DR Fortress, LLC
3375 Koapaka Street, Ste. D198
Honolulu, HI 96819

Tel: +1 (808) 528-7500
Fax: +1 (808) 528-7545
www.drfortress.com

November 29, 2022

State of Hawaii
State Procurement Office
Honolulu, Hawaii

Regarding Second Best and Final Offer (BAFO2) – Addendum 5 to Request for Proposals RFP No. 22002

Dear State Procurement Office,

DRFortress is requesting that the initial proposal and response to the initial BAFO is to be considered as the second Best and Final Offer (BAFO2). No additional changes are being submitted other than this attached letter.

I look forward to hearing back from you with regards to the status of this award.

Thanks,
Millicent J. Perreira-Gilmore

Millicent Perreira-Gilmore
Channel Partner & Sales Manager
DRFortress
3375 Koapaka, D-198
Honolulu, HI 96819
millie@drfortress.com
www.drfortress.com
(808) 723-0345

TABLE OF CONTENTS

EXECUTIVE SUMMARY (1 PAGE) 1

ATTACHMENT 1, OFFER CHECKLIST (1 PAGE) 2

ATTACHMENT 2, OF1 (1 PAGE) 3

ATTACHMENT 3, OF2 (2 PAGES) 4-13

RESUMES (10 PAGES) 5-9

APPENDIX A AND B (2 PAGES) 10

ABOUT DRFORTRESS BROCHURE (4 PAGES) 11

STELLAR/ORION CLOUD BROCHURE (2 PAGES) 12

CLOUD CONNECT BROCHURE (2 PAGES) 13

ATTACHMENT 4, WAGE CERTIFICATE (1 PAGE) 14

ATTACHMENT 5, OF3 SCHEDULE A (2 PAGES) 15-17

EXHIBIT C (9 PAGES) 16

DRFORTRESS PRICING (2 PAGES) 17

ATTACHMENT 6, OF4 SCHEDULE B (1 PAGE) 18-19

REMOTE ASSISTANCE SERVICES OVERVIEW (2 PAGES) 19

ATTACHMENT 7, OF5 SCHEDULE C (7 PAGES) 20

ATTACHMENT 8, OF6 SCHEDULE D (22 PAGES) 21

SCHEDULE A – NETWORK AND TELECOMMUNICATIONS RATES

The Offeror shall provide the Monthly list price, minimum discount, and Total Price for all services and speeds offered for Broadband Ethernet, Digital Subscriber Line (DSL), Frame Relay, Point-to-Point (P2P) Dedicated Circuit, and Internet Service Provider services. Services offered that are not listed above can be placed under the category of Other Services.

For Frame Relay assume 100% Committed Information Rate (CIR) of line weight.
Due to the distance sensitive nature of P2P circuits, Offerors shall provide discounts on P2P circuits based on bandwidth. Awarded vendors shall provide quotes for P2P circuits reflecting the list price of the calculated circuit cost less the submitted discount. See example in FIGURE A.1

FIGURE A.1
Offeror submitted discounts

SPEED	DISCOUNT
1.5Mbps	10%
45Mbps	20%
155Mbps	30%

Quote calculations for 45Mbps P2P circuit:
(calculated circuit cost) x 20% = Monthly recurring cost

FIGURE A.2 (below) is an example of how the Broadband Ethernet category would be populated. Follow this format for all requested services.

FIGURE A.2

Technology Category	1 Year Agreement			3 Year Agreement			5 Year Agreement		
	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price	List Price	Discount (%)	Total Price
Broadband Ethernet									
10 Mbps	$100	20%	$80	$100	25%	$75	$100	30%	$70
25 Mbps	$200	20%	$160	$200	25%	$150	$200	30%	$140
100 Mbps	$300	20%	$240	$300	25%	$225	$300	30%	$210

SCHEDULE A – NETWORK AND TELECOMMUNICATIONS RATES

Please reference attached Exhibit C & SOH ETS Pricing schedule.

BAFO Response dated 11/16/2022:

Please see below for list of discussion questions that we are submitting as part of the BAFO. All other documents that we have submitted are to be used with the additional below information/responses that we are providing below via Questions 1 thru 6.

Thanks,
Millie

DRFORTRESS
Millicent Perreira-Gilmore
Channel Partner & Sales Manager
DRFortress
3375 Koapaka, D-198
Honolulu, HI 96819
millie@drfortress.com
www.drfortress.com
(808) 723-0345

From: Fred Rodi <fred@drfortress.com>
Sent: Monday, September 19, 2022 2:12 PM
To: Sasaki, Carey Ann R <careyann.r.sasaki@hawaii.gov>
Cc: Millicent Perreira-Gilmore <Millie@drfortress.com>
Subject: [EXTERNAL] Re: Discussion letter for RFP No. 22002 Network and Telecommunications Services

Hi Carey Ann,

Please see below for the responses from DRFortress to the attached letter for RFP22002:

1. Section 6.4.1 Subfactor 1 – Price Evaluation

Technology Category	3 Year Agreement		
	List Price	Discount (%)	Total Price
Broadband Ethernet 100Mbps	$399.99	40	*$240

Exhibit C

Hawaii's Trusted Data Center, Colocation and Cloud Services

DRFortress' proven services provide network neutral colocation and cloud services to enterprises, content companies, system integrators, carriers, wireless service providers, cable companies and ISPs. DRFortress is the most interconnected facility in the State and hosts the largest content providers including Akamai, Facebook, Google, and Microsoft.

The DRFortress operations team has more than a century of data center experience and connecting Hawaii businesses. We can customize data center, colocation and cloud solutions to ensure operational reliability, scalability and security for all of your mission-critical IT systems.

Hawaii Colocation with DRFortress Benefits:

- Host your servers (virtual or physical)
- Choice of telecommunication interconnectivity options for your network with the most competitive pricing from the telecommunications available in the facility
- Protect your data
- Reduce your overall costs (utility, bandwidth, overhead)
- Enhance flexibility
- Free up resources for your core business initiatives
- Reduce risk for your technology requirements
- Provide features of a large IT department without the capital investment
- Expand your infrastructure capacity without costly construction or facility leasing
- Eliminate businesses costs for building, installing, replacing or maintaining your own data center or dedicated IT room

Hawaii Colocation Cost Saving for Your Business

- **Reduce Physical Space Costs:** Free up valuable office space by moving your servers and IT equipment to a high-power density data center like DRFortress. Use only the space you need with Hawaii colocation. Enjoy the flexibility to scale your footprint up or down based on your IT requirements.

- **Reduce Power and Cooling Costs:** Next to the cost of outages, power and cooling is the biggest expense relating to running business IT equipment. A large data center Hawaii colocation provider, such as DRFortress, can deliver dramatic savings in energy costs and efficiencies.

- **Reduce Network Connectivity Costs:** DRFortress allows you to maximize revenues and productivity with Hawaii's largest set of low latency neutral network carrier options. We make sure your business gets the best offering at the best prices. A new or redundant IP circuit can be set up in the DRFortress facility within hours. The easy deployment uses a simple cross connection to our multi-carrier network solutions.

- **Reduce Downtime Costs:** A leading Hawaii colocation partner, like DRFortress, can provide a proven disaster recovery plan to improve uptime. This is critical at a time when the average cost of downtime is nearly $9,000/minute.

- **Reduce Cloud Hosting Costs:** DRFortress has the largest selection of cloud providers in Hawaii. We help businesses without an existing data management infrastructure, or those simply not wanting to maintain or invest in one. With DRFortress' cloud marketplace, your company can instantly deploy remote working solutions such as VDI or Cloud Backup at competitive pricing.

- **Reduce IT Management Costs:** DRFortress can ease the burden of your IT staff by automating IT management services. This will increase productivity and enable these specialists to focus on core strategic business initiatives. DRFortress also offers Remote Assistance services with our dedicated onsite operations team. We can perform the tasks that your IT personnel are not able to handle, especially during pandemics and restricted travel times.

- The DRFortress Hawaii data center is successfully managed by an operations team with 100+ cumulative years of experience. Using our collective knowledge and experience, DRFortress can show you how to cut business costs and risks with IT outsourcing.

Why Your Business Needs Cloud Managed Services

Businesses in Hawaii demand agile, scalable, reliable, on-demand, and optimal performance in the cloud to remain competitive. However, internal IT departments often don't have the skills or resources to effectively monitor and maintain a cloud environment.
The demand for cloud managed services is largely driven by:

- Security for company data with the ability to defend and recover against an attack
- Need to meet demands of regulatory compliance
- Lack of internal and deep technical expertise
- Increased pressure to innovate while keeping pace with evolving technology

That's why Hawaii businesses are turning to a cloud managed services provider like DRFortress. We manage your cloud security, cloud computing, cloud storage, network operations, cloud backup and recovery, application stacks, vendors and more, at a fraction of the cost. DRFortress takes care of managing your IT and cloud infrastructure, so you can focus on your business.

DRFortress – The Only Cloud Destination for Hawaii Businesses

DRFortress offers public and private cloud computing and services via its world-class data center and digital hub in Hawaii. Our robust Cloud Marketplace portfolio provides daily IT management for cloud-based services and technical support to automate and enhance your business objectives and operations.

Our team of IT experts works closely with each customer, from SMEs to large enterprises to service providers. We meet their unique cloud needs with custom cloud solutions from cloud deployments to ongoing maintenance and support.

Business Benefits of Using DRFortress Cloud Managed Services

- **Cost savings.** When you outsource to a cloud managed services provider. like DRFortress, you can save thousands each year on the cost of an in-house IT department.
- **Predictable, recurring monthly costs.** Cloud managed services are flexible for your business. You decide how much you're willing to pay for IT services and have a consistent monthly bill.
- **Cloud connectivity options to global cloud providers.** Dedicated private network options to securely connect into any public cloud or content provider located anywhere in the world from our secure data center.
- **Future-proofed technology.** Migrating to a cloud environment is the first step in future-proofing your data center. Our cloud technicians are prepared to manage the latest technology. We save your IT team time and money on learning and executing upgrades.
- **Centralized network services and applications.** With a managed cloud network, DRFortress manages all applications and servers in a central data center with storage and backup. The network efficiency also improves employee productivity.
- **Customized solutions.** DRFortress designs scalable solutions for cloud adoption, cloud migration, cloud platforms, network monitoring, and more. Our network infrastructure easily integrates your existing business practices and policies.
- **Disaster recovery.** DRFortress' world-class data center has proven redundancy and resiliency to keep your business operations running smoothly. Your data will be safe and secured across all cloud services and applications. In the event of a disaster, your business and operations can continue with minimal downtime.
- **Fast response times.** Our trusted team of experts provides quick response times with monitoring and remote cloud services designed for enterprises across all service levels.
- **Vendor interfacing.** When vendor service issues arise, cloud managed service providers like DRFortress take care of contacting third-party vendors to resolve them.

DRFortress Cloud Managed Services for Your Business

DRFortress Cloud Marketplace

The DRFortress Cloud Marketplace is your one-stop solution for all of your business cloud infrastructure, computing, security, and storage needs.
DRFortress has partnered with multiple local and international cloud service providers, including Stellar Technologies, and many local Hawaii-based cloud solutions to empower and enhance your business.

These partnerships allow DRFortress to deliver true Infrastructure-as-a-Service (IaaS) cloud computing and storage services. IaaS reduces your business IT costs, increases your business agility, and saves your time and resources.
We combine a unique private cloud solution via a public cloud infrastructure design to deliver unparalleled services and performance, including:

- Virtual cloud computing, file share & backup services
- Remote & VDI solutions
- DRaaS
- Remote access to multiple public cloud service providers via the DRFortress Cloud Exchange Connection

DRFortress Cloud Connect

The DRFortress Cloud Connect is Hawaii's only dedicated cloud exchange solution that resides in the DRFortress data center. DRFortress Cloud Connect is the first cloud direct connection from Hawaii into the Equinix Cloud Exchange Fabric® to provide Hawaii businesses high-speed, reliable, and secure cloud access while lowering latency, cost, and risk into the cloud.
Customers can easily connect to any public cloud service provider, including Amazon Web Services, Google, Microsoft Azure, Office 365, Oracle Cloud and more. We also have direct cloud access available for any of the 45+ Equinix global metro cloud fabric connections, including New York, London, Hong Kong, Singapore and Tokyo.
This direct connect access is ideal for customers in Hawaii wanting a hybrid cloud infrastructure or public clouds, without compromising IT infrastructure security, reliability, or latency for their critical applications.

DRFortress Cloud Backup

DRFortress offers Cloud Backup services via Stellar Technologies Orion Cloud. This solution keeps your company's most critical asset – your data – safe. Our custom and comprehensive cloud backup solution makes sure your business always stays up and running.
Our solution supports servers, virtual machines, desktops, laptops, tablets, smartphones, cloud-based applications, enterprise applications and databases. As a result, organizations can resume business operations quickly while reducing costs and achieving peace of mind.

The Internet consists of tens of thousands of networks linked by numerous connections over which data traffic is exchanged to reach its final destination.

To improve connectivity, exchange points have been established to allow bandwidth providers a place to arrange peering relationships and achieve better network efficiency. Participating networks of these exchanges are able to create and manage their own connections with other providers, retaining control over their traffic and increasing network performance while reducing costs.

DRFortress' data center is a commercial ecosystem consisting of a large community of businesses that offers network connectivity services to both clients within the data center, around Hawaii and beyond. As a carrier-neutral data center, clients buy bandwidth that comes into or out of the DRFortress' data center from any number of diverse telecommunication providers.

DRFortress offers an Internet exchange peering platform designed to allow participants a simple and cost effective means to exchange network traffic either bilaterally through simple cross connections or multilaterally through DRFxchange services.

DRFortress Internet Exchange

An Internet Exchange provides a way for customers to quickly and easily exchange IP traffic. Here's how it works. When we use the Internet, we connect two networks to access data. It's called public peering and is a critical component of cloud storage. Peering relies on Internet Exchanges, like, **DRFxchange**, to operate and deliver content around the world.

Peering, or direct connection, allows customers to trade network traffic with a peering partner without having to leave the data center. This eliminates the need for costly terrestrial and under-sea transit services (a unique problem in Hawaii) while significantly decreasing latency.
Our Internet Exchange here at DRFortress is called **DRFxchange**. It reduces the need for a third-party network to support your data retrieval requests. This lowers the risk for a potential traffic bottleneck, which would slow down reaction time to requests and costs.

Hawaii's #1 Internet Exchange

Our Internet Exchange, **DRFxchange**, provides low-cost, high-quality peering access for enterprises, content providers, cloud computing companies, and Internet-focused businesses. **DRFxchange** is the largest commercial Internet Exchange in the state of Hawaii and it allows customers to maintain control of their business by choosing how they route traffic. Simply stated, DRFortress keeps local Internet traffic in Hawaii instead of going to the mainland.
With our Internet Exchange offering, data bypasses go-between networks, providing enhanced end-to-end network performance with speed and reliability. Customers can connect to others within DRFortress' data center over fast and cost-effective cross-connections.

DRFortress deploys a fully redundant peering exchange LAN infrastructure. The peering exchange LAN infrastructure supports port-based VLAN on all types of Ethernet interfaces. VLANs allow customers to establish private Layer-2 connectivity with their equipment or with other Peering Exchange customers terminating on the same LAN internet infrastructure. **DRFxchange** is especially beneficial for local and small businesses, universities, and other organizations because the majority of their traffic is local. When you exchange traffic with other local providers at Internet Exchange Points (IXPs), the Internet will become less congested and more efficient. This leads to improved performance on apps and websites. In addition, businesses won't have to upgrade their internet networks nearly as often.

How Can the DRFxchange Internet Exchange Help Your Business?

DRFortress offers several benefits to businesses wanting to expand their reach with improved latency, expanded bandwidth resources — without the extra cost. From our cloud and connectivity services to our best-in-class Internet Exchange, DRFortress is a proven partner for your business.

It's important to leverage a premier data center, like DRFortress, that provides robust connectivity options. When you are a member of our **DRFxchange** Internet Exchange, you'll find unlimited peering possibilities that are easy to run and manage.
The benefits of **DRFxchange** includes:

- **Reduced cost**: When you quickly connect to a host of networks to exchange Internet traffic, expect to see significant cost savings. DRFxchange provides businesses with

efficient, cost-efficient network connections, which you won't find anywhere else in Hawaii.

- **Improved performance – DRFxchange** improves network performance by reducing network hops. Network service providers, such as Internet Service Providers (ISPs), carriers and broadband networks, as well as content, e-commerce, and enterprise companies delivering video, gaming, or other applications, use peering relationships to achieve network efficiency and to provide their customers with the best possible Internet experience.
- **Disaster recovery/preparedness – DRFxchange** keeps your network running so you can focus on your business. We have multiple connection options to terminate or accept IP traffic to protect your business from natural or man-made disasters.
- **Reliable connections**: With DRFortress and the DRFxchange, you're guaranteed to have a stable, reliable network, which is critical for a successful business. Hawaii businesses continue to make DRFortress their number one choice for business connectivity.
- **Easy to manage**: Monitoring and managing your Internet traffic has never been easier! We provide streamlined invoices and traffic performance updates.
- **Guaranteed Service Level Agreements (SLA) – DRFxchange** offers customers high availability and commercial-grade Internet Exchange services that are supported and backed by stringent SLA's and fault management procedures.
- **Client established Bi-lateral and Multilateral Peering Agreements** – All customers will be encouraged to participate in the DRFortress brokered Multilateral Peering Agreement (MLPA). The MLPA facilitates the automatic exchange of traffic among all participants. Customers who chose to opt-out of the MLPA may establish Bi-lateral Peering Agreements separately.

Cross Connection Services

A cross connection is not just a cable but a critical link to the DRFortress community of interest network consisting of carriers, ISPs, content providers, community and business exchanges. By leveraging this versatile peering and cross-connect platform for data center interconnection, DRFortress customers will enjoy the following benefits:

- high-performance network reliability and redundancy
- flexibility and choice for improved network optimization
- higher quality of service and low latency
- accelerated time to market via direct connections

DRFortress maintains and manages a structured cabling system to support all the cross-connects between the carriers, ISPs, content providers and enterprise customers.
The DRFortress data center infrastructure consists of integrated structured copper and optical cable cross-connect systems that support DS-0 to OC-192 speeds with a variety of physical interfaces and can accommodate future standards. Fiber guides and cable ladders are installed to simplify the routing/management of the cables, to protect the cables from hanging stress, and to shield against EMI/RFI.

DRFortress can offer its customers the ability to connect with another customer using almost any commercial type of cabling standards and protocols that are available in the marketplace, letting the customers decide which solution is optimal between each other.
The following cross connection services are available:

- Customizable, secure cable management design
- Multiple copper-based media available: Cat5e, Cat6 and COAX
- Multiple fiber-based media available: Multi-mode and Single-mode with SC and ST connectors
- Media converter solutions
- Diverse media support for T1/E1, DS3/E3, SONET, 10/100/GigE/10GigE and DWDM

SOH RFP 22002 PRICING
Price Catalog Date: 6/10/22

Colocation/Data Center Services								
PRODUCT NAME	List Price ($) Non-Recurring Charge (NRC)	NRC Discount %	NRC Discount ($)	ETS Price ($) Non-Recurring Charge (NRC)	List Price ($) Monthly Recurring Charge (MRC)	MRC Discount %	MRC Discount ($)	ETS Price ($) Monthly Recurring Charge (MRC)
CUSTOM CAGE	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
19" WIDE RELAY RACK	$700.00	40%	$280.00	$420.00	$700.00	40%	$280.00	$420.00
CUSTOMER PROVIDED CABINET	$1,000.00	40%	$400.00	$600.00	$1,000.00	40%	$400.00	$600.00
FULL (48RU) 24"Wx40"Dx 84"H CABINET INCLUDES 24-PORT PATCH PANEL, COMBO LOCK, ADJUSTABLE MOUNTING BRACKETS, REMOVABLE SIDE PANELS	$1,000.00	40%	$400.00	$600.00	$1,000.00	40%	$400.00	$600.00
FIXED/SLIDING SHELF	$300.00	50%	$150.00	$150.00	$50.00	100%	$50.00	$0.00
20 AMP 120 VOLT AC PRIMARY POWER CIRCUIT INCLUDES ONE VERTICALLY-MOUNTED METERED POWER STRIP	$400.00	50%	$200.00	$200.00	$500.00	40%	$200.00	$300.00
20 AMP 120 VOLT AC REDUNDANT POWER CIRCUIT INCLUDES ONE VERTICALLY-MOUNTED METERED POWER STRIP	$400.00	50%	$200.00	$200.00	$250.00	40%	$100.00	$150.00
30 AMP 120 VOLT AC PRIMARY POWER CIRCUIT	$400.00	50%	$200.00	$200.00	$800.00	40%	$320.00	$480.00
30 AMP 120 VOLT AC REDUNDANT POWER CIRCUIT	$400.00	50%	$200.00	$200.00	$400.00	40%	$160.00	$240.00
20 AMP 208 VOLT AC PRIMARY POWER CIRCUIT	$400.00	50%	$200.00	$200.00	$950.00	40%	$380.00	$570.00
20 AMP 208 VOLT AC REDUNDANT POWER CIRCUIT	$400.00	50%	$200.00	$200.00	$475.00	40%	$190.00	$285.00
30 AMP 208 VOLT AC PRIMARY POWER CIRCUIT	$400.00	50%	$200.00	$200.00	$1,400.00	40%	$560.00	$840.00
30 AMP 208 VOLT AC REDUNDANT POWER CIRCUIT	$400.00	50%	$200.00	$200.00	$700.00	40%	$280.00	$420.00
40 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	$1,000.00	50%	$500.00	$500.00	$500.00	40%	$200.00	$300.00
40 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	$1,000.00	50%	$500.00	$500.00	$250.00	40%	$100.00	$150.00
60 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	$1,000.00	50%	$500.00	$500.00	$600.00	40%	$240.00	$360.00
60 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	$1,000.00	50%	$500.00	$500.00	$300.00	40%	$120.00	$180.00
80 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	$1,000.00	50%	$500.00	$500.00	$1,000.00	40%	$400.00	$600.00
80 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	$1,000.00	50%	$500.00	$500.00	$500.00	40%	$200.00	$300.00
100 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	$1,000.00	50%	$500.00	$500.00	$1,200.00	40%	$480.00	$720.00
100 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	$1,000.00	50%	$500.00	$500.00	$600.00	40%	$240.00	$360.00
200 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	$3,000.00	50%	$1,500.00	$1,500.00	$2,400.00	40%	$960.00	$1,440.00
200 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	$3,000.00	50%	$1,500.00	$1,500.00	$1,200.00	40%	$480.00	$720.00
250 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	$3,000.00	50%	$1,500.00	$1,500.00	$3,000.00	40%	$1,200.00	$1,800.00
250 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	$3,000.00	50%	$1,500.00	$1,500.00	$1,500.00	40%	$600.00	$900.00
600 AMP -48 VOLT DC PRIMARY POWER CIRCUIT	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
600 AMP -48 VOLT DC REDUNDANT POWER CIRCUIT	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
3-PHASE 20 AMP 208 VOLT AC PRIMARY POWER CIRCUIT	$2,000.00	50%	$1,000.00	$1,000.00	$1,500.00	40%	$600.00	$900.00
3-PHASE 20 AMP 208 VOLT AC REDUNDANT POWER CIRCUIT	$2,000.00	50%	$1,000.00	$1,000.00	$750.00	40%	$300.00	$450.00
3-PHASE 30 AMP 208 VOLT AC PRIMARY POWER CIRCUIT	$2,000.00	50%	$1,000.00	$1,000.00	$1,900.00	40%	$760.00	$1,140.00
3-PHASE 30 AMP 208 VOLT AC REDUNDANT POWER CIRCUIT	$2,000.00	50%	$1,000.00	$1,000.00	$950.00	40%	$380.00	$570.00
3-PHASE 60 AMP 208 VOLT AC PRIMARY POWER CIRCUIT	$2,000.00	50%	$1,000.00	$1,000.00	$3,500.00	40%	$1,400.00	$2,100.00
3-PHASE 60 AMP 208 VOLT AC REDUNDANT POWER CIRCUIT	$2,000.00	50%	$1,000.00	$1,000.00	$1,750.00	40%	$700.00	$1,050.00
NEGOTIATED POWER - PRIMARY (CUSTOM DESIGN)	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
NEGOTIATED POWER - REDUNDANT (CUSTOM DESIGN)	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
CROSS CONNECTION (CAT5E, CAT6, SM FIBER, MM FIBER)	$300.00	33%	$100.00	$200.00	$300.00	50%	$150.00	$150.00
CROSS CONNECTION (T1, POTS, DS3)	$300.00	33%	$100.00	$200.00	$100.00	50%	$50.00	$50.00
CROSS CONNECTION PROVISIONED BETWEEN TWO EXISTING CUSTOMER CABINETS - MRC WAIVED	$300.00	33%	$100.00	$200.00	$100.00	100%	$100.00	$0.00
BULK FIBER BUILD - CUSTOM (WAIVE CROSS CONNECT FEES)	ICB	ICB	ICB	ICB	$150.00	100%	$150.00	$0.00
CROSS CONNECTION PROVISIONED TO ROOFTOP/EXTERNAL ANTENNA/GPS	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
24x7 ON-SITE TECHNICAL CUSTOMER SUPPORT - HOURLY (PAY AS NEEDED OR MULTI-HOUR PREPAID DISCOUNT AVAILABLE)	$300.00	33%	$100.00	$200.00	NA	NA	NA	NA
CUSTOM PARTS PURCHASED BY CUSTOMER	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
CUSTOM LABOR	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
ROOF SPACE/MONTHLY	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
SERVER TECHNOLOGY CUSTOM CDUS	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB

Internet Exchange & IP Services								
PRODUCT NAME	List Price ($) Non-Recurring Charge (NRC)	NRC Discount %	NRC Discount ($)	ETS Price ($) Non-Recurring Charge (NRC)	List Price ($) Monthly Recurring Charge (MRC)	MRC Discount %	MRC Discount ($)	ETS Price ($) Monthly Recurring Charge (MRC)
10/100 MB INTERNET EXCHANGE ACCESS TO BI-LATERAL & MULTI-LATERAL PEERING ARRANGEMENTS	$500.00	100%	$500.00	$0.00	$1,050.00	100%	$1,050.00	$0.00
1GB INTERNET EXCHANGE ACCESS TO BI-LATERAL & MULTI-LATERAL PEERING ARRANGEMENTS	$500.00	100%	$500.00	$0.00	$2,100.00	100%	$2,100.00	$0.00
10 GB INTERNET EXCHANGE ACCESS TO BI-LATERAL & MULTI-LATERAL PEERING ARRANGEMENTS	$500.00	100%	$500.00	$0.00	$4,200.00	100%	$4,200.00	$0.00
100 GB INTERNET EXCHANGE ACCESS TO BI-LATERAL & MULTI-LATERAL PEERING ARRANGEMENTS	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
100M DRFCONNECT BLENDED INTERNET SERVICE	$500.00	50%	$250.00	$250.00	$800.00	40%	$320.00	$480.00
1G DRFCONNECT BLENDED INTERNET SERVICE	$500.00	50%	$250.00	$250.00	$1,200.00	40%	$480.00	$720.00
CUSTOM BANDWIDTH DRFCONNECT BLENDED INTERNET SERVICE	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
IP ADDRESSES - CUSTOM	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
RESALE OF 3RD PARTY IP SERVICES - CUSTOM	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB

Cloud & Managed Services								
PRODUCT NAME	List Price ($) Non-Recurring Charge (NRC)	NRC Discount %	NRC Discount ($)	ETS Price ($) Non-Recurring Charge (NRC)	List Price ($) Monthly Recurring Charge (MRC)	MRC Discount %	MRC Discount ($)	ETS Price ($) Monthly Recurring Charge (MRC)
Orion Backup Service - Per Server	NA	NA	NA	NA	$25.00	50%	$12.50	$12.50
Orion Backup Storage - Per TB	NA	NA	NA	NA	$100.00	50%	$50.00	$50.00
Orion DR Service - Per Server	NA	NA	NA	NA	$25.00	40%	$10.00	$15.00

Orion DR Storage - Per TB	NA	NA	NA	NA	$100.00	40%	$40.00	$60.00
Orion Cloud - Virtual CPU	NA	NA	NA	NA	$19.00	50%	$9.50	$9.50
Orion Cloud - Virtual RAM (GB)	NA	NA	NA	NA	$19.00	40%	$7.60	$11.40
Orion Storage - Flash (TB)	NA	NA	NA	NA	$100.00	40%	$40.00	$60.00
Orion Licensing - Windows Server 2019 Datacenter - PER C	NA	NA	NA	NA	$22.00	40%	$8.80	$13.20
Orion Backup for Office 365 - Per Mailbox	NA	NA	NA	NA	$3.50	40%	$1.40	$2.10
Orion Cloud - 10G Access Port	NA	NA	NA	NA	$100.00	25%	$25.00	$75.00
Orion Cloud - Private Carrier Extension 500M	NA	NA	NA	NA	$300.00	25%	$75.00	$225.00
Orion Cloud - Private Carrier Extension 1G	NA	NA	NA	NA	$400.00	25%	$100.00	$300.00
Orion Cloud - Private Carrier Extension 10G	NA	NA	NA	NA	$650.00	25%	$162.50	$487.50
Orion Licensing - Windows Remote Desktop Service SAL	NA	NA	NA	NA	$8.50	0%	$0.00	$8.50
Orion Licensing - Microsoft SQL Enterprise (Per Core)	NA	NA	NA	NA	$379.99	0%	$0.00	$379.99
Orion Licensing - Microsoft SQL Standard License (Per Core	NA	NA	NA	NA	$119.99	0%	$0.00	$119.99
Orion Managed - Linux Virtual Machine	NA	NA	NA	NA	$165.00	25%	$41.25	$123.75
Orion Managed - Windows Virtual Machine	NA	NA	NA	NA	$165.00	25%	$41.25	$123.75
Orion Edge Services Gateway - 50M - No Bandwidth	NA	NA	NA	NA	$150.00	0%	$0.00	$150.00
Orion Edge Services Gateway - 500M - No Bandwidth	NA	NA	NA	NA	$500.00	0%	$0.00	$500.00
Orion Edge Services Gateway - 1G - No Bandwidth	NA	NA	NA	NA	$750.00	0%	$0.00	$750.00
Orion Edge Services Gateway - 10G - No Bandwidth	NA	NA	NA	NA	$1,000.00	0%	$0.00	$1,000.00
Orion Cloud - Juniper Virtual Router 1G	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion NGFW (Palo Alto Virtual Firewall) - 100M	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion NGFW (Palo Alto Virtual Firewall) - 1G	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion NGFW (Palo Alto Virtual Firewall) - 2G	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion NGFW (Palo Alto Virtual Firewall) - 4G	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion NGFW (Palo Alto Virtual Firewall) - 8G	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion IP Transit - IPv4 Address Block /29	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion IP Transit - 100M	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion IP Transit - 1G	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion IP Transit - 200M	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion DaaS - Windows Server License	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion DaaS - Enterprise Edition Base	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion DaaS - Lite Edition	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion DaaS - Performance Tier	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion DaaS - Premium Tier	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion DaaS - Professional Tier	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion DaaS - Remote App	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Orion DaaS - Value Tier	ICB	ICB	ICB	ICB	ICB	ICB	ICB	ICB
Stellar Consulting Services - Hourly	$200.00	25%	$50.00	$150.00	NA	NA	NA	NA
BaaS Onboarding Fees - One Time	$1,000.00	25%	$250.00	$750.00	NA	NA	NA	NA
DaaS Onboarding Fees - One Time	$3,000.00	25%	$750.00	$2,250.00	NA	NA	NA	NA
IaaS Onboarding Fees - One Time	$2,000.00	50%	$1,000.00	$1,000.00	NA	NA	NA	NA
NGFW Services Onboarding Fees - One Time	$2,000.00	50%	$1,000.00	$1,000.00	NA	NA	NA	NA

SCHEDULE B – MANAGED SERVICES

Provide the hourly rate for Managed Services.

Hourly Rate: $200 (See attached Remote Assistance Tracking and Billing document for details)

The State understands that there is 24x7 monitoring with managed services. The hourly rate is for the actual amount of time each month spent analyzing/responding/dealing with the actual services/devices for the customer.

For example: Based on an analysis of customer devices and services required, 5 hours per month of monitoring per month will be needed. The quoted rate is $100 per hour, thus the monthly rate is $500.

If an hourly rate is not appropriate, describe in the space provided below how Managed Services are charged (i.e. monthly).

DRFortress Remote Assistance Services Overview

DRFortress offers on-demand, technical support for customers requiring remote physical assistance 24 hours a day, 7 days a week, 365 days a year. Remote assistance services help our customers enhance their productivity and reduce costs by eliminating the need to dispatch your own technical personnel to the DRFortress facility to perform simple IT operations/tasks. These services allow your IT staff to remain focused on your Company's strategic IT initiatives while ensuring 24/7 assistance for remote management of your equipment hosted at DRFortress.

DRFortress Remote Assistance services can be ordered on-demand as needed or pre-ordered in hourly blocks by Customers for both the initial installation and configuration of new services or as an extension to your IT staff to handle on-going routines tasks within the DRFortress data center.

Our Remote Assistance Services provide you with a broad range of support services that include the following:

Installation & Configuration Services

- Assist with uncrating equipment from boxes and ship replaced equipment
- Approved coordination with third-party shippers/vendors
- Take inventory of equipment, recording digital pictures and recording serial numbers
- Temporarily storing your equipment during pre-installation process
- Ladder racking, pre-wiring of patch panels and equipment
- Equipment installation and configuration
- Assemble, install and maintain cabling
- Initial equipment/network turn-up signal testing & troubleshooting
- Cabinet or cage Visio drawings/labeling upon installation

On-site Technical Assistance Services

DRFortress technicians can also perform any on-going troubleshooting or maintenance tasks such as:

- Power cycling servers, routers, switches and equipment/component resetting
- Providing visual verifications to assist in remote troubleshooting
- Console command line operations
- Circuit testing and trouble-shooting
- Extend patch cables from the patch panel to equipment
- Moving cable/cabling connections
- Adding, removing, and verifying a demarcation
- Install, replace or remove equipment, such as a router, switch card, disk drive,
- Monitoring and environment reporting on alarm status, display indicators, etc.
- Assistance in the conference room and with AV equipment setup
- Management of colocation equipment components (e.g. cards, drives, memory)
- Daily tape back-up support/management
- Assistance with administrative and audit compliance information

REMOTE ASSISTANCE TRACKING AND BILLING

DRFortress Remote Assistance services can be ordered on demand via phone, email or through the DRFortress Customer Support Portal (CSP). Remote Assistance services are tracked in 15-minute increments and can be ordered "On-Demand" or by "Subscription" in hourly blocks per month.

DRFortress understands the value of not needing to drive or fly to our data center to do minor work. We include basic data center Remote Assistance services **at no charge** during local business hours for colocation customers as part of our ongoing services for non-emergency requests. This means that if you need a power button pushed, a cable checked, or CD inserted, our on-staff technicians can help you at no charge. As a general rule, anything that takes our support engineers 15 minutes to do is something we'll do to help, and once it hits 30 minutes, then we do charge a basic remote assistance fee based on an hourly rate.

Non-Emergency Remote Assistance Services included at no charge for our Customers (8am – 5pm local HST time):

- Physically power cycling a firewall, router, switch, or server.
- Re-seating a network, drive, or other cable.
- Checking a network activity light, firewall status light on bezel, or looking for an error displayed on a console screen.
- Receiving a CD, DVD, or tape and placing it in your server or equipment.
- Welcoming and escorting of pre-approved and scheduled vendor to client's equipment.
- Replacing a patch cable in a rack (there may be a cost for the cable unless Client provides it).

Billable Remote Assistance Services (fall outside of our basic service and are billable):

- Emergency service or urgent requests requiring immediate attention during business hours.
- Emergency or urgent requests requiring support outside of business hours.
- Assisted troubleshooting of co-located equipment that takes support engineers or longer in coordinated support with the Client.
- Installation services - racking appliances, switches, routers, firewalls, servers, or other equipment.
- Un-racking, packing, and shipping equipment to another location.

SCHEDULE C – MANDATORY MINIMUM REQUIREMENTS

Item No.	**Mandatory Minimum Requirements – Section 3.1 describes requirements for participation. Failure to comply with any of these requirements may result in disqualification of the Offeror.**	**Explanation as to how requirement is met**
3.1.1	Meets the Technical Support Requirements	
3.1.1.1	Offeror shall be able to provide toll free telephone support via a technical support center which is staffed 24 hours a day, 7 days a week, 365 days a year (24x7x365).	Colocation Services: Comply All other services – comply via 3rd party service providers
3.1.1.2	Offeror shall initiate troubleshooting within 30 minutes of receiving a call and if necessary, deploy technicians onsite within two Business Hours of problem determination on Oahu and four Business Hours on the neighbor islands.	Exception: Colocation related troubleshooting within 1 hour All other service will comply via 3rd party service providers

3.1.1.3	The Offeror must employ a minimum of five (5) support technicians residing in Hawaii and support all islands where service is offered.	Colocation services - comply All other services - comply via 3rd party services
3.1.1.4	Offeror shall be responsible for continually monitoring and tracking the outage until it is resolved. Offeror shall provide a final status update after resolution.	Colocation services - comply All other services - comply via 3rd party services
3.1.2	Meets the Reliability Requirements	

3.1.2.1	Offeror shall provide circuit reliability that meets or exceeds 99.99% availability over the past two years for each offered service.	Colocation services - comply All other services - comply via 3rd party services
3.1.3	Provides Basic Required Services	
3.1.3.1	At a minimum, Offeror shall provide Broadband Ethernet to the islands of Oahu, Kauai, Maui, and the island of Hawaii. Offeror shall specify which islands where Broadband Ethernet is available. Or Internet Service Provider (ISP) service to Oahu and at least one other island of at least 300Mbps.	Comply via 3rd party services
3.1.3.2	All neighbor island services must be able to terminate on Oahu.	Comply via 3rd party services
3.1.4	Ownership of Network Infrastructure	

3.1.4.1	Offeror shall be directly responsible for the monitoring, management and maintenance of its telecommunication infrastructure and its associated network equipment. Offeror must have direct control of the management and maintenance of its network backbone infrastructure.	Exception: Comply via 3rd party services
3.1.5	Existing Installation in the State of Hawai‘i	
3.1.5.1	Offeror shall be an experienced provider of the proposed telecommunication services with existing installations in the State of Hawaii.	Comply

SCHEDULE D – TECHNICAL REQUIREMENTS

Item No.	Technical Requirements – Section 3.2 contains minimum requirements and other requirements the State considers important.	Comply, Does Not Comply, Exception	Explanation (State "see Attachment" and Attach diagrams and other descriptive information that are labeled with Offer Form, OF-6 and Item No., if necessary)
3.2.1	**Telecommunications Services**		
3.2.1.1	**Broadband Ethernet**		
3.2.1.1.1	Broadband Ethernet service shall be offered as a routed (layer 3) and/or non-routed (layer 2) service. Services shall offer the ability to support multiple Virtual Private Networks (VPNs) that can be aggregated on a single physical connection but are kept logically separated. Layer 3 services shall support both IPv4 and IPv6 (dual-stack). Layer 2 services shall support large (jumbo) frames. Layer 3 services shall support large MTUs.	Exception	Comply via 3rd party provider
3.2.1.1.2	Offeror shall provide encryption services as part of the VPN service.	Exception	Comply via 3rd party provider
3.2.1.1.3	Offeror shall support quality of service/class of service (QoS/CoS) capabilities necessary to support delay-sensitive and drop-sensitive traffic such as voice and video. Offeror shall detail its pricing structure if QoS/CoS is an additional cost item, along with discounts that will be provided.	Exception	Comply via 3rd party provider
3.2.1.1.4	Offeror shall be able to provide Layer 3 any-to-any connectivity between the offered Broadband Ethernet service and other offered services.	Exception	Comply via 3rd party provider
3.2.1.1.5	Offeror shall identify all supported layer 2 and layer 3 protocols.	Exception	Comply via 3rd party provider

3.2.1.1.6	Offeror shall be able to provide up to 100Mbps of bandwidth per circuit or greater.	Comply	Yes, for the internal data center services Comply for all other bandwidth via 3rd party providers
3.2.1.2	**Digital Subscriber Line (xDSL)**		
3.2.1.2.1	Offeror's providing Digital Subscriber Line service shall provide a minimum of 1.5Mbps download and 384Kbps upload.	Exception	Comply via 3rd party provider
3.2.1.2.2	xDSL circuits should allow for the direct termination into the State's private network.	Exception	Comply via 3rd party provider
3.2.1.2.3	Line charges for specific speeds shall be consistent across all supported islands.	Exception	Comply via 3rd party provider
3.2.1.3	**Frame Relay**		
3.2.1.3.1	Frame Relay service must include the ability to provide fractional T-1, full T-1, and DS-3 circuits.	Exception	Comply via 3rd party provider
3.2.1.3.2	Frame Relay service must offer various levels of Committed Information Rates (CIR) as an option.	Exception	Comply via 3rd party provider
3.2.1.3.3	Frame relay circuits should allow for the direct termination into the State's private network.	Exception	Comply via 3rd party provider
3.2.1.3.4	Line charges for specific speeds shall be consistent across all supported islands.	Exception	Comply via 3rd party provider

3.2.1.4	**ATM**		
3.2.1.4.1	ATM service must include various levels of bit rates.	Exception	Comply via 3rd party provider
3.2.1.4.2	ATM circuits should allow for direct termination into the State's private network.	Exception	Comply via 3rd party provider
3.2.1.4.3	Charges for specific bit rates shall be consistent across all supported islands.	Exception	Comply via 3rd party provider
3.2.1.5	**Point-to-Point Dedicated Line**		
3.2.1.5.1	Point-to-Point (P2P) Dedicated Line service shall be offered in various fractional T-1 speeds in addition to T-1, DS-3, and OC-3.	Exception	Comply via 3rd party provider
3.2.1.6	**Internet Service Provider (ISP)**		
3.2.1.6.1	Offeror shall provide a physical Ethernet interface.	Comply	Yes, for the internal data center services Comply for all other bandwidth via 3rd party providers
3.2.1.6.2	Offeror shall provide ISP connectivity up to 1Gbps or more.	Exception	Yes, for the internal data center services up to1 Gbps Comply for all other bandwidth via 3rd party providers
3.2.1.6.3	ISP shall optionally offer a 1Gbps physical interface for speeds less than 1Gbps if the customer is obtaining services of 50Mbps or more.	Comply	Yes, for the internal data center services Comply for all other bandwidth via 3rd party providers
3.2.1.6.4	ISP shall provide both IPv4 and IPv6 Internet connectivity. New address assignments shall be consistent with IETF Best Current Practices (eg. IETF BCP 157). ISP shall provide routing for pre-existing portable address assignments.	Comply	Yes, for IPV4 and IPV6 for the internal data center services Comply for all other locations via 3rd party providers

3.2.1.7	**Telephone Service Provider (TSP)**		
3.2.1.7.1	Offeror shall provide ISDN (BRI and PRI), SIP trunks, or VOIP and PBX services. Offeror should list key features included in their standard VOIP PBX services.	Exception	Via referral agreement
3.2.1.7.2	TSP shall optionally offer on-premises PBX systems.	Exception	Via referral agreement
3.2.1.7.3	Calls between islands and to other US states and territories shall be toll- free.	Exception	Via referral agreement
3.2.1.8	**Other Services**		
3.2.1.8.1	Offer can list additional telecommunications services that are not listed above but would be of value to the State.		See Exhibit C (attached as 05_Attachment 5_OF3_Schedule A_RFP22002_Exhibit C)
3.2.2	**Data Center Services**		
3.2.2.1	Offeror shall describe data center services that can be offered.	Comply	Oahu at DRFortress Space, Power, Cross Connects, IX, Internet, Cloud, RA All other islands - via 3rd party providers

3.2.3	**Managed Services**		
3.2.3.1	Offeror shall describe optional managed network services that can be offered, such as security, network, connectivity, and device monitoring and management.	Exception	Comply via 3rd party provider
3.2.3.2	Offeror shall allow a potential customer to try the service for 30 days without charge.	Comply	Comply for initial cloud based services - IaaS
3.2.3.3	Offeror shall ensure that all confidential information including network configurations, network diagrams, and IP addresses remain confidential and is only used to provide monitoring and management support.	Comply	Oahu at DRFortress All other islands - via 3rd party providers
3.2.4	**Provider Network**		
3.2.4.1	**Industry Standards**		
3.2.4.1.1	Offeror shall meet and be in compliance with the following industry standards: • Telecommunication Industry Association/ Electronics Industry Association (TIA/EIA) • Internet Engineering Task Force (IETF) • International Telecommunication Union (ITU) • American National Standards Institute (ANSI) • Building Industry Consulting Service International (BICSI) • Institute of Electrical and Electronic Engineers (IEEE)	Exception	Comply via 3rd party provider

3.2.4.2	**Interisland Network (for Offerors providing services on islands other than Oahu)**		
3.2.4.2.1	Offeror shall provide a diagram of its interisland fiber network and Point of Presence (POP) switch locations.	Exception	Multiple diagrams based on 3rd party providers
3.2.4.2.2	Offeror shall explain what parts (of the fiber network and switches) it owns and leases and what parts are owned by partner carriers.	Exception	Based on 3rd party providers information
3.2.4.2.3	Offeror shall describe its POP switch type and switch capacity.	Exception	Based on 3rd party providers
3.2.4.3	**Interstate Network (for Offerors providing ISP or TSP services)**		
3.2.4.3.1	Offeror shall explain its interstate fiber network and identify the network redundancies in place.	Exception	Based on 3rd party providers information
3.2.4.3.2	Offeror shall provide diagrams of its interstate fiber network and switch locations.	Exception	Multiple diagrams based on 3rd party providers
3.2.4.3.3	Offeror shall explain what parts it owns and leases and what parts are owned by partner carriers.	Exception	Based on 3rd party providers information
3.2.4.3.4	Offeror shall explain how it is connected to its international fiber network.	Exception	Based on 3rd party providers information
3.2.4.3.5	Offeror shall provide a diagram showing how Internet traffic (including SIP) is routed from the State and within the state with other Hawaii-based organizations and telecommunication providers.	Exception	Multiple diagrams based on 3rd party providers
3.2.4.4	**Network Design Objectives**		
3.2.4.4.1	Offeror must describe the design objectives used to minimize “over subscription” conditions on its network and the procedures used to ensure these objectives are met. Offeror must provide its current performance including substantiating documentation.	Comply	DRF Bandwidth utilization is continually monitored and capacity added as needed All other locations via 3rd party providers

3.2.4.4.2	Offeror must describe its design objectives for transmission quality and reliability, as well as, procedures to ensure these objectives are met.	Exception	Based on 3rd party providers Services
3.2.4.4.3	Offeror must describe the scalability of the proposed telecommunication services. Offeror shall include descriptions of their methodologies on how the proposed services address the following: Ubiquity – Offeror's ability to provide services throughout the State. Interoperability – the ability to deliver services that interconnect and communicate on open established standards. Scalability – the ability to increase delivery of services in number and/or size in a reasonable timeframe. Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents or disasters.	Exception	Based on 3rd party providers Services
3.2.4.4.4	Offeror must describe the resiliency of the proposed telecommunication services to guarantee service level agreements in case of network outages or failures.	Exception	Based on 3rd party providers Services

3.2.4.5	**Network Security**		
3.2.4.5.1	The State expects the Offeror to follow stringent security standards and commit to the following: • Security incident notification. Notify the State if a security incident leads to interruption of service or unauthorized disclosure of non-public information and detail the mitigation steps needed to reduce further risk to the State. • Technical requirements. Implements technical requirements that are aligned with the CIS controls: https://www.cisecurity.org/controls/ • Security policies. Implement security policies that are aligned with the NIST 800-53. Based on the sensitivity of the data more stringent controls from 800-53 would be required: https://csrc.nist.gov/publications/detail/sp/800-53/rev-5/final • Security Administration • Physical site security	Comply	For DRFortress direct services All other services comply via 3rd party provider services
3.2.4.5.2	Offeror shall describe its network infrastructures physical, logical and operation levels of security.	Exception	Based on 3rd party providers Services
3.2.4.5.3	Offer shall describe how its network infrastructure delivers reliable communication and how it provides data security and integrity.	Exception	Based on 3rd party providers Services

3.2.4.5.4	Provide documentation of what standard controls implemented within the organization relating to services provided to the State upon request.	Exception	Based on 3rd party providers Services
3.2.4.6	**Interface Requirements**		
3.2.4.6.1	The telecommunication services provided by Offerors must interface with existing State telecommunications systems in a transparent manner that does not negatively impact State users or the existing network infrastructure.	Exception	Based on 3rd party providers Services
3.2.4.6.2	Offeror shall indicate what interface requirements are needed to support the proposed telecommunication services.	Exception	Based on 3rd party providers Services
3.2.4.6.3	In cases where network wiring is required to complete a connection, the Offeror shall provide such wiring.	Comply	For DRFortress direct services All other services comply via 3rd party provider services
3.2.4.6.4	Offeror shall identify all network equipment that is not considered part of the agreement in which the State will need to provide the equipment and support.	Comply	For DRFortress direct services All other services comply via 3rd party provider services

3.2.4.7	**Offeror Responsibility**		
3.2.4.7.1	It is the Offeror's responsibility to provide: • Solution architecture • Required telecommunication services • Installation and provisioning of the telecommunication services • Network connectivity • Final Testing • Management, maintenance and support services • Technical documentation	Comply	For DRFortress direct services All other services comply via 3rd party provider services
3.2.5	**Network Performance & Service Levels**		
3.2.5.1	**Circuit Parameters**		
3.2.5.1.1	Offeror shall describe its service level commitments for Annual Network Availability	Exception	Based on 3rd party providers Services
3.2.5.1.2	Offeror shall provide equal or better Annual Network Availability than 99.99% (Percentage of time that the service is operational.).	Exception	Based on 3rd party providers Services

3.2.6	**Terms**		
3.2.6.1	**Multiple Terms**		
3.2.6.1.1	Services shall be available with multiple terms of 1 year, 3 year, and 5 year terms.	Comply	Yes, multiple terms are provided
3.2.6.1.2	Larger discounts should be applied to longer terms.	Comply	Longer terms should have larger discounts
3.2.7	**Billing**		
3.2.7.1	**Start of Billing**		
3.2.7.1.1	Billing of all services must not begin until the service has been declared operational by the customer.	Exception	Colocation services - delayed billing is available All other services are dependent on specific services from 3rd party provider
3.2.7.2	**Monthly Invoices**		
3.2.7.2.1	The Offeror shall prepare monthly invoices as directed by State departments, agencies, branches of government, and counties as stand alone accounts or parent and child accounts. State departments usually require separate billing by department, division, or branch.	Comply	Agree to request in 3.2.7.2.1
3.2.7.2.2	The billing period must be from the first of the month to the end of the month or a mutually agreeable period.	Comply	Via customized billing
3.2.7.2.3	Billing for all services must be on a monthly basis with bills rendered within 15 days after the end of the billing period.	Comply	Via customized billing

3.2.7.2.4	The Offeror shall prepare monthly invoices in two (2) copies for each billing account.	Comply	We will prepare monthly invoices in two copies for each billing account
3.2.7.2.5	All monthly invoices must at a minimum identify the customer being billed, billing address, billing phone number, billing account number, billing circuit number, the type of service being billed, regulatory taxes/fees/charges, and the amount billed.	Comply	Agree to request in 3.2.7.2.5
3.2.7.2.6	Invoices shall be simple in format and easy for the customer to understand. If the Offeror uses company or industry specific wording (for example Universal Service Order Codes) on invoices, the Offeror shall provide definitions of the entries either on the monthly detailed invoice or on a separate document that defines the entries. Also, the use of codes in place of product descriptions will not be acceptable.	Comply	Agree to request in 3.2.7.2.6
3.2.7.3	**Late Payment Charge**		
3.2.7.3.1	Contractors are reminded that the State, from the date of receipt of an invoice (not the date billed or mailed), has 30 calendar days to process and pay the bill without a late charge by State law (Hawaii Revised Statutes §103-10). The Contractor must not send out late payment letters or assess late charges until the 30 days has passed.	Comply	Agree to request in 3.2.7.3.1
3.2.7.4	**Education Discount**		

3.2.7.4.1	The Offeror shall participate in the FCC E-Rate discount program for schools and libraries.	Exception	Comply via 3rd party providers
3.2.7.4.2	It is anticipated that some services obtained under this procurement may be eligible for E-Rate discounts which the Hawaii Department of Education (DOE) intends to apply for. Under the program, providers receive the full amount they contract for, however payment for eligible goods and services is split between the DOE and the Universal Service Funds (USF). The Offeror shall refer to the Eligible Services List (FCC Docket No. 13-184 – please ensure to view the appropriate funding year) which can be viewed on the Universal Service Administrative Company (USAC) website at www.usac.org/e-rate/. Offeror is responsible for ensuring that all submissions are on the Eligible Services List, or if not, are so noted and priced separately.	Exception	Comply via 3rd party providers
3.2.7.4.3	Any Offeror wishing to provide E-Rate qualifying services to the DOE shall: • Possess a Service Provider Identification Number and provide it with the bid proposal. Contact the USAC for additional information. • Agree that the DOE's portion of the contract is subject to availability of the discount to the DOE schools on a year-by-year basis. • Agree to invoice for the discount amount using the approved USAC guidelines, forms and procedures. • Agree to invoice the DOE only for the after-discount amount.	Exception	Comply via 3rd party providers

	• Agree to assist the DOE in resolving any administrative issues that arise from the USF program. • Agee that the order may be cancelled, at the DOE's option, if the DOE does not receive the anticipated discounts. • Not assess additional surcharge related to E-Rate processing for non-DOE agencies.		
3.2.8	**Customer Service**		
3.2.8.1	**Network Support**		
3.2.8.1.1	Offeror must have a full-time network operations center, preferably located in the State of Hawaii, who are ready to take trouble and technical assistance phone calls 24 hours a day, 7 days per week, as the State has workers on shifts, flex time, and overtime who may report a problem. Prompt response to problems is required.	Exception	Comply via 3rd party providers
3.2.8.1.2	Identify other problem reporting methods such as email submissions.	Exception	Comply via 3rd party providers
3.2.8.1.3	Identify problem escalation process. Offeror shall outline its problem escalation process beyond Tier 1 support. Offeror must describe the escalation procedure available to the State in the event the State deems progress on problem resolution to be unsatisfactory.	Exception	Colocation services - trouble is checked and discussed with the client All other services are dependent on specific services from 3rd party provider
3.2.8.1.4	**Monitoring and Reporting**		
3.2.8.1.4.1	Network Operations Center (NOC)	Exception	Comply via 3rd party providers

	Offeror shall describe how its NOC will provide technical assistance and 24x7 network monitoring. Offeror shall provide toll-free telephone and email access to the NOC 24x7. Phone support is necessary. Online trouble ticket creation and monitoring is desired, but not required.		
3.2.8.1.4.2	Offeror shall take immediate corrective action to resolve any network failure, such as rerouting traffic, utilizing a redundant facility, dispatching technicians, and all other steps required for the immediate re-instituting of services to the State.	Exception	Comply via 3rd party providers
3.2.8.1.4.3	For individual trouble reports, a verbal report of trouble clearance with the report number shall be furnished within one (1) hour to the customer that reported the trouble.	Exception	Comply via 3rd party providers
3.2.8.1.4.4	Web Portal. Offeror shall optionally provide web portal access that allows for network monitoring, real time traffic analysis, and reporting functionality with a minimum of twelve (12) months' worth of historical data.	Exception	Comply via 3rd party providers
3.2.8.2	**Management Reports**		
3.2.8.2.1	Contractor shall provide annual reports to the Contract Administrator (preferably at the end of the calendar year or beginning twelve (12) months from the Contract Start Date), which summarizes the circuit type, Department, Location, Speed, and Cost. One report will be a consolidated report for the State and the other reports will be by department or agency.	Comply	Agree to request in 3.2.8.2.1

3.2.8.2.2	After giving forty-five (45) days notice, the Contract Administrator may request the Contractor to provide a list of State customers, account numbers, billing addresses, and circuits on each account. It is desirable that the Contractor be able to provide the physical address where service is provided to each account.	Comply	Agree to request in 3.2.8.2.2
3.2.8.2.3	Offeror shall identify and include samples of all available management reports regarding billing analysis, traffic studies, and usage.	Comply	We will identify and include samples of all available management reports regarding billing analysis, traffic studies and usage
3.2.8.2.4	For any major outage (4 hours or more), Contractor shall provide an after action report that identifies the problem and corrective action taken.	Comply	Will provide an after action report that identifies the problem or corrective action taken for any outage 4 hours or more
3.2.8.2.5	Contractor shall provide service availability metrics upon request by the agency.	Comply	Will provide service avaiilability metrics upon request
3.2.8.3	**Circuit Downtime**		
3.2.8.3.1	Contractor shall provide a credit for circuit outages and problems with transmission quality that affects connectivity.	Comply	At minimum, credit for outage time
3.2.8.3.2	Offeror shall explain how it will handle credits.	Comply	Credits will be provided in the following billing cycle
3.2.9	**Implementation/ Migration Plan**		

3.2.9.1	Upon request, the Contractor shall submit an Implementation/Migration Plan that describes the major tasks, personnel proposed to perform each task, estimated hours to perform each task, costs, and a schedule for any purchased services.	Comply	Will provide an Implementation/Migration Plan upon request
3.2.9.2	The Contractor shall identify potential risks associated with implementation/migration and recommend strategies for managing those risks.	Comply	Understood
3.2.9.3	It is essential that there be a seamless migration of services to a new service or Contractor.	Comply	Agreed

3.2.9.4	The Implementation/Migration Plan will be reviewed by the requesting Department prior to starting installation.	Comply	Agreed
3.2.10	**Acceptance Testing**		

3.2.10.1	After completion of any portion of the system, the Contractor shall conduct acceptance tests for performance and reliability. The Contractor shall provide all test equipment and accessories required to perform tests and to record test results. The Contractor must ensure that all associated costs (e.g. travel), for the participation at all acceptance testing, are included within its total proposal cost. The Contractor shall notify the State prior to conducting any testing. The State reserves the right to witness any or all testing. If, during the conduct of testing, test items fail to meet performance requirements, the Contractor shall correct the deficiencies and repeat testing of all affected items. The Contractor shall submit the Acceptance Test Reports to the requesting Department showing the Contractor's functional specifications and the test results.	Exception	For DRFortress direct services All other services comply via 3rd party provider services
3.2.10.2	Acceptance of the system shall be granted after all items have passed the acceptance tests and has been approved by the requesting Department.	Comply	Agree
3.2.11	**Transition Periods**		

3.2.11.1	Transition at Beginning of Contract The Contractor shall work with the existing telecommunications provider to insure a seamless transition at no cost to the State.	Comply	seamless transition at no cost to the State
3.2.11.2	Transition at End of Contract Monthly cost to continue existing service will be at the current rate of the existing agreement or better on a month-to-month basis, but not to exceed 12 months or there is a cancellation of service or a new multi-year agreement is executed.	Comply	current rate
3.2.12	**Other Charges**		
3.2.12.1	There will be no service charge to the State for changing service types or increasing bandwidth speed when the monthly cost of the new service is equal to or higher than the existing service and the contractor does not change. For example, moving from lower cost Frame Relay to more costly Broadband Ethernet or moving from 10Mbps Broadband Ethernet to 25Mbps Broadband Ethernet. This shall also apply to circuits procured prior to the start of this contract.	Comply	no servie charge
3.2.12.2	Cancellation of Service There will be no charge to the State for the cancellation of service due to the completion of a term/agreement.	Comply	0% cancellation fee
3.2.12.3	**Early Termination Fees**		

3.2.12.3.1	There will be no early termination fees for one (1) year agreements.	Comply	0% termination fee
3.2.12.3.2	Three (3) and five (5) year agreements will have a termination fee equal to 25% or less of the remaining balance on the existing agreement.	Comply	0% termination fee
3.2.12.3.3	Offeror shall provide the termination fee percentage for both three (3) and five (5) year agreements.	Comply	0% termination fee
3.2.12.3.4	There will be no early termination fees if the Contractor does not meet the Annual Network Availability requirements in Section 3.2.4.1. Circuit Parameters	Comply	Agreed
3.2.12.4	Any new regulatory fees, regulatory charges, and taxes or any changes (increases and decreases) to these during the contract period or extensions, shall be submitted with an explanation to the Contract Administrator, at least fifteen (15) days prior to the effective date. If the Contractor fails to provide fifteen (15) days notice prior to the effective date for billing, the Contractor shall not bill for the item until the 15-day period has elapsed.	Comply	Understood

3.2.12.5	Late submittals will be allowed if it can be shown that the agency granting the change does not announce the change more than thirty (30) days prior to the effective date. If a tax, fee, or charge changes regularly, the Contractor and the Contract Administrator may agree to streamline the process and reduce the fifteen (15) day notice period on a case-by-case basis.	Comply	Understood