



**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

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February 13, 2024

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

FROM:       Bonnie Kahakui, Acting Administrator *Bonnie Kahakui*

SUBJECT:    **Change No. 5**  
              SPO Vendor List Contract No. 23-09  
              **INTERISLAND AIRLINE PRICE AGREEMENT**  
              RFP No. 22012  
              **Expires: August 31, 2024**

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

1. School Facilities Authority added to Participating Jurisdictions.
2. Point of Contact information for School Facilities Authority has been added.
3. Southwest Baggage Section on Page 8:  
**Baggage:** Your first two checked bags fly free® at Southwest Airlines (weight and size limits apply). Each additional bag (3+ checked bags) and any oversized bag (more than 50 pounds or larger than 62 inches to 80 inches is \$100 per item, one-way. Southwest Airlines does not charge for carryon luggage. Each traveler can bring one carryon and one personal item free of charge. Your carryon can be no bigger than 24" (L) x 16" (W) x 10" (H). If it's bigger than those dimensions, it can be checked, for free if under 50 pounds.

Southwest has changed the oversized bag fee from \$75 to \$100 but will honor the \$75 oversized bag fee per the contract. The travel manager from each division will need to contact Premier Partner Service and they will process a refund of \$25 for any oversized bag.

This contract is available on the SPO Website: <http://spo.hawaii.gov>. Click on *Price & Vendor Lists Contracts* at the home page.

If you have any questions, please contact Shannon Ota at (808) 586-0563 or [shannon.j.ota@hawaii.gov](mailto:shannon.j.ota@hawaii.gov).

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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Vendor List Contract No. 23-09  
Includes Change No. 5  
Effective: 02/09/2024**

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

**INTERISLAND AIRLINE PRICE AGREEMENT**

(RFP No. 22012)

**September 1, 2022 to August 31, 2024**

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

Executive Departments/Agencies  
Department of Education  
School Facilities Authority  
Charter Schools  
Hawaii Health Systems Corporation  
Office of Hawaiian Affairs  
University of Hawaii  
House of Representatives  
Senate  
Judiciary

City & 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. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the agency.

**POINTS OF CONTACT.** Questions regarding airline reservations and applicable rules should be directed to the contractor.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Shannon Ota	586-0563	586-0570	<a href="mailto:shannon.j.ota@hawaii.gov">shannon.j.ota@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:G-OFS-DOE-Procurement@k12.hi.us">G-OFS-DOE-Procurement@k12.hi.us</a>
School Facilities Authority	Gaudencia "Cindy" Watarida	430-5531		<a href="mailto:Cindy.watarida@k12.hi.us">Cindy.watarida@k12.hi.us</a>
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	<a href="mailto:Danny.vasconcellos@spcsc.hawaii.gov">Danny.vasconcellos@spcsc.hawaii.gov</a>
HHSC	Nancy Delima	359-0994		<a href="mailto:nedlima@hhsc.org">nedlima@hhsc.org</a>
OHA	Christopher Stanley	594-1833	594-1865	<a href="mailto:chriss@oha.org">chriss@oha.org</a>
UH	Karlee Hisashima	956-8687	956-2093	<a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfs purchasing@honolulu.gov">bfs purchasing@honolulu.gov</a>
Honolulu City Council	Kendall Amazaki, Jr	768-5084	768-5011	<a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a>
Honolulu Board of Water Supply	Procurement Office	748-5071		<a href="mailto:fn_procurement@hbws.org">fn_procurement@hbws.org</a>
HART	Dean Matro	768-6246		<a href="mailto:dean.matro@honolulu.gov">dean.matro@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440	961-8248	<a href="mailto:diane.nakagawa@hawaiiicounty.gov">diane.nakagawa@hawaiiicounty.gov</a>
Hawaii County Council	Diane Nakagawa	961-8440	961-8248	<a href="mailto:diane.nakagawa@hawaiiicounty.gov">diane.nakagawa@hawaiiicounty.gov</a>
County of Hawaii-Department of Water Supply	Ka'iulani Matsumoto	961-8050 ext. 224	961-8657	<a href="mailto:kmatsumoto@hawaiidws.org">kmatsumoto@hawaiidws.org</a>
County of Maui	Jared Masuda	463-3816		<a href="mailto:jared.masuda@co.maui.hi.us">jared.masuda@co.maui.hi.us</a>
Maui County Council	Marlene Rebugio	270-7838		<a href="mailto:Marlene.rebugio@mauicounty.hi.us">Marlene.rebugio@mauicounty.hi.us</a>
County of Maui- Department of Water Supply	Kenneth L. Bissen	270-7684	270-7136	<a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a>
County of Kauai	Ernest Barreira	241-4295	241-6297	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>
Kauai County Council	Codie Tabalba	241-4193	241-6349	<a href="mailto:ctabalba@kauai.gov">ctabalba@kauai.gov</a>
County of Kauai- Department of Water	Christine Erorita	245-5470		<a href="mailto:cerorita@kauaiwater.org">cerorita@kauaiwater.org</a>

**USE OF VENDOR LIST CONTRACT BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contract(s) (HRS Chapter 103F) have been invited to participate in the SPO price list contracts.

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

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

**VENDOR.** The following vendor is authorized to provide interisland airline tickets for authorized travel. See vendor information for further information.

Hawaiian Airlines, Inc.  
Southwest Airlines

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Vendor(s) named in the SPO Vendor List Contract No. 23-09. *No further compliance verification is required prior to issuing a pcard payment when utilizing this contract.*

**PURCHASING CARD (pCard)** is the only acceptable form of payment.

**PURCHASE ORDERS** are not accepted by the vendor.

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

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

## **INSTRUCTIONS:**

1. Obtain two (2) fare quotes from the fare class that is most advantageous to the State from the authorized vendors based on the authorized business dates, times, and destination if applicable.
  - Executive Branch Agencies (excluding DOE, UH, OHA and HHSC) shall use form SPO-030, Worksheet A, to document airfare quote(s).
  - Airfare quotes on Worksheet A are subsequently transferred to the form SPO-030, Travel Approval Form (TAF) for requesting and approving authority signatures.
2. After travel is approved, make a reservation with the selected vendor. The pCard shall only be used for authorized business travel.

3. Print and retain receipt of airline ticket purchase for Statement of Completed Travel or other final travel documentation.

## HAWAIIAN AIRLINES, INC.

**Corporate Website:** [www.hawaiianair.com/corporate](http://www.hawaiianair.com/corporate)

**Corporate Account:** Agencies are required to sign up for a corporate account to take advantage of any corporate rates or benefits. Contact the Inside Sales Team for more information and application. Agencies with an existing Hawaiian Airlines Corporate account may continue to use their current account numbers.

Departments/agencies may consolidate/pool the earned corporate bonus miles into a single main would roll up into a single account. Contact Inside Sales Team (see below for contact information) with the corporate account number that will be designated as the main account, and all the subaccounts that will be impacted. Each month, all bonus miles earned in the subaccounts will be reported on the corporate statement, but the earned miles will be immediately transferred to the main account.

### **Reservations – Corporate Desk**

Days/Hours of Operation: Daily from 5:00 am to 6:00 pm\* (HST)  
Telephone Number: 1 (800) 578-5722 (toll free)

\*After Corporate Desk Hours

Corporate accounts may contact Hawaiian Airlines General Reservations at (800) 367-5320 for assistance with immediate (in the next 24 hours) travel issues

### **Reservations – General**

Days/Hours of Operation: Daily 24/hours  
Telephone Number: 1 (800) 367-5320 (toll free)

### **Inside Sales Team – Update Authorized Users, Emails, Credit Card**

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

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

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

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

Interisland fares discount <sup>1</sup>	5%
Fixed rate – last-seat availability <sup>2</sup>	\$81.86

<sup>1</sup>Discount applies to Main Cabin base fares only

<sup>2</sup>Rate is for Main Cabin and does not include applicable taxes and fees



**Additional Services & Benefits:** Reservations must be made through the Corporate website or Corporate Desk to take advantage of additional services and benefits.

**Flight Receipts:** Retrieve past dated flight receipts (showing ticket status, Used, Refunded – RFND, Unused – OK) up to 9 months after your date of travel online via your corporate website or hawaiianairlines.com by selecting the following:

- Manage Flights
  - My Receipts
  - Enter E-Ticket Number or MSR (Miscellaneous Receipt) & Passenger Last Name
- For copy of refund please allow 2-3 business days*

**Baggage Fees (standard size):** 1<sup>st</sup> and 2<sup>nd</sup> checked bag fees are waived. All other normal baggage rules and restrictions apply.

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

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

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

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

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

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

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

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

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

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

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

**Incentive Program:** Corporate accounts earn one (1) bonus mile per dollar on tickets purchased through the Corporate website. Miles may only be redeemed and used for future State & County authorized business.

# SOUTHWEST AIRLINES

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

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

**How to Book:**

- 1) Contact Jennifer Kim ([Jennifer.kim@wnco.com](mailto:Jennifer.kim@wnco.com)) to set up and provide account info to book business travel through SWABIZ
- 2) Enroll in SWABIZ <https://www.swabiz.com/corporate/enrollment/> using account info provided by Southwest

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

**Premier Partner Service**

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

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

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

**Premier Partner Service Traveler**

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

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

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

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

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

**Baggage:** Your first two checked bags fly free® at Southwest Airlines (weight and size limits apply). Each additional bag (3+ checked bags) and any oversized bag (more than 50 pounds or larger than 62 inches to 80 inches) is \$100 per item, one-way. Southwest Airlines does not charge for carryon luggage. Each traveler can bring one carryon and one personal item free of charge. Your carryon can be no bigger than 24" (L) x 16" (W) x 10" (H). If it's bigger than those dimensions, it can be checked, for free if under 50 pounds.

Southwest has changed the oversized bag fee from \$75 to \$100 but will honor the \$75 oversized bag fee per the contract. The travel manager from each division will need to contact Premier Partner Service and they will process a refund of \$25 for any oversized bag.

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

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

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

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

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

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