>
<td>245-5470 241-5813</td>
<td>241-5813</td>
<td><a href="mailto:msoliz@kauaiwater.org">msoliz@kauaiwater.org</a></td>
</tr>
</tbody>
</table>

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://sponoins.org. 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
- Gartner Inc
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.

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>COUNTY SURCHARGE TAX RATE</th>
<th>STATE GET</th>
<th>MAX PASS-ON TAX RATE</th>
<th>EXPIRATION DATE OF SURCHARGE TAX RATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>C&amp;C OF HONOLULU</td>
<td>0.50%</td>
<td>4.0%</td>
<td>4.7120%</td>
<td>12/31/2030</td>
</tr>
<tr>
<td>HAWAII</td>
<td>0.50%</td>
<td>4.0%</td>
<td>4.7120%</td>
<td>12/31/2030</td>
</tr>
<tr>
<td>COUNTY OF MAUI (including Molokai and Lanai)</td>
<td>0.0%</td>
<td>4.0%</td>
<td>4.1666%</td>
<td>No county surcharge</td>
</tr>
<tr>
<td>KAUAI</td>
<td>0.50%</td>
<td>4.0%</td>
<td>4.7120%</td>
<td>12/31/2030</td>
</tr>
</tbody>
</table>

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](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](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. Agency will solicit quotes from all authorized contractors.

2. CONSIDERATION OF QUOTES (candidates). Agency 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 agency. 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 agency issues a purchase order, the agency 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.
INTERNATIONAL CONSULTING ACQUISITIONS CORP dba ISG PUBLIC SECTOR

Master Agreement Number: 186839


Contact: Lesley Ahern
Phone: (617) 834-7069
Email: 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.
GARTNER INC
Master Agreement Number: 186840

https://www.naspovaluepoint.org/portfolio/it-research-advisory-services/gartner-inc/

Contact: Leena Assaf or Mike Flannery    Remit To: Gartner Inc
Phone: (808) 221-9017 or (808) 927-3320    PO Box 911319
Email: leena.assaf@gartner.com or    Dallas, TX 75391-1319
Michael.flannery@gartner.com    Vendor Code: 27414200

Account Executives:
Alika Randazzo    Mitchell Medlin
(808) 330-1382    (808) 859-2254
Alika.Randazzo@Gartner.com    Mitchell.Medlin@Gartner.com

For pricing, please use the link above to view the Gartner – Cost Proposal.

Gartner, Inc. (NYSE: IT) is the world's leading information technology research and advisory company. We deliver the technology-related insight necessary for our clients to make the right decisions, every day. From CIOs and senior IT leaders in corporations and government agencies, to business leaders in high-tech and telecom enterprises and professional services firms, to technology investors, we are the valuable partner to help our clients. We work with every client to research, analyze and interpret the business of IT within the context of their individual role. Founded in 1979, Gartner is headquartered in Stamford, Connecticut, U.S.A., and has 5,300 associates in 85 countries.

We provide our clients with unique, indispensable solutions in a technology space that is more complex — and more vital — every day. Our products and services are specifically designed to help our clients with their most pressing challenges, and we continually innovate and invest in enhancements and solutions that meet our clients’ rapidly evolving needs.

Our interactions with clients enable us to make connections, discern patterns and uncover trends no other research firm can see. With the Gartner compelling strategic vision, unmatched value proposition, and reputation for independence and objectivity, you will have unparalleled opportunities to quickly build lasting, trust-based relationships.

We believe in investing in the communities we support and in Hawaii, we have five Gartner Account Executives located on island to provide the best possible customer service.

Please go to www.gartner.com for more information about our services or call one of your local Gartner Hawaii Account Executives listed above for more information.