

BEST AND FINAL OFFER

We are pleased to submit a Best and Final Offer in response to Addendum 3, RFP NO. 2202. As requested, please find below for a list of updates.

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EXECUTIVE SUMMARY

Mahalo for the opportunity to bid on this project. As a locally owned and operated business in Hawaii, Servpac has the privilege of serving the community in which we work and live. Being a part of the community ensures we have a strong understanding of the unique challenges and opportunities local organizations face. It helps us create strong bonds with the customers we serve, and motivates us to deliver the highest level of service and support right here in our own backyard.

Over the past 18 years, Servpac has evolved its solution offerings to provide organizations with secure and reliable tools to keep their business moving and thriving. Started in 2004, Servpac began offering business VoIP phone service and became an official CLEC in 2011. Since then, we have grown our service offering to provide dedicated fiber Internet, local cloud computing, managed services, and data center colocation.

To date, Servpac runs more than 200 miles of its own fiber optic cables to hundreds of commercial buildings and reaches thousands of businesses via its own network. Very few companies in Hawaii are licensed and have the capability to do this. With a fully redundant 100G backbone, Servpac brings customers' office network to virtual and physical servers at Servpac's own data center facility.

Recently opened in 2020, MTP Data Center by Servpac is Hawaii's only Tier 4 designed data facility. Located 850 ft above sea level, more than 8 miles inland and built to withstand up to Category 4 hurricanes, it is the most naturally secure data facility in the state. MTP Data Center offers the latest state of the art infrastructure technology capable of delivering the highest operational availability in the industry.

Servpac remains a locally owned company servicing over 1000 local businesses and stays committed to investing millions of dollars in improving Hawaii's digital infrastructure. Our vision is to empower Hawaii businesses with the most innovative solutions and the best service quality.

Regards,



Richard Zheng, President

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

All prices are not inclusive of taxes and applicable regulatory fees.

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									
10M/10M	\$119.98	20	\$95.98	\$109.98	25	\$82.49	\$99.98	30	\$69.99
20M/20M	\$239.98	20	\$191.98	\$219.98	25	\$164.99	\$199.98	30	\$139.99
50M/50M	\$359.98	20	\$287.98	\$329.98	25	\$247.49	\$299.98	30	\$209.99
100M/100M	\$479.98	20	\$383.98	\$439.98	25	\$329.99	\$399.98	30	\$279.99
200M/200M	\$599.98	20	\$479.98	\$549.98	25	\$412.49	\$499.98	30	\$349.99
300M/300M	\$839.98	20	\$671.98	\$769.98	25	\$577.49	\$699.98	30	\$489.99
500M/500M	\$959.98	20	\$767.98	\$879.98	25	\$659.99	\$799.98	30	\$559.99
1G/1G	\$1199.98	20	\$959.98	\$1099.98	25	\$719.99	\$999.98	30	\$699.98

For multipoint connection (i.e. P2P), each location will require its own pricing and will be based on the required speed for each location.

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
DSL									
3M/768K	\$119.98	20	\$95.98	\$109.98	25	\$82.49	\$99.98	30	\$69.99

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
Frame Relay									
T1	\$359.98	20	\$287.98	\$329.98	25	\$247.49	\$299.98	30	\$209.99

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
ATM									
T3	\$1199.98	20	\$959.98	\$1099.98	25	\$719.99	\$999.98	30	\$699.98

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
VoIP									
1-19 phones	\$100.00+ \$15.98 per line	20	\$100.00+ \$12.78 per line	\$100.00+ \$14.98 per line	25	\$100.00+ \$11.24 per line	\$100.00+ \$12.98 per line	30	\$100.00+ \$9.09 per line
20-39 phones	\$150.00+ \$13.98 per line	20	\$150.00+ \$11.18 per line	\$150.00+ \$12.98 per line	25	\$150.00+ \$9.74 per line	\$150.00+ \$10.98	30	\$150.00+ \$7.69 per line
40+ phones	\$200.00+ \$10.98 per line	20	\$200.00+ \$8.78 per line	\$200.00+ \$9.98 per line	25	\$200.00+ \$7.49 per line	\$200.00+ \$8.98	30	\$200.00+ \$6.29 per line

Price is based on a fixed service fee plus per line fee. Discount applicable only to per line fee. Price is based on the standard phone model (Yealink T42). Additional cost for other higher phone models and peripheral equipment (i.e. headsets). Additional cost for paging and intercom.

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
Data Center									
1x 42U Cabinet, 2kw 208V	\$1199.98	20	\$959.98	\$1099.98	25	\$824.99	\$999.98	30	\$699.99

Additional discounts for multiple cabinets. Pricing is also available for non-standard cabinet and power requirements. Private cages additional pricing.

SCHEDULE B – MANAGED SERVICES

Provide the hourly rate for Managed Services.

Hourly Rate: \$200.00

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).

Servpac Managed Network Services is based on the number of devices (Switches, routers, firewall). This model ensures a more predictable per month cost and encompasses all maintenance and support services.

Technology Category	1 Year Agreement			3 Year Agreement			5 Year Agreement		
	Monthly List Price	Discount (%)	Monthly Total Price	Monthly List Price	Discount (%)	Monthly Total Price	Monthly List Price	Discount (%)	Monthly Total Price
Managed Router/Wifi									
Incl. 1 Access Point (AP)	\$119.98	20	\$95.98	\$109.98	25	\$82.49	\$99.98	30	\$69.99
Additional per AP	\$59.98	20	\$47.98	\$54.98	25	\$41.23	\$49.98	30	\$34.98

Price is per device.

Technology Category	1 Year Agreement			3 Year Agreement			5 Year Agreement		
	Monthly List Price	Discount (%)	Monthly Total Price	Monthly List Price	Discount (%)	Monthly Total Price	Monthly List Price	Discount (%)	Monthly Total Price
Managed Switch									
8-port POE	\$59.98	20	\$47.98	\$54.98	25	\$41.23	\$49.98	30	\$34.98
24-port POE	\$119.98	20	\$95.98	\$109.98	25	\$82.49	\$99.98	30	\$69.99
48-port POE	\$239.98	20	\$191.98	\$219.98	25	\$164.99	\$199.98	30	\$139.99

Price is per device.

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).	Yes. Servpac provides 24x7x365 customer support for all services. Support can be reached via phone (toll free number available), email or contact form.
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.	Yes. Servpac provides 24x7x365 support that can address issues within 30 minutes of receiving a call. If necessary, we have a full time staff of technicians that can be deployed anywhere on Oahu within two business hours, and within four business hours on neighbor islands.

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.	<p>Yes. Servpac has a minimum of five support technicians residing in Hawaii and can be dispatched to support all islands where service is offered.</p> <p>[BAFO] Servpac currently employs 9 technicians, all of which reside on Oahu. Technicians are deployed to outer islands whenever required.</p>
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.	<p>Yes. In the event of an outage, Servpac operations continuously monitor and track the outage until it is resolved. Our process includes guidelines for ongoing communication to the customer on resolution progress. Once the issue has been resolved, Servpac will provide a final status update.</p>
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.	Yes. Servpac's Service Level Agreement (SLA) includes a 99.999% uptime. No customer impacting events have occurred in the past 24 months that were not covered by the SLA.
3.1.3	Provides Basic Required Services	
3.1.3.1	<p>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.</p> <p>Or</p> <p>Internet Service Provider (ISP) service to Oahu and at least one other island of at least 300Mbps.</p>	<p>Yes. Servpac Provides broadband ethernet to the islands of Oahu, Kauai, Maui and the island of Hawaii.</p> <p>Servpac also provides ISP service to Oahu and at least one other island of at least 100 Mbps.</p>
3.1.3.2	All neighbor island services must be able to terminate on Oahu.	Yes. All neighbor island traffic is terminated on Oahu.

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.	Yes. Servpac 100% owns and manages its telecommunication infrastructure and network equipment. Servpac has direct control of the management and maintenance of its network backbone infrastructure.
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.	Yes. Servpac has over 18 years of experience providing and installing telecommunication services to various government and commercial organizations in the State of Hawaii.

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.	Comply	Yes, Layer 3 and Layer 2 service are both supported. Single physical connection can be used and separated by VLAN to keep logically separated. Layer 2 and 3 services support jumbo frames with large MTU, up to MTU 9192.
3.2.1.1.2	Offeror shall provide encryption services as part of the VPN service.	Comply	IPSEC over Layer Two Tunneling Protocol (L2TP) for client VPN. IKEV2 VPN tunnels between routers. MPLS for customer facing circuits
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.	Comply	All Servpac switches have QoS policies available for specific applications. There is no additional cost for QoS.
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.	Comply	Yes, Servpac can utilize VPN to provide the Layer 3 any-to-any connectivity.

3.2.1.1.5	Offeror shall identify all supported layer 2 and layer 3 protocols.	Comply	Servpac offers a wide range of Layer 2 and Layer 3 protocols. Some examples include: BGP, DHCP, DOT1X, EIGRP, VLAN, LACP, LDAP, LLDP, NTP, OSPF, Private VLAN, VPC, VRRP
3.2.1.1.6	Offeror shall be able to provide up to 100Mbps of bandwidth per circuit or greater.	Comply	Yes, Servpac can provide bandwidth speeds greater than 100 Mbps per circuit.
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.	Comply	Yes, however, it is offered on a case by case basis. With today's technology advancement there are typically more advanced and more cost effective solutions available.
3.2.1.2.2	xDSL circuits should allow for the direct termination into the State's private network.	Comply	Yes, Servpac xDSL circuits can allow for the direct termination into the State's private network.
3.2.1.2.3	Line charges for specific speeds shall be consistent across all supported islands.	Comply	Yes, line charges for specific speeds will be consistent across all supported islands.
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.	Comply	Yes, however, it is offered on a case by case basis. With today's technology advancement there are typically more advanced and more cost effective solutions available.
3.2.1.3.2	Frame Relay service must offer various levels of Committed Information Rates (CIR) as an option.	Comply	Yes, Servpac can provide various levels of CIRs as an option.

3.2.1.3.3	Frame relay circuits should allow for the direct termination into the State's private network.	Comply	Yes, Servpac Frame relay circuits should allow for the direct termination into the State's private network.
3.2.1.3.4	Line charges for specific speeds shall be consistent across all supported islands.	Comply	Yes, Servpac will provide line charges for specific speeds shall be consistent across all supported islands.
3.2.1.4	ATM		
3.2.1.4.1	ATM service must include various levels of bit rates.	Comply	Yes, however, it is offered on a case by case basis. With today's technology advancement there are typically more advanced and more cost effective solutions available.
3.2.1.4.2	ATM circuits should allow for direct termination into the State's private network.	Comply	Yes, however, it is offered on a case by case basis. With today's technology advancement there are typically more advanced and more cost effective solutions available.
3.2.1.4.3	Charges for specific bit rates shall be consistent across all supported islands.	Comply	Yes, however, it is offered on a case by case basis. With today's technology advancement there are typically more advanced and more cost effective solutions available.
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.	Comply	Yes. Servpac can provide Point-to-Point (P2P) Dedicated Line service and can offer various fractional T-1 speeds in addition to T-1, DS-3, and OC-3.
3.2.1.6	Internet Service Provider (ISP)		
3.2.1.6.1	Offeror shall provide a physical Ethernet interface.	Comply	Yes, Servpac will provide a physical Ethernet interface.
3.2.1.6.2	Offeror shall provide ISP connectivity up to 1Gbps or more.	Comply	Servpac fiber activated buildings can provide 1Gbps or more.

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.
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. IPV6 is now becoming more standardized. Address assignments are consistent with IETF Best Current Practices. Servpac will provide routing for pre-existing portable address assignments.
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.	Comply	Yes, Servpac offers Sip Trunk and VoIP services. Auto Attendant, Toll free, Call Transfer, Call Park, Detailed Call Reports, eFax, Conference Bridge, ACD Queue (for call centers), Voicemail, Voicemail to Email, Custom Greetings, Group Pickup, Three Party Conference, Call Recording, Operator Access from Voicemail, Blocking Caller ID, Distinctive Ringing, Real Time Call Information, Buddy Watch, Hold and Mute Calls, Paging, Multi-Site Support, Multiple Line Appearances
3.2.1.7.2	TSP shall optionally offer on-premises PBX systems.	Comply	Yes, Servpac can offer and support on-premises VoIP PBX systems.
3.2.1.7.3	Calls between islands and to other US states and territories shall be toll- free.	Comply	Inbound and outbound calls made between Servpac VoIP phones are free, regardless of location. Inbound calls (domestic and international) are toll free. Outbound within the Hawaiian Islands are toll free.
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.	Comply	<p>Servpac also offers a VoIP Softphone Application for Windows 10, Apple iOS and Android devices. The softphone application enables users to make and receive calls using their business phone number. Softphone features include:</p> <ul style="list-style-type: none"> • Runs on any available mobile or Wifi network • Add up to 10 extensions numbers per account • 24x7x365 customer support • Features include: Call Transfer, Conference Calling, Voicemail Access, Call History and Call Recording
3.2.2 Data Center Services			
3.2.2.1	Offeror shall describe data center services that can be offered.	Comply	<p>Colocation - Cabinets, Private Cages and Private suites are available. Local Cloud - secure local cloud environment. Hybrid Cloud - seamless integration and connectivity between both colocation and local cloud environments.</p> <p>Reference: Offer Form, OF-6 Item No. 3.2.2.1</p>
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.	Comply	<i>Reference: Offer Form, OF-6 Item No. 3.2.3.1</i>

3.2.3.2	Offeror shall allow a potential customer to try the service for 30 days without charge.	Comply	Yes, Servpac agrees to allow a potential customer to try the service for 30 days without charge.
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	<i>Reference: Offer Form, OF-6 Item No. 3.2.3.3</i>
3.2.4	Provider Network		
3.2.4.1	Industry Standards		
3.2.4.1.1	<p>Offeror shall meet and be in compliance with the following industry standards:</p> <ul style="list-style-type: none"> • 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) 	Comply	Yes, Servpac agrees to meet and comply with the industry standards listed in this proposal.
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.	Comply	<i>Reference: Offer Form, OF-6 Item No. 3.2.4.2.1 (Under the Confidential, Protected or Proprietary Information Section)</i>

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.	Comply	Servpac owns and manages 100% of its fiber network and all associated equipment/hardware. Conduit space is leased through Hawaiian Telcom and telephone pole space is leased through HECO.
3.2.4.2.3	Offeror shall describe its POP switch type and switch capacity.	Comply	Servpac utilizes the following POP switch types: CISCO Nexus Switches: 176G backplane capacity Juniper Switches: 128G backplane capacity
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.	Comply	Servpac utilizes three global upstream providers: Lumen, Spectrum and Hurricane Electric.
3.2.4.3.2	Offeror shall provide diagrams of its interstate fiber network and switch locations.	Comply	Network diagrams can be found on Lumen, Hurricane Electric, and Spectrum websites.
3.2.4.3.3	Offeror shall explain what parts it owns and leases and what parts are owned by partner carriers.	Comply	Servpac owns 100% of its fiber network on Oahu, outer-island is leased through Hawaiian Telcom, all inter-state networks are owned by Lumen, Spectrum and Hurricane Electric.
3.2.4.3.4	Offeror shall explain how it is connected to its international fiber network.	Comply	Servpac utilizes three global upstream providers: Lumen, Spectrum and Hurricane Electric.
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.	Comply	<ol style="list-style-type: none"> 1. We route directly to current customer base. 2. We peer exchange at HIX/DRF Exchange 3. Hurricane Electric Peer exchange in Fremont, CA 4. All other routes are handed off to the three upstream providers mentioned prior.
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	<p>Servpac subscribes up to 200% of available bandwidth at all buildings. If any non-customer-facing link goes over 80%, we receive an alert and take the appropriate action to upgrade the capacity.</p> <p>We maintain a traffic load of under 80%.</p>
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.	Comply	<p>Servpac’s network has a 99.999% uptime. Every backbone router/switch has redundant links and redundant routers/ switches running VRRP for routers, VPC and etherchannels for switches.</p> <p>If for any reason any links go down or have issues, Servpac operations receive an automatic alert.</p>
3.2.4.4.3	<p>Offeror must describe the scalability of the proposed telecommunication services.</p> <p>Offeror shall include descriptions of their methodologies on how the proposed services address the following:</p> <p><u>Ubiquity</u> – Offeror’s ability to provide services throughout the State.</p> <p><u>Interoperability</u> – the ability to deliver services that interconnect and communicate on open established standards.</p> <p><u>Scalability</u> – the ability to increase delivery of services in number and/or size in a reasonable timeframe.</p> <p><u>Survivability</u> – the ability to continue to operate or quickly restore services in the face of unanticipated incidents or disasters.</p>	Comply	<p>Ubiquity: Servpac has CO presence throughout the state, with our own fiber throughout Oahu.</p> <p>Interoperability: We deliver services in accordance with IETF standards.</p> <p>Scalability: We have fiber throughout the island. Changing the SFP that interconnects the COs will quickly allow for more bandwidth. Fiber can easily be activated by customer demand</p> <p>Survivability: Spare equipment are regularly tested in a lab environment. Multiple paths between COs in case of disaster.</p> <p>Servpac fiber strand count is 144.</p> <p>Should bandwidth be fully utilized, additional cable capacity will be deployed to supplement that existing route.</p>

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.	Comply	<p>If a fiber cut or equipment failure should occur in the backbone, traffic will be rerouted to a redundant path. Network backup configuration is updated daily within our system, and replacement equipment is regularly tested and deployed upon demand.</p> <p>[BAFO] Limiting factors to not being able to meet the SLA include in the unlikely event where there are multiple fiber lines cut or multiple/concurrent equipment failure.</p>
3.2.4.5 Network Security			
3.2.4.5.1	<p>The State expects the Offeror to follow stringent security standards and commit to the following:</p> <ul style="list-style-type: none"> • 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	<p>The following annual audits of Servpac's Internet, Cloud, Colocation and Remote Infrastructure Management Services are performed:</p> <ul style="list-style-type: none"> • Type 2 SOC 2 • Type 2 SSAE 18/SOC 1 • Type 1 AT-C 105 and AT-C 205 HIPAA/HITECH <p>The above audits report on the oversight of Sevpac's vendor management programs, regulatory oversight, and risk management and processes and provides detailed information and assurance about a Servpac's security, availability, processing integrity, confidentiality and privacy controls</p> <p>The audits includes the examinations of the following control areas and objectives:</p> <p>New Customer Setup and Maintenance objectives to assure new customers are established on the system in accordance with the applicable contracts and requirements and that maintenance instructions are properly authorized, recorded completely and accurately, and processed timely.</p> <p>Disaster Recovery objectives to assure that recovery plans are documented and tested to ensure timely resumption of business operations.</p>

			<p>Physical Security objectives to assure that business premises and information systems are protected from unauthorized access, damage, and interference.</p> <p>Environmental Security objectives to assure that critical information technology infrastructure is protected and monitored from certain environmental threats.</p> <p>Information Security objectives to provide assurance that system information, once entered into the system, is protected from unauthorized or unintentional use, modification, addition, or deletion.</p> <p>Change Management objectives to assure that changes to production environments are authorized, communicated, verified, and documented to minimize service interruption.</p> <p>Incident Management objectives to assure that deviations, problems, and errors are identified, tracked, recorded, and resolved in a complete, accurate, and timely manner.</p> <p>Data Backup objectives to assure that timely system backups of critical files to an offsite location are performed.</p> <p>[BAFO] Reference: Offer Form, OF-6 Item No. 3.2.4.5</p>
3.2.4.5.2	Offeror shall describe its network infrastructures physical, logical and operation levels of security.	Comply	<p>Physical: biometric door scanners, 24x7x365 security guard, CCTV cameras</p> <p>Logical: firewall with inbound/outbound filter rules, security rules, IPS, content filtering, Antivirus, anti-spyware, URL filtering. Customers are separated by VLAN and VRF.</p> <p>Operation: authentication is done by RADIUS server, which grants access by username. Usernames are separated into groups that have different access levels. All Servpac employees undergo a full background check and drug test.</p>

3.2.4.5.3	Offer shall describe how its network infrastructure delivers reliable communication and how it provides data security and integrity.	Comply	<p>Servpac has built a fully redundant network. If any node is down, traffic will be rerouted.</p> <p>Network monitoring is run through a secure network, only accessed through VPN by Servpac employees.</p>
3.2.4.5.4	Provide documentation of what standard controls implemented within the organization relating to services provided to the State upon request.	Comply	<p>Upon request, Servpac is able to provide it's most recent audit reports, including: Soc 2 Type 2, SSAE 18, HIPAA</p> <p>[BAFO] Reference: Offer Form, OF-6 Item No. 3.2.4.5.4 (Under the Confidential, Protected or Proprietary Information Section)</p>
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.	Comply	Yes, Servpac supports all standard telecommunication network interfaces and protocols.
3.2.4.6.2	Offeror shall indicate what interface requirements are needed to support the proposed telecommunication services.	Comply	Yes, Servpac supports all standard telecommunication network interfaces and protocols.
3.2.4.6.3	In cases where network wiring is required to complete a connection, the Offeror shall provide such wiring.	Comply	Yes, Servpac engineers/technicians will provide inside wiring.

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	All equipment related to these services are provided by Servpac.
3.2.4.7 Offeror Responsibility			
3.2.4.7.1	<p>It is the Offeror's responsibility to provide:</p> <ul style="list-style-type: none"> ● Solution architecture ● Required telecommunication services ● Installation and provisioning of the telecommunication services ● Network connectivity ● Final Testing ● Management, maintenance and support services ● Technical documentation 	Comply	Yes, Servpac agrees to assume responsibility for all services listed.
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	Comply	Servpac operates at a min. of 99.99%
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.).	Comply	Yes, Servpac operates at a min. of 99.99%
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	<i>Reference : SCHEDULE A – NETWORK AND TELECOMMUNICATIONS RATES</i>
3.2.6.1.2	Larger discounts should be applied to longer terms.	Comply	<i>Reference : SCHEDULE A – NETWORK AND TELECOMMUNICATIONS RATES</i>
3.2.7	Billing		
3.2.7.1	Start of Billing		
3.2.7.7.1	Billing of all services must not begin until the service has been declared operational by the customer.	Comply	Yes, Billing will not begin until the service has been declared operational by the customer.

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	Yes, Billing can be structured based on the needs and requirements of each State department.
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	Yes, Standard billing period is the first of the month to the end of the month, unless another mutually agreed upon period is defined.
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	Yes, Billing for all services will be on a monthly basis with bills rendered within 15 days after the end of the billing period.
3.2.7.2.4	The Offeror shall prepare monthly invoices in two (2) copies for each billing account.	Comply	Yes, Monthly invoices will be prepared in two (2) 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	Yes, Monthly invoices will 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.
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	Yes, Invoices will be simple in format and easy for the customer to understand.

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	Yes, Servpac agrees to net 30 days payment from the State and will not send out late payment letters or assess late charges until the 30 days has passed.
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.	Comply	Yes, as a licensed CLEC in Hawaii we are a current E-Rate participant

<p>3.2.7.4.2</p>	<p>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).</p> <p>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.</p>	<p>Comply</p>	<p>Yes, as a licensed CLEC in Hawaii we are a current E-Rate participant.</p>
<p>3.2.7.4.3</p>	<p>Any Offeror wishing to provide E-Rate qualifying services to the DOE shall:</p> <ul style="list-style-type: none"> • 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. • Agree to assist the DOE in resolving any administrative issues that arise from the USF program. • Agree that the order may be canceled, 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. 	<p>Comply</p>	<p>Yes, Servpac agrees to all conditions.</p> <p>Servpac SPIN: 143035145</p>

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.	Comply	Yes, Servpac's network operations center is located in Mililani Tech Park. Technical support is available 24x7x365.
3.2.8.1.2	Identify other problem reporting methods such as email submissions.	Comply	Yes, additional problem reporting methods include email and form submission (via our website).
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.	Comply	<i>Reference: Offer Form, OF-6 Item No. 3.2.8.1.3</i> The State has access to multiple levels of escalation points. If the State deems progress on a problem resolution to be unsatisfactory the first level of escalation is to the Operations Manager, second level of escalation is to the Director of Operations, and the final level of escalation is to the President.
3.2.8.1.4	Monitoring and Reporting		
3.2.8.1.4.1	Network Operations Center (NOC) 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.	Comply	NOC will provide 24x7 network monitoring and will provide a toll-free telephone and email for support issues and inquiries.

	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.	Comply	Yes, Servpac will 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.
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.	Comply	Yes, for individual trouble reports, Servpac will provide a verbal report of trouble clearance with the report number will be furnished within one (1) hour to the customer that reported the trouble.
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.	Comply	Yes, network utilization graphs are available via Servpac's customer portal. Customers have the ability to select different date/time ranges and can drill down to specific dates/times within the graph. Historical data can be accessed from the start of activation date to present day.
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	Yes, Servpac will provide an annual report to the Contract Administrator.

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	Yes, Servpac agrees to provide all information.
3.2.8.2.3	Offeror shall identify and include samples of all available management reports regarding billing analysis, traffic studies, and usage.	Comply	Yes, Servpac agrees to provide all information.
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	Servpac will provide an after action report that identifies the problem and corrective action taken. <i>Reference: Offer Form, OF-6 Item No. 3.2.8.2.4</i>
3.2.8.2.5	Contractor shall provide service availability metrics upon request by the agency.	Comply	Yes, Servpac will provide service availability metrics upon request by the agency.
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	<i>Reference: Offer Form, OF-6 Item No. 3.2.8.3.1</i>

3.2.8.3.2	Offeror shall explain how it will handle credits.	Comply	<i>Reference: Offer Form, OF-6 Item No. 3.2.8.3.1</i>
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	<p>Upon request, Servpac will 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.</p> <p><i>Reference: Offer Form, OF-6 Item No. 3.2.9.1</i></p>
3.2.9.2	The Contractor shall identify potential risks associated with implementation/migration and recommend strategies for managing those risks.	Comply	Yes, Servpac will identify potential risks associated with implementation/migration and recommend strategies for managing those risks.

3.2.9.3	It is essential that there be a seamless migration of services to a new service or Contractor.	Comply	Yes, Servpac will make every effort to ensure a seamless migration of services to a new service or Contractor.
3.2.9.4	The Implementation/Migration Plan will be reviewed by the requesting Department prior to starting installation.	Comply	Yes. Upon request, Servpac will provide an Implementation/Migration plan to be reviewed by the requesting Department prior to starting installation.
3.2.10	Acceptance Testing		

<p>3.2.10.1</p>	<p>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.</p>	<p>Comply</p>	<p>Yes. Upon successful installation, Servpac technicians will test the circuit to ensure performance and reliability requirements are met. Results will be presented and confirmed by the Department. If for any reason test items fail to meet performance requirements, Servpac will troubleshoot until the issue is resolved and the test is successfully completed.</p>
<p>3.2.10.2</p>	<p>Acceptance of the system shall be granted after all items have passed the acceptance tests and has been approved by the requesting Department.</p>	<p>Comply</p>	<p>Yes, Servpac agrees the acceptance of the system shall be granted after all items have passed the acceptance tests and has been approved by the requesting Department.</p>

3.2.11	Transition Periods		
3.2.11.1	<p>Transition at Beginning of Contract</p> <p>The Contractor shall work with the existing telecommunications provider to insure a seamless transition at no cost to the State.</p>	Comply	Yes, Servpac will work with the existing telecommunications provider to ensure a seamless transition at no cost to the State.
3.2.11.2	<p>Transition at End of Contract</p> <p>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.</p>	Comply	Yes, Servpac agrees the 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.
3.2.12	Other Charges		
3.2.12.1	<p>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.</p>	Comply	Yes, Servpac agrees 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.

3.2.12.2	<p>Cancellation of Service</p> <p>There will be no charge to the State for the cancellation of service due to the completion of a term/agreement.</p>	Comply	Yes, Servpac agrees there will be no charge to the State for the cancellation of service due to the completion of a term/agreement.
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	Yes, Servpac agrees there will be no early termination fees for one (1) year agreements.
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	Yes, Servpac agrees 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.
3.2.12.3.3	Offeror shall provide the termination fee percentage for both three (3) and five (5) year agreements.	Comply	3 year: 25% 5 year: 25%
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	Yes, Servpac agrees 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

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	Yes, Servpac agrees to these conditions.
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	Yes, Servpac agrees to these conditions.



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**Offer Form, OF-6 Item No. 3.2.2.1
Data Center Brochure**



servpac
HAWAII'S CLOUD SOLUTION



HAWAII'S MOST ADVANCED AND NATURALLY SECURE DATA CENTER

MTP Data Center

by Servpac is Hawaii's premier data facility for colocation and cloud computing solutions. Following the Uptime Institute's highest Tier 4 design certification, the facility features advanced independent and redundant features to guarantee business resiliency. Centrally located in Mililani Tech Park, MTP Data Center sits 850 ft above sea level, making it the most naturally secure facility to protect your company's mission-critical data.



Protect from natural disasters

Structurally sound facility built to withstand Category 4 hurricanes



Ensure business continuity

Tier 4 design with redundant power and continuous cooling systems for 100% uptime



Carrier neutral access

Connect to all fiber carriers in Hawaii, including Servpac's dedicated fiber network



Security you can count on 24x7

Compliance with industry standards including SOC 2 Type 2, SSAE 18, HIPAA annually audited from 2016-2020



Implement turnkey cloud solutions

Include cabinets, private suites, managed network, and private cloud hosting solutions



Guaranteed disaster recovery space

Dedicated office space with hot desks and private suites available



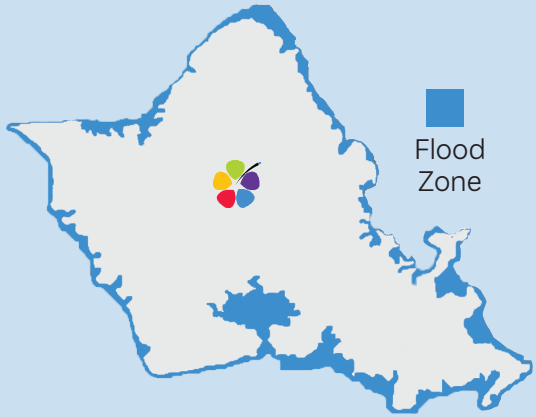
For more information
and to schedule a tour:

servpac.com/mtptour

808.237.5000 | sales@servpac.com
200 Kahelu Ave., Mililani, HI 96789



FEATURES AND SPECIFICATIONS



LOCATION

- 850 ft above sea level
- 30,000 sq. ft building space
- 150,000 sq. ft lot for additional expansion space
- 24X7 access for authorized personnel
- Meets hurricane and earthquake protection building codes

TIER 4 DESIGN

- Two power distribution systems with independent generators, fuel tanks, ATS, UPS, and powerbus
- Hot aisle containment for improved energy efficiency
- 1 MW of available power
- 208 VAC, 120 VAC, and -48 VDC power solutions available
- Up to 8 kW per cabinet
- Two independent 4000 gallon diesel tanks
- High efficiency HVAC cooling system with continuous dual power and independent coolant transport
- Solar farm for sustainable energy efficiency

SECURITY & COMPLIANCE

- Security monitoring 24x7x365
- CCTV surveillance of outside and inside areas
- Man trap with biometric scanners, 2 factor authentication, and temperature check
- Security alarms throughout the facility
- SOC 2 Type 2, SSAE 18, and HIPAA compliance

CONNECTIVITY

- Carrier-neutral with access to a wide range of providers including Servpac's dedicated fiber network
- Two fiber entrances and redundant Meet-Me Rooms (A and B)
- Single mode fiber with LC connectors used for 1G, 10G, and OC-x connections
- Supports copper-based media including Cat5, Cat5e, and Coax cabling

For more information
and to schedule a tour:

servpac.com/mtptour

808.237.5000 | sales@servpac.com
200 Kahelu Ave., Mililani, HI 96789



Offer Form, OF-6 Item No. 3.2.3.1 Managed Services Description

Managed Network: (Switch, Wifi):

- 24/7 hardware and software support and troubleshooting
- Network performance monitoring and troubleshooting.
- All devices are monitored and alerts sent if devices go offline
- Automatic configuration backup of all devices.
- Firmware upgrades

Managed Firewall:

- 24/7 hardware and software support, maintenance and troubleshooting
- Automatic configuration backup.
- Firewall rule changes, VPN setup and management
- Firmware upgrades

Cloud Services:

- 24/7 support for VM issues and restores
- Hosting of Virtual servers and desktops in Servpac datacenter.
- Nightly VM snapshots (default 7 day retention).
- VM uptime and performance monitoring.
- Addition of VM resources as needed per approved cost.

Server Management:

- 24/7 support
- Antivirus installation, management and mitigation.
- Windows updates.
- Server uptime and resource monitoring and troubleshooting (CPU, RAM, disk space)
- Daily VM and file level backups.
- Hosted email management, adding/removing new users
- VM and file restores

Managed workstation service includes:

- Physical PC/laptop, and Thin client support, maintenance, monitoring, troubleshooting. Thin clients have full hardware warranty and will be replaced if needed. Physical PC/laptop repair is not included.

Offer Form, OF-6 Item No. 3.2.3.3 Servpac Use of CPNI

1. We do not use CPNI to market any telecommunications or non-telecommunications services, either through our own sales force or through agents or other third parties.
2. A customer/end user must be on the authorization list to access CPNI information.
3. We do not maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties obtained access to CPNI, as we never disclose or provide third parties access or information.
4. We do not provide call detail information (a subset of CPNI) over the telephone.
5. We do provide online access to CPNI.
6. Passwords are hand delivered to customers during training.
7. Company administrators have access to reset passwords for end users.
8. End users are required to enter a new password if a customer cannot provide the correct password or response to any back-up authentication methods.
9. End users are required to enter a password before utilizing our online web portal.
10. We do not allow in-store access to CPNI.
11. We send out a carrier originated voice mail message that indicates that changes have been made to the end user's account.
12. We are to notify law enforcement (the United States Secret Service and the FBI) of a breach of a customer's CPNI within 7 business.
13. Customers are to be notified of the breach 7 business days after notification is sent to law enforcement.
14. Records are to be maintained of: (i) any breaches discovered, (ii) notifications made to the USSS and FBI; and (iii) notifications made to customers.
15. Records are to include the dates of discovery and notification, a detailed description of the CPNI that was breached and the circumstances of the breach.
16. Records are to be maintained of any customer complaints about CPNI for the following categories: (a) instances of improper access by employees; (b) instances of improper disclosure to individuals not authorized to receive the information; (c) instances of improper access to online information by individuals not authorized to view the information.
17. We do not have not developed any information with respect to the processes that pretexters are using to attempt to access CPNI.

[BAFO] Offer Form, OF-6 Item No. 3. .4.5

Ad ti u ti F t rAut e ti ti

MFA is used throughout Servpac's environment and is required to access the following: Remote access to Servpac's network via VPN, Network devices (firewalls, routers, switches, access Points), Database and applications, Management tools, Employee email accounts, Customer portal.

These access controls are checked and verified internally on a quarterly basis, and annually through our third-party security audit.

Offer Form, OF-6 Item No. 3.2.8.1.3
Service Escalation Process

Priority	Definition	Resources/ Communication Plan	Initial Response Time
Level 1	<i>Production Services Down:</i> Production or other mission critical system(s) are down and no workaround is immediately available.	Dedicated Level 2 and Level 3 Engineer. Level 2 Engineer to provide updates via text messages every 30 minutes or as needed.	15 minutes or less
Level 2	<i>Major Services Severely Impaired:</i> Operations can continue in a restricted manner, temporary workaround in place.	Dedicated Level 2 Engineer to provide updates via phone or email every hour or as needed	20 min or less
Level 3	<i>Non-Critical Loss of Functionality:</i> Operations slightly impaired. Low impact on business ability to function.	Level 1 support to provide an update via phone or email every 2 hours or as needed	30 min or less

Offer Form, OF-6 Item No. 3.2.8.2.4 Sample Outage Report

RCA: Internet Outage - 06/14/2021

Event Description:

Network outage

Upstream carrier fiber cut, multiple customers affected

Timeline:

TTD (Time to Discover): 0 H 01 M

TTR(Time to Repair): 00 H 16 M

Scope of Impact:

Upstream carrier fiber cut, multiple customers affected, service down for 0 H 16 M

Time to Detection: 0H 01M

Time to Diagnosis: 0H 6M

Time to Mitigation: 0H 16M

Action Taken:

Monday June 14, 2020

8:14am Initial alert received

8:16am Level 3 Engineer begins troubleshooting

8:20am Issue Identified

8:22am Affected customers notified

8:25am Disabled upstream interface on rtr2.drf

8:30am Services restored

8:34am Affected customers notified of service restoration

**Offer Form, OF-6 Item No. 3.2.8.3.1
Service Level Agreement**

Servpac will allow a pro-rata credit against future payment of the net monthly recurring charge (exclusive of nonrecurring charges, other one-time charges, per call charges, measured charges, regulatory fees and surcharges, taxes, and other governmental and quasi-governmental fees) for a Service Interruption, except as specified below or as may otherwise be legally required ("Credit"). "Service Interruption" shall mean a break in transmission that renders the Service unusable for transmission and reception. For the purposes of calculating a Credit allowance, the Service Interruption period begins when the Customer reports an interruption in the portion of the Service to Servpac, a trouble ticket is opened, and the Service is released to Servpac for testing and repair. The Service Interruption ends when the affected portion of the Service has been restored and Servpac has closed the trouble ticket. Service Interruption time does not include interruptions of less than thirty (30) minutes' duration.

Credits will be as follows:

Length of Service Interruption	Amount of Credit
Less than 30 minutes	None
At least 30 minutes but less than 3 hours	1/8 of a day
At least 3 hours but less than 6 hours	1/4 of a day
At least 6 hours but less than 9 hours	2/5 of a day
At least 9 hours but less than 12 hours	1/2 of a day
At least 12 hours but less than 15 hours	4/5 of a day
At least 15 hours and up to and including 24 hours	1 full day

The total number of credit allowances per month shall not exceed the total monthly recurring charge for the affected Service. Credit allowances will not be made for less than \$1.00, unless required under applicable law. Service Interruptions will not be aggregated for purposes of determining credit allowances. To qualify, Customer must request the Credit.

Offer Form, OF-6 Item No. 3.2.9.1

Sample Project Schedule

The below is an estimated Project Schedule to complete fiber network installation to a customer site. Every possible measure will be taken to meet the timeline requirements of the customer.

Site Survey: 1-14 days

Servpac will send an engineer/technician to perform a site survey of the property to determine viability of service delivery and to identify the most efficient/ideal route for fiber installation. Site survey will include entering manholes/handholes/pullboxes to obtain conduit information for approval. It may also involve surveying the utility poles to determine if the poles are adequate to take on the additional load.

Ordering: 2-4 weeks

Requests will be formally submitted to access conduit space from either Hawaiian Telcom, HECO or the local County office. All necessary equipment and tools are confirmed in stock at our facility (no equipment ordering necessary).

Approval: TBD (pending outside approval)

Approval time varies based on the approving agency.

Delivery: 2-3 weeks

A dedicated fiber connection will be run from the nearest Central Office directly to the customer site. Servpac's installation team will be placing blue microduct in the existing handholes and conduits. After the blue microducts are placed, we will blow in the microfiber.

Installation: 5-7 days

Once all the fiber is placed, Servpac's Technicians will splice and terminate the fiber within the customer's Telecommunication Room. If the customer requires cable drops, additional fees will apply.

Testing: 1 day

Servpac Technicians will access the server room to test the connectivity. Once tested successfully, we will provide the confirmation on the speed test results and send the Static IP Addresses of the internet connection.

Final Inspection: 1 day

Once Servpac Technicians have successfully completed testing. We will notify the customer for final inspection. If additional work is required, Servpac's Project Manager will notify the customer of the additional scope of work. Any additional scope of work that is required to correct and satisfy the requirements of this project will be at no additional cost.

Personnel Structure

Servpac's management and personnel team have over 20 years of experience planning, designing and installing commercial-grade fiber networks. To date, we have terminated our fiber in over 400 locations on Oahu and have run over 200 miles of our own dedicated fiber network.

Project Manager

Servpac will assign a dedicated migration team for this project, including a dedicated Project Manager. The Project Manager is responsible for:

- Overall project oversight and timeline management
- Allocate resources and schedule installation dates
- Communicate scope of work and project milestones to the customer
- Liaison between customer and Servpac engineer team
- Coordinate kick-off call and additional touch base meetings as needed

Outside-Plant Engineering Manager

Our Outside-Plan Engineer is responsible for the overall engineering, planning and design for the implementation and installation of fiber optic cables. In addition, they are also responsible for:

- Conducting field surveys in manholes, hand holes, pull boxes, utility poles, central offices, and buildings/customer premises
- Engineering work orders to install fiber optic cable and equipment
- Preparing engineering design and obtaining municipality approval to construct telecommunications infrastructure for the installation of fiber optic cable and equipment
- Monitoring construction activities to assure compliance with all specifications including local and building codes, industry standards, and quality assurance

Installers/Field Technicians

Our Installers and Field Technicians possess years of technical and specialized experience in installing, maintaining and repairing fiber optic cables and other telecommunication cabling.

They will be responsible for:

- Installing microduct and microfiber optical cable within the manholes
- Installing and mounting appropriate network terminating devices
- Terminating and splicing fiber cables
- Communicate with onsite point of contact



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24x7x365 Support

Once installation is complete, the customer will have access to Servpac's customer support team via telephone or email, 24x7x365 . Our team consists of highly trained engineers and support staff with a broad range of experience in telecommunications, network and cloud support. Support resolution and escalation levels are clearly defined to ensure issues are resolved within our standard SLA.