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STATE OF HAWAII
STATE PROCUREMENT OFFICE

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November 10, 2022

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 *Bonnie A. Kahakui*

SUBJECT: **Change No. 3**
 SPO Vendor List Contract No. 23-09
 INTERISLAND AIRLINE PRICE AGREEMENT
 RFP No. 22012
 Expires: August 31, 2024

The following change is made:

Points of contact for Southwest Airlines is changed from Jennifer Kim to Hugh Watts and Samantha Unell.

How to Book:

- 1) Contact both Hugh Watts (Hugh.Watts@wnco.com) and Samantha Unell (Samantha.Unell@wnco.com) to set up and provide account info to book business travel through SWABIZ

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.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

**SPO Vendor List Contract No. 23-09
Includes Change No. 3
Effective: 11/10/2022**

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

INTERISLAND AIRLINE PRICE AGREEMENT

(RFP No. 22012)

September 1, 2022 to August 31, 2024

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 | shannon.j.ota@hawaii.gov |
| DOE | Procurement Staff | 675-0130 | 675-0133 | G-OFS-DOE-Procurement@k12.hi.us |
| Public Charter School Commission and Schools | Danny Vasconcellos | 586-3775 | 586-3776 | Danny.vasconcellos@spscsc.hawaii.gov |
| HHSC | Nancy Delima | 359-0994 | | nedlima@hhsc.org |
| OHA | Christopher Stanley | 594-1833 | 594-1865 | chriss@oha.org |
| UH | Karlee Hisashima | 956-8687 | 956-2093 | karlee@hawaii.edu |
| House | Brian Takeshita | 586-6423 | 586-6401 | takeshita@capitol.hawaii.gov |
| Senate | Carol Taniguchi | 586-6720 | 586-6719 | c.taniguchi@capitol.hawaii.gov |
| Judiciary | Tritia Cruz | 538-5805 | 538-5802 | tritia.l.cruz@courts.hawaii.gov |
| C&C of Honolulu | Procurement Specialist | 768-5535 | 768-3299 | bfspurchasing@honolulu.gov |
| Honolulu City Council | Kendall Amazaki, Jr Nanette Saito | 768-5084 768-5085 | 768-5011 | kamazaki@honolulu.gov nsaito@honolulu.gov |
| Honolulu Board of Water Supply | Procurement Office | 748-5071 | | fn_procurement@hbws.org |
| HART | Dean Matro | 768-6246 | | dean.matro@honolulu.gov |
| County of Hawaii | Diane Nakagawa | 961-8440 | 961-8248 | diane.nakagawa@hawaiicounty.gov |
| Hawaii County Council | Diane Nakagawa | 961-8440 | 961-8248 | diane.nakagawa@hawaiicounty.gov |
| County of Hawaii- Department of Water Supply | Ka'iulani Matsumoto | 961-8050 ext. 224 | 961-8657 | kmatsumoto@hawaiidws.org |
| County of Maui | Jared Masuda | 463-3816 | | jared.masuda@co.maui.hi.us |
| Maui County Council | Marlene Rebugio | 270-7838 | | Marlene.rebugio@mauicounty.hi.us |
| County of Maui- Department of Water Supply | Kenneth L. Bissen | 270-7684 | 270-7136 | ken.bissen@co.maui.hi.us |
| County of Kauai | Ernest Barreira | 241-4295 | 241-6297 | ebarreira@kauai.gov |
| Kauai County Council | Codie Tabalba | 241-4193 | 241-6349 | ctabalba@kauai.gov |
| County of Kauai- Department of Water | Marcelino Soliz | 245-5470 | 245-5813 | msoliz@kaiwater.org |

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 for further information.

Hawaiian Airlines, Inc.
Southwest Airlines

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Vendor(s) named in the SPO Vendor List Contract No. 23-09. *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.

INSTRUCTIONS:

1. Obtain two (2) fare quotes from the fare class that is most advantageous to the State from the authorized vendors based on the authorized business dates, times, and destination if applicable.
 - 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.

HAWAIIAN AIRLINES, INC.

Corporate Website: 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 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

Corporate accounts may contact Hawaiian Airlines General Reservations at (800) 367-5320 for assistance with immediate (in the next 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

Days/Hours of Operation: M-F, 8:00am to 5:00pm (HST)
Telephone Number: (808) 838-6740 ext. 3
E-mail: US.Sales@HawaiianAir.com

Pricing Options: Hawaiian Airlines corporate offers Main Cabin capacity-controlled web fares, web promotional fares, web structure fares and unrestricted last-seat available fares.

A percentage discount will be applied to capacity controlled Main Cabin fixed web fares, web special fares and web promotional fares.

A flat fare amount is offered as an unrestricted Main Cabin fare with last-seat availability.

| | |
|--|---------|
| Interisland fares discount ¹ | 5% |
| Fixed rate – last-seat availability ² | \$81.86 |

¹Discount applies to Main Cabin base fares only

²Rate is for Main Cabin and does not include applicable taxes and fees

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): 1st and 2nd checked bag fees are waived. All other normal baggage rules and restrictions apply.

Name Change Fees: Name change fees are waived for wholly unused tickets.

Itinerary Change Fees: Change fees are waived for flight, date and route changes however fare differences may apply.

Cancellation Fees: The offered discounted interisland fares and last-seat availability fixed fare are refundable if cancelled at least 90+ minutes prior to departure time of the earliest flight on the ticket.

If a cancellation is made inside of the 90+ minutes prior to departure time of the earliest flight of the ticket, the ticket must be used within one year from the date of issue. Any difference in fare will be collected.

****Always cancel reservations for passengers who will not travel****

Same Day Standby Fees: Same day standby listing for earlier flights with the same routing is allowed at no additional charge. Guests who would like to standby for an earlier flight:

- Must not have checked baggage
- Must list with the Hawaiian Airlines agent at the service desk in the Airport lobby or at the podium in the boarding area
- Must be listed no less than 30 minutes prior to desired standby flight

There is a boarding priority for standby passengers by elite status and by Corporate tier.

Last Seat Availability: Hawaiian Airlines will offer State of Hawaii employees booking under their corporate account access Main Cabin last-seat availability for neighbor island fares as follows:

\$81.86 one-way fares subject to all applicable taxes and fees

Preferred Seating Assignment: Complimentary access to preferred seats at the time of booking on corporate account on all Hawaiian Airlines interisland operated flights, subject to availability.

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.

SOUTHWEST AIRLINES

Corporate Website: <https://www.swabiz.com/>

Corporate Account: Access discounted fares via Southwest’s free self-service booking tool, SWABIZ. SWABIZ offer 24-7-365 access to booking, modifications, cancellations, all of which are self-service, immediate, and tracked in convenient real-time reports within the tool.

How to Book:

- 1) Contact both Hugh Watts (Hugh.Watts@wnco.com) and Samantha Unell (Samantha.Unell@wnco.com) to set up and provide account info to book business travel through SWABIZ
- 2) Enroll in SWABIZ <https://www.swabiz.com/corporate/enrollment/> using account info provided by Southwest

Agencies with existing SWABIZ accounts may continue to use current account numbers

PremierPartner Service

Days/Hours of Operation: M-F, 2:00am to 2:00pm HST
Telephone Number: 855-234-5888, PIN #4165

Southwest’s one-stop resolution service with a dedicated B2B Account Manager that understands your travel needs and can cater Customer Service needs to you, such as:

- Dedicated phone number with direct access to Account Manager
- Reservation Assistance: Dedicated help with modifications and research of booked and flown reservations, and resolve questions and concerns
- Customer Service resolutions: Creative solutions to resolve Customer pain points in traveler journey

PremierPartner Service Traveler

Days/Hours of Operation M-F, 12:00am to 7:00pm HST
Telephone Number: 855-234-5444

*After Hours Customer Service assistance, available at 1-800-435-9792

Pricing Options: Southwest offers exclusive discounts with last seat availability, which are as follows:

| Fare Type | All Hawaii Interisland Segments |
|-----------------|---------------------------------|
| Business Select | 10% |
| Anytime | 10% |
| Wanna Get Away+ | 5% |
| Wanna Get Away | 5% |

| Fare benefits | Business Select® | Anytime | NEW Wanna Get Away <i>plus.</i> | Wanna Get Away® |
|---|-----------------------------|----------------------------|------------------------------------|---------------------------|
| Rapid Rewards® earning formula | 12X fare | 10X fare | 8X fare | 6X fare |
| Two bags fly free®¹ | ✓ | ✓ | ✓ | ✓ |
| No fees to change² or cancel³ | ✓ | ✓ | ✓ | ✓ |
| Flight credit if you cancel (for up to 12 months)⁴ | ✓ | ✓ | ✓ | ✓ |
| Transferable flight credit for Rapid Rewards members⁵ | NEW ✓ | NEW ✓ | NEW ✓ | N/A |
| Same-day confirmed change⁶ | ✓ | ✓ | NEW ✓ | Fare difference may apply |
| Same-day standby list⁶ | ✓ | ✓ | NEW ✓ | Fare difference may apply |
| Refundable⁷ | ✓ | ✓ | N/A | N/A |
| Priority and Express Lanes⁸ | ✓ | NEW ✓ | N/A | N/A |
| Automatic check-in⁹ | A1-A15 Priority boarding | NEW EarlyBird® included | \$ | \$ |
| Premium Drink (on flights 176 miles or more)¹⁰ | ✓ | \$ | \$ | \$ |

Baggage: Your first two checked bags fly free® at Southwest Airlines (weight and size limits apply). Each additional bag (3+ checked bags) and any oversized bag (more than 50 pounds or larger than 62 inches to 80 inches) is \$75 per item, one-way. Southwest Airlines does not charge for carryon luggage. Each traveler can bring one carryon and one personal item free of charge. Your carryon can be no bigger than 24" (L) x 16" (W) x 10" (H). If it's bigger than those dimensions, it can be checked, for free if under 50 pounds.

Name Changes: Southwest Airlines offers multiple fare options at a low cost (Wanna Get Away Plus, Anytime, and Business Select) that allow for free name change/transferability considerations which can be managed directly via your dedicated account. For restricted fares (Wanna Get Away), the State will have access to our PremierPartner Service, which may allow for some name change exceptions.

No Change Fees: Southwest never charges fees to change your flights because we understand that your plans may change. However, sometimes you may be asked to pay a difference in fare if the new flight you choose costs more than your original itinerary.

No Cancellation Fees: Southwest never charges fees to cancel your flight because we understand that your plans may change. You can change or cancel your flight up until 10 minutes prior to your scheduled departure time. If your cancellation results in a flight credit, the flight credit never expires, ensuring that every dollar of State travel funds is protected for future use (and not lost). Additionally, your dedicated account will track all cancellations and unused funds, making it easier for future use.

Flight Credits Do Not Expire: As of July 28, 2022, Southwest Airlines is now offering no expiration of flight credits.

Last Seat Availability: Last seat availability is available via your dedicated SWABIZ account and eligible at a State contracted rate.

No Same Day Standby Fees: Same day confirmed changes are available at no additional charge through our Wanna Get Away Plus, Anytime, and Business Select fare classes.