



STATE OF HAWAII
STATE PROCUREMENT OFFICE

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<http://spo.hawaii.gov>

August 20, 2025

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

FROM: Bonnie Kahakui, Administrator

A handwritten signature in blue ink, appearing to read "Bonnie Kahakui".

SUBJECT: **Change No. 7**
SPO Vendor List Contract No. 23-03
NETWORK AND TELECOMMUNICATIONS SERVICES – STATEWIDE
RFP No. 22002

The following changes have been made to the vendor list contract:

1. The contact information for Executive Branch is updated.
2. The contact information for Level 3 Communications, LLC is updated.
3. The agency instructions are updated.
4. Hawaiian Telcom's pricelists for Business High Speed Internet, Business All-in-One (BAiO), and SIP Trunking are updated.

The current vendor list contract incorporating Change No. 7 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor Lists Contracts* on the home page.

If you have any questions, please contact Alan Yeh at (808) 587-3355 or alan.a.yeh@hawaii.gov.

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STATE OF HAWAII
STATE PROCUREMENT OFFICE

SPO Vendor List Contract No. 23-03

Replaces SPO VL 12-12

Change No. 7

Effective: 08/20/2025

THIS SPO VENDOR LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY

**NETWORK AND TELECOMMUNICATIONS SERVICES -
STATEWIDE**

(RFP No. 22002)

February 1, 2023 to January 31, 2028

PARTICIPATING JURISDICTIONS listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this vendor list contract.

Executive Departments/Agencies
Department of Education
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 (C&C 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

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

POINTS OF CONTACT. Questions regarding the products listed, ordering, pricing, and status should be directed to the Contractor(s) or Office of Enterprise Technology Services (ETS), Vincent Hoang at (808) 587-1212 or vincent.hoang@hawaii.gov.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	Fax	E-mail
Executive	Alan Yeh	587-3355	586-0570	alan.a.yeh@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	G-OFS-DOE-Procurement@k12.hi.us
School Facilities Authority	Gaudencia "Cindy" Watarida	430-5531		cindy.watarida@k12.hi.us
HHSC	Nancy Delima	359-0994		ndelima@hhsc.org
OHA	Christopher Stanley	594-1833	594-1865	chriss@oha.org
UH	Sarah Allen	(808) 956-2189		Sarah-Jane.Allen@hawaii.edu
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	danny.vasconcellos@spcsc.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
Judiciary	Tritia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfs purchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	768-5084 768-5085	768-5011	kamazaki@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5071		fn_procurement@hbws.org
HART	Dean Matro	768-6246		dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	961-8440		Diane.Nakagawa@hawaiicounty.gov
Hawaii County Council	Diane Nakagawa	961-8440		Diane.Nakagawa@hawaiicounty.gov
County of Hawaii-Dept of Water Supply	Ka'iulani Matsumoto	961-8050 x224	961-8657	kmatsumoto@hawaiidws.org
County of Maui	Jared Masuda	463-3816		jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	270-7838		marlene.rebugio@mauicounty.us
County of Maui-Dept of Water Supply	Kenneth L. Bissen	270-7684	270-7136	ken.bissen@co.maui.hi.us

Jurisdiction	Name	Phone	Fax	E-mail
County of Kauai	Ernest W. Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba	241-4193	241-6349	ctabalba@kauai.gov
County of Kauai-Dept of Water	Christine Erorita	245-5409	245-5813	cerorita@kauaiwater.org

USE OF THIS VENDOR LIST CONTRACT 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 and vendor list 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 an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price or vendor list Contractor(s).

CONTRACTORS. The following Contractors are authorized to provide Network and Telecommunications Services to the State of Hawaii.

DR Fortress, LLC
Hawaiian Telcom, Inc.
Level 3 Communications, LLC
Servpac Inc.

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 Vendor List Contract No. 23-03. *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, and OHA 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 Contractors who either do not accept the pCard, or set minimum order requirements before accepting the pCard.

SPO VL Contract No. 23-03 will be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO VL Contract No. 23-03 shall be notated on the appropriate transaction document.

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

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>.

PAYMENTS are to be made to the remittance address of the Contractor(s). HRS §103-10, HRS, 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.

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, Evaluation: Vendor or Product, for the purpose of addressing concerns on this price 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

Ordering Instructions

Unit Prices include delivery to destination and all other costs except the State General Excise Tax and County Surcharge, currently 4.5% for transactions made on the islands of Oahu, Kauai, Hawaii, Maui, Molokai and Lanai. Agencies are advised to add the tax amount to their purchase order total.

Ordering on a timely basis is the responsibility of each agency. Orders shall be issued on an as-needed basis during the vendor list contract period, and will use either the pCard or purchase order when placing order(s). Contractors are not obligated to accept any order received after the contract expiration date, however, Contractors shall fill timely orders for which delivery may extend beyond the expiration date. Agencies shall not issue purchase orders specifying delivery after the vendor list contract expiration date.

General Information

Services Included. Network and Telecommunications Services includes but is not limited to:

- Broadband Ethernet (Layer 2 and Layer 3)
- Digital Subscriber Line (DSL)
- Frame Relay
- Asynchronous Transfer Mode (ATM)
- Integrated Service Digital Network (ISDN)
- Point-to-Point
- Internet Service Provider (ISP)
- Telephone Service Provider (TSP)
- Managed Network Services
- Data Center Services

Services covered by the contract reflect current needs of the State as well as existing service offerings of the vendors.

Awarded Proposals Online. Parts of the awarded contractor's proposals are available below for user agencies information in determination of services and ability to obtain quotes.

- [**DR Fortress, LLC**](#)
 - [DR Fortress – Updated pricelists for Colocation/Data Center & Professional Services, Internet Exchange & IP Services, and Cloud, Security & Managed Services](#) (Ref. SPO VL Change No. 2)
 - [DR Fortress – Security & Network Services Platform and Voice Service added](#) (Ref. SPO VL Change No. 5)
- [**Hawaiian Telcom, Inc. \(Section 1\)**](#)
- [**Hawaiian Telcom, Inc. \(Section 2\)**](#)
- [**Hawaiian Telcom, Inc. \(Section 3\)**](#)
 - [Hawaiian Telcom – Updated Business High Speed Internet pricelist and updated Other Services pricelists for BAiO, Business Voice Essentials, and Centrex](#) (Ref. SPO VL Change No. 2)
 - [Hawaiian Telcom – Updated Other Services pricelists for BAiO and Business Voice Essentials](#) (Ref. SPO VL Change No. 5)
 - [Hawaiian Telcom – Updated Other Services pricelist for Business Voice Essentials and added pricelist for Primary Rate Interface \(PRI\) service](#) (Ref. SPO VL Change No. 6)
 - [Hawaiian Telcom - Updated Business High Speed Internet pricelist and updated Other Services pricelists for BAiO and SIP Trunking](#) (Ref. SPO VL Change No. 7)
- [**Level 3 Communications, LLC**](#)
- [**Servpac Inc.**](#)

Uniform Request for Quotes

- [Uniform Request for Quotes \(SPO VL Contract No. 23-03\)](#)

AGENCY INSTRUCTIONS

1. Agency prepares a uniform request for quotations to obtain quotes from at least two vendors. Using agencies may use the attached form, *Uniform Request for Quotes*, or a similar form. Fillable version of the form is available on the SPO site: <https://spo.hawaii.gov/network-telecom-services/>. It is the agencies responsibility to give the vendors a reasonable amount of time to prepare and submit the quote.

Note: Level 3 Communications does not offer any voice products or 911 service under this contract.

2. Vendor responds by due date specified.
3. Agency reviews and evaluates all quotes received. In the event that a vendor fails to respond by the due date specified, document for the procurement file. In the event that a vendor submits a late quote, it is the agencies determination to accept or reject a late quote submittal, document for the procurement file.
4. Agency determines best value based on agency's requirements of individual network deployments. Best value will be determined by price, technical and/or business requirements/service viability, solution design and other pertinent factors determined by the using agency. Such determination shall be in writing.
5. On the selected vendor's *Uniform Request for Quotes*, agency signs to acknowledge acceptance. Agency may inform non-selected vendor(s) as a courtesy.
6. Agency completes ETS Telecommunications Request form (ETS-001, TR form). This form is available on the Office of Enterprise Technology Services website: <https://ets.hawaii.gov/it-governance> . On the TR, field #9 "Description" should include the vendor list contract no (23-03) and field #12 "Vendor" should state the name of the vendor selected. Attach a copy of the signed *Uniform Request for Quotes* to the completed TR.
 - Submit TR form and *Uniform Request for Quotes* to the Office of Enterprise Technology Services (ETS)/ Network Branch (NB) via interoffice mail or via email to: ETS.NB.TRS@hawaii.gov.
 - Upon ETS/NB approval, TR and *Uniform Request for Quotes* will automatically be sent to the selected vendor. ETS/NB will return a copy to your Department Telecom Coordinator.
7. Agencies in jurisdictions that do not use form ETS-001 shall follow their normal internal process for approval and requesting service from the vendor.
8. Agency shall keep all quotes received and written determination (of why vendor was selected) in the procurement file in the event of an audit.
9. If agency did not obtain two or more quotes, such written documentation shall be kept in the procurement file.



DR FORTRESS, LLC

Business Address:
3375 Koapaka St., Ste. D198
Honolulu, HI 96819

Contact Person:
Millie Perreira-Gilmore
Phone: (808) 723-0345
Email: millie@drfortress.com

Remittance Address:
3375 Koapaka St., Ste. D198
Honolulu, HI 96819
Vendor Number: 309487-00

Company website:
www.drfortress.com

HAWAIIAN TELCOM, INC.

Business Address:
1177 Bishop Street
Honolulu, HI 96813

Contact Person(s):
Tim Purkis
Phone: (808) 794-0788
Email: tim.purkis@hawaiiantel.com
Stephanie Saxton
Phone: (808) 546-4808
Email: stephanie.saxton@hawaiiantel.com
Fax: (808) 546-8288

Remittance Address:
P.O. Box 30770
Honolulu, HI 96820-0770
Vendor Number: 289236-08

Hawaiian Telcom, Inc.'s pCard policy:

Hawaiian Telcom, Inc. will accept on-line pCard payment and over-the-phone pCard payment of up to and including \$2,500 per transaction. Anything greater than \$2,500 needs to be processed as the following (when paying on the same Hawaiian Telcom bill account number):

1. 3 payments in 5 days, or
2. 5 payments in 30 days

For payment by phone thru Paymentus, call 1-855-748-1077.

For online payment:

1. User has option to login to the user's online billing account, or
2. User has option to go to <http://hawaiiantel.com/quickpay> to make online payment without needing to login to the user's online billing account.

The State is exempt from the \$3.95 transaction fee by Paymentus for both online and payment by phone thru Paymentus.

Paymentus can charge State user a \$5 agent assistance fee if the user selects the option to speak to a live Paymentus Agent and have the agent take the payment for them on the phone instead of making the payment by themselves.

LEVEL 3 COMMUNICATIONS, LLC

Business Address:

550 Paiea Street, Suite 238
Honolulu, HI 96819

Contact Person:

Jon Franco
Phone: (602) 691-7424
Mobile: (480) 835-0999
Email: jon.franco@lumen.com

Remittance Address:

P.O. Box 910182
Denver, CO 80291-0182
Vendor Number: 339010-00

Billing Questions:

CustomerCare
1-877-453-8353

Note: Level 3 Communications does not offer any voice products or 911 service under this contract.



SERVPAC INC.

Business Address:
1931 N. King St.
Honolulu, HI 96819

Contact Person:
Christina Dimovska
Phone: (808) 237-5101
Email: cdimovska@servpac.com

Remittance Address:
1931 N. King St.
Honolulu, HI 96819
Vendor Number: 296500-01

Company website:
<https://servpac.com/>