



STATE OF HAWAII
STATE PROCUREMENT OFFICE

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September 23, 2024

TO:	Executive Departments/Agencies Department of Education School Facilities Authority Hawaii Health Systems Corporation Office of Hawaiian Affairs University of Hawaii Public Charter School Commission and Schools House of Representatives Senate Judiciary	City and County of Honolulu Honolulu City Council Honolulu Board of Water Supply Honolulu Authority for Rapid Transportation County of Hawaii Hawaii County Council County of Hawaii-Department of Water Supply County of Maui Maui County Council County of Maui-Department of Water Supply County of Kauai Kauai County Council County of Kauai – Department of Water
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FROM: Bonnie Kahakui, Administrator *Bonnie A Kahakui*

SUBJECT: **Change No. 5**
SPO Price List Contract No. 21-19
NASPO VALUEPOINT INFORMATION TECHNOLOGY RESEARCH AND ADVISORY SERVICES
RFP 2-10115
Expires: January 18, 2026

The following changes are made to the price list contract:

1. The contracts for International Consulting Acquisitions Corp dba ISG Public Sector and Gartner, Inc. are extended to January 18, 2026.
2. The Agency Instructions are updated with basis of award.

The current price list contract incorporating Change No. 5 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

If you have any questions, please contact Matthew Chow at (808) 586-0577 or matthew.m.chow@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List Contract No. 21-19
Includes Change No. 5
Effective: 09/23/2024

THIS SPO PRICE/VENDOR LIST CONTRACT IS FOR AUTHORIZED BUSINESS ONLY

**NASPO VALUEPOINT
INFORMATION TECHNOLOGY RESEARCH AND ADVISORY
SERVICES**

(RFP 2-10115)

April 28, 2021 to January 18, 2026

INFORMATION ON NASPO VALUEPOINT

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Minnesota is the current lead agency and contract administrator for the NASPO ValuePoint Information Technology Research and Advisory Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization and contracts were awarded to three (3) qualified Contractors. The purpose of this contract is to support IT decisions in order to use IT in the most cost effective and resource efficient manner.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/it-research-advisory-services/>.



PARTICIPATING JURISDICTIONS listed below have signed a cooperative agreement with the SPO and are authorized to utilize this price list contract.

Executive Departments/Agencies	City and County of Honolulu (C&C Honolulu)
Department of Education (DOE)	Honolulu City Council
School Facilities Authority (SFA)	Honolulu Board of Water Supply
Hawaii Health Systems Corporation (HHSC)	Honolulu Authority for Rapid Transportation (HART)
Office of Hawaiian Affairs (OHA)	County of Hawaii
University of Hawaii (UH)	Hawaii County Council
Public Charter School Commission and Schools	County of Hawaii – Department of Water Supply
House of Representatives (House)	County of Maui
Senate	Maui County Council
Judiciary	County of Maui – Department of Water Supply
	County of Kauai
	Kauai County Council
	County of Kauai – Department of Water

The participating jurisdictions are not required but may purchase from this price list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D, and the procurement rules apply to purchases by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

POINT OF CONTACT. Questions regarding the products listed, ordering, pricing and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	FAX	E-mail
Executive	Matthew Chow	586-0577	586-0570	matthew.m.chow@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	G-OFS-DOE-Procurement@k12.hi.us
SFA	Gaudencia "Cindy" Watarida	430-5531	n/a	cindy.watarida@k12.hi.us
HHSC	Nancy Delima	359-0994	n/a	ndelima@hhsc.org
OHA	Christopher Stanley	594-1833	594-1865	chriss@oha.org
UH	Karlee Hisashima	956-8687	956-2093	karlee@hawaii.edu
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	danny.vasconcellos@spsc.hawaii.gov
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov

Jurisdiction	Name	Telephone	FAX	E-mail
Judiciary	Tritia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov
Honolulu City and County (C&C)	Procurement Specialist	768-5535	768-3299	bfs purchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, Jr.	768-5084	n/a	kamazaki@honolulu.gov
Honolulu City Council	Nanette Saito	768-5085	768-5011	nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5071	n/a	fn_procurement@hbws.org
HART	Dean Matro	768-6246	n/a	dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	961-8440	n/a	Diane.Nakagawa@hawaiicounty.gov
Hawaii County Council	Diane Nakagawa	961-8440	n/a	Diane.Nakagawa@hawaiicounty.gov
County of Hawaii - Department of Water Supply	Ka'iulani L. Matsumoto	961-8050 ext. 224	961-8657	kmatsumoto@hawaiidws.org
County of Maui	Jared Masuda	463-3816	n/a	jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	270-7838	n/a	marlene.rebugio@mauicounty.us
County of Maui - Department of Water Supply	Kenneth L. Bissen	270-7684	270-7136	ken.bissen@co.maui.hi.us
County of Kauai	Ernest Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba	241-4193	241-6349	ctabalba@kauai.gov
County of Kauai - Department of Water	Christine Erorita	245-5409	245-5813	cerorita@kauaiwater.org

USE OF PRICE & VENDOR LIST CONTRACTS BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price & vendor lists contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from a SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor, i.e., participation must be mutually agreed upon. A Contractor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a SPO price or vendor list Contractor(s).

CONTRACTORS. The authorized contractors are listed in this price list contract. They have signed a Master Agreement with the State of Minnesota and a Participating Addendum with the Hawaii State Procurement Office.

<u>Contractor:</u> International Consulting Acquisitions Corp dba ISG Public Sector Gartner, Inc.	<u>Master Agreement Number:</u> 186839 186840
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VENDOR CODES for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 21-19. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

PURCHASING CARD (pCard). The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, SFA, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

Note: Vendors may impose a transaction fee, not to exceed 4%, for pCard transactions.

PURCHASE ORDERS may be issued for purchases of \$2,500 or more and for vendors who either do not accept the pCard, or set minimum order requirements before accepting the pCard.

SPO PL CONTRACT NO. 21-19 & applicable NASPO VALUEPOINT MASTER AGREEMENT NUMBER shall be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO Price List Contract No. 21-19 and the applicable NASPO ValuePoint Master Agreement Number shall be notated on the appropriate transaction document.

PAYMENTS are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

LEASE AGREEMENTS are not allowed under this contract.

STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE shall not exceed the following rates if seller elects to pass on the charges to its customers.

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE OF SURCHARGE TAX RATE
C&C OF HONOLULU	0.50%	4.0%	4.7120%	12/31/2030
HAWAII	0.50%	4.0%	4.7120%	12/31/2030

COUNTY OF MAUI (including Molokai and Lanai)	0.50%	4.0%	4.7120%	12/31/2030
KAUAI	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on state general excise (GE) tax or Use tax may be visibly passed on but is not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

COMPLIANCE PURSUANT TO HRS §103-53. All state and county contracting officers or agents shall withhold final payment of a contract until the receipt of tax clearances from the director of taxation and the Internal Revenue Service. This section does not apply to contracts of less than \$25,000.

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

PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

CONTRACT INFORMATION

Scope of Work

The Contractor must provide the following services:

1. The Contractor shall provide IT business advice, objective IT research, and IT data that is thematic, prescriptive, and executable, and that provides a comprehensive perspective on the rapidly changing IT environment. Sponsors of research must be identified.
2. The Contractor shall provide access to an online database containing IT research articles. The database should contain at least 1,000 articles or more including white papers, research reports, webinars, bulletins, summaries, and any other IT research oriented documents published within the last five years.
3. The Contractor shall respond to over-the-phone inquiries regarding published articles and direction on other available resources.
4. The Contractor shall provide advisory services regarding strategic and tactical planning for customer's IT policy development.
5. The Contractor shall provide on-site workshops, advisory engagements, and conferences on IT related topics.

IT topics may include, but are not limited to, the following:

- Planning and establishing IT policies, procedures, and best practices
- Establishing and implementing IT governance
- Review of new and emerging Information Technologies
- Assistance with acquisition decisions for IT hardware and software
- Software licensing and Asset Management
- Application/system development
- Data analytics, data management, and business intelligence
- Information security
- Strategic planning and Enterprise Architecture
- Evaluations of industry issues, products, and major trends in the marketplace
- IT Benchmarking
- Digital transformation and Digital Government Services
- IT talent, recruiting, and retention
- TelCom, IP telephony, and call center solutions
- Disaster recovery and business continuity
- Cloud computing
- Mobile device strategy and management
- Emergency response and radio communications
- Enterprise CRM

AGENCY INSTRUCTIONS

1. Agency will solicit quotes from all authorized contractors.
2. Basis of Award. Purchasing Agency may award on best value. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria, in addition to price, so that the offer meeting the overall combination that best serves the State is selected. These criteria may include, but not limited to, the total cost of ownership, performance history of the vendor, quality of goods, warranties, services, or construction, delivery, and proposed technical performance. The agency shall justify in writing, and document kept in the procurement file, when not selecting the lowest quote.
3. Form SPO-010, RECORD OF PROCUREMENT is required to be completed and approved by the Procurement Officer.
4. A Purchase Order, Specifications or Statement of Work (SOW) shall be issued.
5. AWARD NOTIFICATION. After the agency issues a purchase order, the agency shall notify the non-awarded candidates within five (5) work days.
6. OFFICE OF INFORMATION PRACTICES (OIP). The OIP has created model forms that may be used to request access to a government record or to reply to a requester. To download a form go to: <http://oip.hawaii.gov/forms/>. The vendor submits a *Request to Access a Government Record* form to the agency for copies of their competitor's price quotes. The agency responds to the vendor by submitting a *Notice to Requester* form.

CONTRACTOR INFORMATION

INTERNATIONAL CONSULTING ACQUISITIONS CORP DBA ISG PUBLIC SECTOR
Master Agreement No. 186839

NASPO URL: <https://www.naspo.valuepoint.org/portfolio/it-research-advisory-services/international-consulting-acquisitions-corp-dba-isg-public-sector/>

Contact: Lesley Ahern
Phone: (617) 834-7069
Email: Lesley.Ahern@isg-one.com

Remit To:
International Consulting Acquisition Corp
dba ISG Public Sector
PO Box 9857
The Woodlands, TX 77387
Vendor Code: 35836800

For pricing, please use the link above to view the Master Agreement Exhibit C Pricing, pages 22 – 26.

The [ISG Provider Lens™ – Subscription](#) provides states with:

- Annual subscription access to published reports (thousands in the library; hundreds of new reports each year).
- Regular and proactive contact with an assigned client manager.
- Inquiries with subject matter experts (SMEs) include discussions coordinated via the ISG client manager. No restrictions on number of users that can attend each discussion.
- Discounted access to other ISG research advisory services, including automation, contract assessment, end user satisfaction monitoring, software acquisition and renewal strategy, price and cost benchmarks, supplier risk management, and more. See the [ISG Web site](#) for details on available services.
- Admission to ISG events and Webinars, virtual and in person.
- Advisory services regarding strategic and tactical planning for customer's IT policy development.

GARTNER, INC.
Master Agreement No. 186840

NASPO URL: <https://www.naspo.valuepoint.org/portfolio/it-research-advisory-services/gartner-inc/>

Contact:
Casey Brown
(808) 753-5874
Casey.Brown2@gartner.com

Remit To:
Gartner Inc
PO Box 911319
Dallas, TX 75391-1319
Vendor Code: 27414200

Alika Randazzo
(808) 330-1382
Alika.Randazzo@Gartner.com

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

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

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

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

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

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