

**BONNIE KAHAKUI**  
ACTING ADMINISTRATOR

**STATE OF HAWAII**  
**STATE PROCUREMENT OFFICE**

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March 14, 2024

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 and Schools	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 A Kahakui*

**SUBJECT: Change No. 51**  
SPO Vendor List Contract No. 17-18  
**NASPO VALUEPOINT CLOUD SOLUTIONS**  
CH16012  
**Expires: September 15, 2026**

The following changes are made to the vendor list contract:

1. The information on pCard is updated.
2. The sales contact for CherryRoad Technologies Inc, Oracle America Inc and SHI International Corp are updated.

The current vendor list contract incorporating Change No. 51 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price and 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](mailto:matthew.m.chow@hawaii.gov).

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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Vendor List Contract No. 17-18**  
Replaces SPO Vendor List Contract No. 13-16  
Includes Change No. 51  
Effective:

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

**NASPO VALUEPOINT  
CLOUD SOLUTIONS**  
(RFP Reference No. CH16012)  
**July 7, 2017 to September 15, 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 Utah is the current lead agency and contract administrator for the NASPO ValuePoint Cloud Solutions contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization and contracts were awarded to 32 qualified Contractors.

The purpose of this contract is to provide Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). During the term of the contract, awarded vendors may request for inclusion of new and improved technology products pending approval from the Lead State Contract Administrator.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/>.



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

Executive Department/Agencies  
 Department of Education (DOE)  
 School Facilities Authority (SFA)  
 Hawaii Health Systems Corporation (HHSC)  
 University of Hawaii (UH)  
 Public Charter School Commission and Schools  
 Office of Hawaiian Affairs (OHA)  
 House of Representatives (House)  
 Senate  
 Judiciary

City & County of Honolulu (C&C of Honolulu)  
 Honolulu City Council  
 Honolulu Board of Water Supply  
 Honolulu Authority for Rapid Transportation (HART)  
 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 is 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 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.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	FAX	E-mail
Executive	Matthew Chow	586-0577	586-0570	<a href="mailto:matthew.m.chow@hawaii.gov">matthew.m.chow@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>
SFA	Gaudencia "Cindy" Watarida	430-5531	n/a	<a href="mailto:cindy.watarida@k12.hi.us">cindy.watarida@k12.hi.us</a>
HHSC	Nancy Delima	359-0994	n/a	<a href="mailto:ndelima@hhsc.org">ndelima@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>
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>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>

Jurisdiction	Name	Telephone	FAX	E-mail
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 Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfpurchasing@honolulu.gov">bfpurchasing@honolulu.gov</a>
Honolulu City Council	Kendall Amazaki, Jr.	768-5084	n/a	<a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a>
Honolulu City Council	Nanette Saito	768-5085	768-5011	<a href="mailto:nsaito@honolulu.gov">nsaito@honolulu.gov</a>
Honolulu Board of Water Supply	Procurement Office	748-5071	n/a	<a href="mailto:fn_procurement@hbws.org">fn_procurement@hbws.org</a>
HART	Dean Matro	768-6246	n/a	<a href="mailto:dean.matro@honolulu.gov">dean.matro@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440	n/a	<a href="mailto:Diane.Nakagawa@hawaiiicounty.gov">Diane.Nakagawa@hawaiiicounty.gov</a>
Hawaii County Council	Diane Nakagawa	961-8440	n/a	<a href="mailto:Diane.Nakagawa@hawaiiicounty.gov">Diane.Nakagawa@hawaiiicounty.gov</a>
County of Hawaii - Department of Water Supply	Ka'iulani L. Matsumoto	961-8050 ext. 224	961-8657	<a href="mailto:kmatsumoto@hawaiidws.org">kmatsumoto@hawaiidws.org</a>
County of Maui	Jared Masuda	463-3816	n/a	<a href="mailto:jared.masuda@co.maui.hi.us">jared.masuda@co.maui.hi.us</a>
Maui County Council	Marlene Rebugio	270-7838	n/a	<a href="mailto:marlene.rebugio@mauicounty.us">marlene.rebugio@mauicounty.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	245-5409	245-5813	<a href="mailto:cerorita@kauaiwater.org">cerorita@kauaiwater.org</a>

### **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 vendor list contract. They have signed a Master Agreement with the State of Utah and a Participating Addendum with the Hawaii State Procurement Office.

Contractor Name	Master Agreement No.
Armedia, LLC	AR3087
AskReply Inc dba B2Gnow	AR3088
Calibre Systems, Inc.	AR3089
Capgemini America Inc	AR3090
Carahsoft Technology Corporation (Carahsoft)	AR2472
CherryRoad Technologies, Inc. (CherryRoad)	AR2476
Dell Marketing L.P.	AR2495
DLT Solutions	AR2480
EC America Inc	AR2496
Environmental System Research Institute, Inc. (ESRI)	AR2482
Gainwell Technologies LLC	AR3094
Hewlett Packard Enterprise Company	AR3104
Insight Public Sector, Inc. (Insight)	AR2485
International Business Machines Corp	AR3107
Kyndryl Inc	AR3710
Oracle America Inc	AR2487
SHI International Corp	AR2488
Unisys Corporation	AR2492

**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. 17-18. *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 VL Contract No. 17-18 & MASTER AGREEMENT NO.** shall be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO VL Contract No. 17-18 shall be notated on the appropriate transaction document.

**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>.

**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.

**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.

**EMERGENCY PURCHASE.** The FEMA special provisions have been added to the contract to allow departments/agencies to make purchases during a declared disaster and seek FEMA reimbursement during a declared emergency. For more information, please visit: <https://spo.hawaii.gov/for-state-county-personnel/disaster-preparedness-procurement/femareimbursement/>. The following Contractors have agreed to the FEMA special provisions:

- AskReply, Inc. dba B2Gnow
- EC America, Inc.

## CONTRACT INFORMATION

### Definitions

**Infrastructure as a Service (IaaS)** is defined the capability provided to the end user to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The end user does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications; and possibly limited control of select networking components (e.g. host firewalls).

**Platform as a Service (PaaS)** is defined as the capability provided to the consumer to deploy onto the cloud infrastructure end user created or-acquired applications created using programming languages and tools supported by the provider. This capability does not necessarily preclude the use of compatible programming languages and tools supported by the provider. This capability does not necessarily preclude the use of compatible programming languages, libraries, services, and tools from other sources. The end user does not manage or control the underlying cloud infrastructure including, network, servers, operating systems, or storage, but has control over the deployed applications hosting environment configurations.

**Service Level Agreement (SLA)** means the SLA obligations the service provider publishes in its service terms or a written agreement between both the Purchasing Entity and the Contractor that is subject to the terms and conditions and relevant Participating Addendum unless otherwise expressly agreed in writing between the Purchasing Entity and the Contractor. SLA's should include: (1) the technical service level performance promises, (i.e. metrics for performance and intervals for measure), (2) description of service quality, (3) identification of roles and responsibilities, (4) remedies, such as credits, and (5) an explanation of how remedies or credits are calculated and issued.

**Software as a Service (SaaS)** is defined as the capability provided to the consumer to use the service providers, Contractor's or third party applications available in the service provider's marketplace running on a Contractor's infrastructure (commonly referred to as "cloud infrastructure). The applications are accessible from various client devices through a thin client interface such as a Web browser (e.g., Web-based email), or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

**Fulfillment Partner** means a third-party contractor qualified and authorized by Contractor, and approved by the Participating State under a Participating Addendum, who may, to the extent authorized by Contractor, fulfill any of the requirements of this Master Agreement including but not limited to providing Solutions under this Master Agreement and billing Customers directly for such Solutions.

Note: Value Added Services was included in the solicitation which includes but not limited to Maintenance Services, Deployment Services, Consulting/Advisory Services, State of Work Services, Partner Services and Training Deployment Services. Agency may view value added services in the vendor's NASPO portfolio.



## **Master Agreement Overview**

### **Data Security**

- Cloud Security Alliance recommendations were incorporated into the RFP requirements.
  - Must meet NIST characteristics (i.e. be a true cloud service provider)
  - Must meet security requirements, which leverage the following cloud-focused security frameworks:
    - CSA STAR
    - ISO/IEC 27017
    - NIST SP 800-53 (basis for FedRAMP)

**Data classification:** 1<sup>st</sup> step in determining the security controls. CIO's should consider:

- Understand the Breach Notification Laws (for PII or personally identifiable information) in your jurisdiction – 47 out of 50 States have this laws (exceptions are Alabama, New Mexico, South Dakota).
- Determine the sensitivity of the data and if PII is involved
- Risk level set by consequences of exposure
- Most frameworks use three tier classification model (e.g. Low, Medium, High; Official, Secret, Top Secret)

### **Data Classification and Security Controls**

- Understand the customer's responsibilities (e.g. for IaaS and PaaS, customer defines requirement for encryption)
- Leverage industry standard certifications to demonstrate compliance for cloud security controls, use information from Cloud Security Alliance tools to short-list vendors. Review may not comply with the specific controls that your organization needs.
- Identify specific controls and request additional certifications to comply with privacy requirements when PII is involved (for example ISO/IEC 27018).

### **Using Cloud Security Alliance Tools**

- Cloud Controls Matrix (CCM) – security controls framework for cloud.
- Consensus Assessment Initiative Questionnaire (CAIQ) assessment tool based on CCM.
- CSA STAR (Security, Trust and Assurance Registry) - provider Assurance Program. Leverages CCM & CAIQ as its foundation.

### **Nail Your Business Case**

- SLA Must Be Complete. – No Gray Areas! Understand the application and what is in scope and out of scope.
- Clarify Ownership of Tasks and Deliverables – essential for IaaS and PaaS.
- Do not rely on Generic Definitions
- Document Business Value Expectations
- Define Cost to Manage Risk and Quality (Security, Archiving, Backup, DR as related to the application)

## **SLA's**

- The Master Agreement include SLA's that outline security controls the Contractor employs specific to the data they are prepared to handle.
- The CIO needs to evaluate each Master Agreement receiving a service category award (SaaS, PaaS, or IaaS) in order to compare services and security standards before making a determination as to which Contractor's cloud solution and security controls best meets their program objectives and state laws.

## **SLA Cannot Be An Afterthought**

- Link to organizations SMART Objectives: Specific, Measurable, Actionable, Relevant and Time-Bound.
- Review SLA(s) and Terms and Conditions included in the ValuePoint-Utah Master Agreement for service commitments, remedies, and penalties. Ensure SLA(s) align with organizational SMART objective and business needs.
- Closely evaluate all Terms and Conditions for SLA(s) exclusions.
- Consider review process for adjustments to SLA(s) over time.

## **Recommendations**

- Clearly define the scope and objectives of your cloud application. Align with expectations of key stakeholders.
- Transition planning must be a part of your strategy.
- Evaluate the comprehensiveness and achievability of the transition plan.
- Jointly manage the transition plan and escalate issues before they become risks.
- Measure and proactively manage transition processes to achieve success.

## **Download the Engagement Addendum (EA) and Service Level Agreement (SLA):**

[https://spo.hawaii.gov/wp-content/uploads/2020/08/17-18\\_EA-SLA.docx](https://spo.hawaii.gov/wp-content/uploads/2020/08/17-18_EA-SLA.docx)

Information to input on the EA & SLA can be found on the contractor's information page.

**JURISDICTION INSTRUCTIONS HOW TO UTILIZE THIS VENDOR LIST CONTRACT**

## INSTRUCTIONS FOR EXECUTIVE DEPARTMENTS/AGENCIES

1. Requesting agency are required to contact their IT Coordinator for instructions and assistance with procuring Cloud Solutions from one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Prior approval of an IT Spend Request form according to agency procedures is required, including approvals by the Chief Information Officer (CIO), and Projects Advisory Committee, if applicable. For additional questions, contact OETS IT Governance staff via email at [ets.itg@hawaii.gov](mailto:ets.itg@hawaii.gov).
3. Requesting agency should obtain one (1) price quote from one of the authorized vendors for procurements up to \$50,000. For procurements more than \$50,000, two (2) or more price quotes are required from two different authorized vendors.
4. When utilizing this vendor list contract, awards for Value-Added Services (e.g., consulting services pre-and post-implementation) shall not exceed \$100,000.00 per year and the contract term shall not exceed three (3) years, unless requesting agencies receive written approval by the CIO. Agencies may utilize the GSA Schedule 70 Contracts for IT Services only, or conduct an applicable procurement method and its procedures, such as small purchases, competitive sealed bidding or competitive sealed proposals pursuant to HRS chapter 103D.
5. The requesting agency shall award based on lowest price. If the lowest price does not meet the agency's specification and operational requirements, the award may be made to the authorized vendor whose offer represents the best value to the agency with a completed form SPO-010. The completed SPO-010 is kept in the procurement file.

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 services the agency is selected. These criteria may include, in addition to others, the total cost of ownership, performance, history of the vendor, quality of goods, services, delivery and proposed technical performance.

6. Requesting agency should work with the awarded authorized vendor in drafting an Engagement Addendum/Statement of Work (EA/SOW) and Service Level Agreement (SLA).
7. Vendor List Contract No. 17-18 will provide instructions on how to download the EA/SOW and SLA.
8. Requesting agency should coordinate the execution of the EA/SOW and SLA in the following order:
  - Contractor signs the EA/SOW and SLA;
  - CIO signs the EA/SOW and SLA; and
  - Agency/Entity procurement officer with authority to execute contracts signs the EA/SOW and SLA.
9. Requesting agency:
  - Retains original EA/SOW and SLA;
  - Emails copy of the completed executed EA/SOW and SLA to: [state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and the Contractor within three (3) working days.

  
Douglas Murdock (Dec 15, 2022 11:12 PST)

Dec 15, 2022

CIO or Designee Signature / Date jd

TTO

Douglas Murdock / Chief Information Officer

Print Name / Job Title

## INSTRUCTIONS FOR DEPARTMENT OF EDUCATION

1. School/offices are required to contact the Assistant Superintendent of the Office of Information Technology Services (OITS) or designee, for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18. OITS may be reached at (808) 586-3307.
2. <sup>OITS</sup>~~OITS~~ should work with the requesting school/office and selected authorized vendor listed in Vendor List Contract No. 17-18 in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. <sup>OITS</sup>~~OITS~~ should notify the Procurement and Contracts Branch (PCB) to coordinate the completion and execution of the EA and SOW with the selected authorized vendor in the following order:
  - Contractor signs EA;
  - CIO signs the EA; and
  - Agency/Entity Procurement Officer with authority to execute contracts signs the EA.
5. After EA and SOW is completed and executed, PCB shall:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to: <sup>OITS</sup>~~OITS~~ state.procurement.office@hawaii.gov, to the Contractor, <sup>OITS</sup>~~OITS~~ and requesting school/office within three (3) working days.
6. For questions, contact the Procurement Staff at (808) 675-0130 or doeprocure@notes.k12.hi.us.

Christine G. Shaw 7/5/17  
CIO or Designee Signature / Date

Christine Shaw, Acting Asst. Supt.  
Print Name / Job Title


## INSTRUCTIONS FOR OFFICE OF HAWAIIAN AFFAIRS

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1. Requestor is required to contact ISRM Manager with the Office of Hawaiian Affairs for assistance in recommending one of the authorized vendors listed in Vendor List Contract No. 17-18. Tiger Li, ISRM Manager, contact information is (808) 594-1792, (808) 347-9229 or [tigerl@oha.org](mailto:tigerl@oha.org).
2. Prior approval for IT related equipment or service shall be obtained via the submission of the OHA Purchase Requisition by ISRM.
3. Procurement shall coordinate with the ISRM Manager to obtain a price quote from the authorized vendors for procurement.
4. Procurement Unit shall coordinate with the ISRM Manager for completion and execution of the Engagement Addendum (EA) and Statement of Work (SOW) with the selected authorized vendor.
5. The requesting agency shall award based on lowest price. If the lowest price does not meet the agency's specification and operational requirements, the award may be made to the authorized vendor whose offer represents the best value to the agency.
6. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
7. Procurement Unit shall coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - CEO signs the EA; and
  - CPO, HOPA or Designee with authority to execute contracts signs the EA.
8. OHA Corporate Counsel:
  - Retains original contracts
9. Procurement Unit:
  - Emails copy of the completed executed EA and SOW to: [stateprocurement.office@hawaii.gov](mailto:stateprocurement.office@hawaii.gov), to the Contractor, within three (3) working days.
10. For questions, Contact Phyllis Ono-Evangelista, Procurement Manager at (808) 594-1833 or at [phylliso@oha.org](mailto:phylliso@oha.org).

 5/29/18  
Designee Signature / Date

Lisa A. Victor  
Its Ka Pou Nui, Chief Operating Officer

 5/29/18  
Designee Signature / Date

Kamana'o pono M. Crabbe, Ph. D  
Its Ka Pouhana, CEO

## INSTRUCTIONS FOR UNIVERSITY OF HAWAII

1. Requestors are required to contact their department IT Coordinator for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. UH Department should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW), then submit to the UH Office of Procurement and Real Property Management (OPRPM).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. OPRPM should coordinate the execution of the EA and SOW in the following order.
  - Contractor signs EA;
  - CIO signs the EA; and
  - Procurement Officer with authority to execute contracts signs the EA.
    - Departmental Fiscal Authority (FA) can sign to execute contract if the total amount is less than \$25,000 and falls within the FA's purchasing authority limit.
    - OPRPM will execute contract if the total amount is greater than \$25,000 or exceeds the departmental FA's limit.
5. Procurement Officer that executes contract:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
state.procurement.office@hawaii.gov and to the Contractor within three (3) working days.
6. For questions, contact Matthew Chow at (808) 956-2765 or chowmatt@hawaii.edu.

 07/13/2017  
\_\_\_\_\_  
CIO or Designee Signature / Date

Garret T. Yoshimi  
Vice President for IT and CIO  
\_\_\_\_\_  
Print Name / Job Title



## INSTRUCTIONS FOR HOUSE OF REPRESENTATIVES

1. Requestor is required to contact Brian Takeshita, House Chief Clerk, with the House of Representatives at (808) 586-6400 or [takeshita@capitol.hawaii.gov](mailto:takeshita@capitol.hawaii.gov) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Brian Takeshita should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. Brian Takeshita should coordinate the execution of the EA and SOW in the following order.
  - Contractor signs EA;
  - Craig Nakahara, Information Resources Coordinator signs the EA; and
  - Agency/Entity procurement officer with authority to execute contracts signs the EA.
5. Brian Takeshita:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For questions, contact Brian Takeshita at (808) 586-0400 or [takeshita@capitol.hawaii.gov](mailto:takeshita@capitol.hawaii.gov).

 8/1/17  
CIO or Designee Signature / Date

Brian L. Takeshita / Chief Clerk  
Print Name / Job Title



## INSTRUCTIONS FOR JUDICIARY

1. Requestor is required to contact Tritia Cruz, of the Contracts and Purchasing Division (CPD) of the Financial Services Department at (808) 538-5805 or at [Tritia.L.Cruz@courts.hawaii.gov](mailto:Tritia.L.Cruz@courts.hawaii.gov). Or contact Kevin Thornton, Director of IT & Business Services (ITSD) at (808) 538-5714 or at [Kevin.G.Thornton@courts.hawaii.gov](mailto:Kevin.G.Thornton@courts.hawaii.gov) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Requestor and ITSD should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Service Level Agreement (SLA).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SLA.
4. Requestor, CPD, and ITSD should coordinate the execution of the EA and SLA in the following order.
  - Contractor signs EA;
  - Kevin Thornton, CIO signs the EA; and
  - Agency/Entity procurement officer with authority to execute contracts signs the EA.
5. Requestor:
  - Retains copy of the contract
  - Emails copy of the completed executed EQ and SLA to the Contractor within three (3) working days.
6. CPD:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to: [state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) within three (3) working days.
7. For questions, contact Tritia Cruz at (808) 538-5805 or [Tritia.L.Cruz@courts.hawaii.gov](mailto:Tritia.L.Cruz@courts.hawaii.gov).

  
CIO or Designee Signature / Date

Kevin G. Thornton, Director  
Print Name / Job Title  
Kevin Thornton/CIO

## INSTRUCTIONS FOR CITY & COUNTY OF HONOLULU

1. Requestor is required to contact the Division of Purchasing with the City & County of Honolulu at (808) 768-5535 or [bfspurchasing@honolulu.gov](mailto:bfspurchasing@honolulu.gov) after obtaining technical approval from the Department of Information Technology for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. The Division of Purchasing will assign staff to work with the City agency, the Department of Information Technology, and the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. The Division of Purchasing assigned staff should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - The Director of Information Technology or designee signs the EA and;
  - The Director of Budget and Fiscal Services or designee with authority to execute contracts signs the EA.
5. The Division of Purchasing:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov), and to the Contractor within three (3) working days.
6. For questions, contact the Division of Purchasing at (808) 768-5535 or [bfspurchasing@honolulu.gov](mailto:bfspurchasing@honolulu.gov).

  
CIO or Designee Signature / Date

  
Keith G. A. Ho Deputy Director  
Print Name / Job Title

## **INSTRUCTIONS FOR HONOLULU BOARD OF WATER SUPPLY**

1. Requestor is required to contact the Honolulu Board of Water Supply (BWS) Procurement Office at (808) 748-5071 or [fn\\_procurement@hbws.org](mailto:fn_procurement@hbws.org) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. BWS Procurement Office should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. BWS Procurement Office should coordinate the execution of the EA and SOW in the following order.
  - Contractor signs EA;
  - Henderson Nuuhiwa, BWS CIO, signs the EA; and
  - Agency/Entity procurement officer with authority to execute contracts signs the EA.
5. BWS Procurement Office:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For questions, contact BWS Procurement Office at (808) 748-5071 or [fn\\_procurement@hbws.org](mailto:fn_procurement@hbws.org).

  
CIO or Designee Signature / Date

Henderson Nuuhiwa, Program Administrator  
Print Name / Job Title

## INSTRUCTIONS FOR HONOLULU AUTHORITY FOR RAPID TRANSPORTATION

1. Requestor is required to contact Duane Portlock with the Honolulu Authority For Rapid Transportation at (808) 768-6130 or [dportlock@honolulu.gov](mailto:dportlock@honolulu.gov) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Duane Portlock should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. Dean Matro, Deputy Director of Procurement and Contract Administration should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - HART's Corporation Counsel signs the EA; and
  - Agency/Entity procurement officer with authority to execute contracts signs the EA.
5. HART Procurement:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For questions, contact Dean Matro at (808) 768-6246 or [dean.matro@honolulu.gov](mailto:dean.matro@honolulu.gov).

 MAY 16 2022  
\_\_\_\_\_  
CIO or Designee Signature / Date

Dean Hazama / Director of Finance & Administrative Services  
\_\_\_\_\_  
Print Name / Job Title



## INSTRUCTIONS FOR COUNTY OF HAWAII

1. Requestor is required to contact Scott Uehara, Director-Department of Information Technology with the County of Hawaii at (808) 932-2975 or [Scott.Uehara@hawaiicounty.gov](mailto:Scott.Uehara@hawaiicounty.gov) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Scott Uehara should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. Scott Uehara should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - Scott Uehara signs the EA; and
  - Mayor signs the EA.
5. Scott Uehara:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For questions, contact Scott Uehara at (808) 932-2975 or [Scott.Uehara@hawaiicounty.gov](mailto:Scott.Uehara@hawaiicounty.gov).

  
\_\_\_\_\_  
CIO or Designee Signature / Date

Scott Uehara, Director, CoH - DIT  
\_\_\_\_\_  
Print Name / Job Title

## INSTRUCTIONS FOR COUNTY OF HAWAII-DEPARTMENT OF WATER SUPPLY

1. Requestor is required to contact Mr. Dennis Wong, Waterworks Information Systems Manager with the County of Hawaii-Department of Water Supply at (808) 961-8050 or [dwong@hawaiiidws.org](mailto:dwong@hawaiiidws.org) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Dennis Wong should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. Dennis Wong should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - Dennis Wong signs the EA; and
  - Agency/Entity procurement officer with authority to execute contracts signs the EA.
5. Dennis Wong:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For questions, contact Dennis Wong at (808) 961-8050 or [dwong@hawaiiidws.org](mailto:dwong@hawaiiidws.org).

 11/11 10 2017  
CPO Approval Date

Keith K. Okamoto, P.E. Manager-Chief Engineer  
Print Name / Job Title

## INSTRUCTIONS FOR MAUI COUNTY COUNCIL

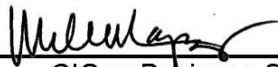
1. Requestor is required to contact Traci Fujita, Council Services Director, Office of Council Services, at (808) 270-7838 or [county.council@mauicounty.us](mailto:county.council@mauicounty.us) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Traci Fujita should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. Traci Fujita should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - Traci Fujita signs the EA; and
  - Agency/Entity procurement officer with authority to execute contracts signs the EA.
5. Traci Fujita:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For questions, contact Traci Fujita (808) 270-7838 or [countycouncil@mauicounty.us](mailto:countycouncil@mauicounty.us).

 6/25/19  
CIO or Designee Signature / Date

Traci Fujita, Council Services Director  
Print Name / Job Title

## INSTRUCTIONS FOR KAUAI COUNTY COUNCIL & COUNTY OF KAUAI

1. Requestor is required to contact Del Sherman, Interim IT Manager or designee with the County of Kauai at (808) 241-4400 or [helpdesk@kauai.gov](mailto:helpdesk@kauai.gov) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Del Sherman should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. The Division of Purchasing should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - Del Sherman signs the EA; and
  - The County of Kauai's Chief Procurement Officer, Director of Finance Ken M. Shimonishi with authority to execute contracts signs the EA.
5. Division of Purchasing:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For technical questions, contact Del Sherman at (808) 241-4400 or [helpdesk@kauai.gov](mailto:helpdesk@kauai.gov). For other questions, contact Ernest Barreira, ACPO of the Division of Purchasing at (808) 241-4288 or [cokpurchasing@kauai.gov](mailto:cokpurchasing@kauai.gov).



June 28, 2017

CIO or Designee Signature / Date


Mel Rapozo / Council Chair

Print Name / Job Title



**INSTRUCTIONS  
FOR  
DEPARTMENT OF WATER SUPPLY, COUNTY OF KAUAI,**

1. All procurements using Vendor List Contract No. 17-18 must coordinate with the IT Division and the Contracts Officer at [cerorita@kauaiwater.org](mailto:cerorita@kauaiwater.org) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. The Procurement Officer will work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. The Contracts Officer will coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - Manager and Chief Engineer executes the EA;
  - County Attorney executes the EA; and
  - the Chair of the Board of Water Supply executes the EA, when applicable.
5. The County of Kauai, Department of Water:
  - Retains original contract; and
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For questions or inquiries, please contact the Contracts Officer at (808) 245-5409 or email [cerorita@kauaiwater.org](mailto:cerorita@kauaiwater.org).



Aug 25, 2023

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Joseph E. "Joe" Tait  
Manager and Chief Engineer

## INSTRUCTIONS FOR HAWAII HEALTH SYSTEMS CORPORATION

1. Requestor is required to contact Renee Lai, Chief Information Officer with the Hawaii Health Systems Corporation at 808-733-4010 or rlai@hhsc.org for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Renee Lai should coordinate the work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. Joe Evanoff, Director of Contracts and Materials Management should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - Renee Lai signs the EA approving the EA and SOW; and
  - Ed Chu, CFO who has the authority to execute contracts signs the EA.
5. Joe Evanoff, Director of Contracts and Materials Management
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
state.procurement.office@hawaii.gov, to the Contractor, within three (3) working days.
6. For questions, contact Joe Evanoff at 808-315-7449 or jevanoff@hhsc.org.



5/8/19

CIO or Designee Signature / Date

Renee Lai, Chief Information Officer

Print Name / Job Title

## INSTRUCTIONS FOR COUNTY OF MAUI

1. Requestor is required to contact Jacob Verkerke, CIO, with the County of Maui at (808) 270-7538 or [jacob.verkerke@co.maui.hi.us](mailto:jacob.verkerke@co.maui.hi.us) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Jacob Verkerke should coordinate the work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. Jacob Verkerke should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - Jacob Verkerke signs the EA; and
  - Scott, Teruya, Chief Procurement Officer, signs the EA.
5. County of Maui Purchasing Division:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov), to the Contractor, within three (3) working days.
6. For questions, contact Jacob Verkerke at (808) 270-7538 or [jacob.verkerke@co.maui.hi.us](mailto:jacob.verkerke@co.maui.hi.us)

 5/10/19  
CIO or Designee Signature / Date

 JACOB W. VERKERKE, CIO  
Print Name / Job Title

## INSTRUCTIONS FOR PUBLIC CHARTER SCHOOL COMMISSION AND SCHOOLS

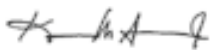
1. Requestor is required to contact Danny Vasconcellos Jr. with the Public Charter School Commission and Schools at (808) 586-5228 or [danny.vasconcellos@spcsc.hawaii.gov](mailto:danny.vasconcellos@spcsc.hawaii.gov) for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Danny Vasconcellos Jr. should work with the selected authorized vendor in drafting an Engagement Addendum (EA) and Statement of Work (SOW).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SOW.
4. Danny Vasconcellos Jr., Finance and Control Manager should coordinate the execution of the EA and SOW in the following order:
  - Contractor signs EA;
  - Danny Vasconcellos Jr., Finance Manager signs the EA; and
  - Agency/Entity procurement officer with authority to execute contracts signs the EA.
5. Danny Vasconcellos Jr., Finance and Control Manager:
  - Retains original contract;
  - Emails copy of the completed executed EA and SOW to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov) and to the Contractor within three (3) working days.
6. For questions, contact Danny Vasconcellos Jr. (808) 586-5228 or [danny.vasconcellos@spcsc.hawaii.gov](mailto:danny.vasconcellos@spcsc.hawaii.gov)

 5/13/19  
\_\_\_\_\_  
CIO or Designee Signature / Date

Sione Thompson, Executive Director  
\_\_\_\_\_  
Print Name / Job Title

## INSTRUCTIONS FOR HONOLULU CITY COUNCIL

1. Requestor is required to contact Council Administrative Services with the Honolulu City Council at (808) 768-5084 or [kamazaki@honolulu.gov](mailto:kamazaki@honolulu.gov) after obtaining technical approval from the Department of Information Technology for assistance in selecting one of the authorized vendors listed in Vendor List Contract No. 17-18.
2. Council Administrative Services will work with the Department of Information Technology and the selected authorized vendor in drafting an Engagement Addendum (EA) and Service Level Agreement (SLA).
3. Vendor List Contract No. 17-18 will provide instructions on how to download the EA and SLA.
4. The Administrative Services Officer should coordinate the execution of the EA and SLA in the following order:
  - Contractor signs EA;
  - The Chief Information Officer or designee signs the EA and;
  - The Chair of the Honolulu City Council or designee with authority to execute contracts signs the EA.
5. Council Administrative Services:
  - Retains original contract;
  - Emails copy of the completed executed EA and SLA to:  
[state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov), and to the Contractor within three (3) working days.
6. For questions, contact Council Administrative Services at (808) 768-5084 or [kamazaki@honolulu.gov](mailto:kamazaki@honolulu.gov).



06/02/2021

Kendall Amazaki

CIO or Designee Signature / Date

Print Name / Job Title

## **CONTRACTOR INFORMATION**

**ARMEDIA LLC**  
Master Agreement No. AR3087

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/armedia/>

**PaaS and SaaS**

Contact: James Bailey  
Address: 6354 Walker Lane, Suite 500,  
Alexandria VA 22310  
Phone: (703) 272-3270  
Fax: (703) 935-3030  
Email: [james.bailey@armedia.com](mailto:james.bailey@armedia.com)

**Payment Information**

Armedia, LLC  
8221 Old Courthouse Rd Ste 300  
Vienna, VA 22182  
Vendor Code: 354678-00

To review "Armedia, LLC" Master Agreement, Pricing, and SLA's, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/armedia/>

For Master Agreement click on "Armedia – Master Agreement"

For Pricing, click on "Armedia - Product Catalog"

For SLA's go to pages 81 to 83 in the Master Agreement.

**ASKREPLY INC DBA B2GNOW**  
Master Agreement No. AR3088

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/askreply-inc-dba-b2gnow/>

**SaaS**

Contact: Frank Begalke  
Address: 725 West McDowell Rd, Phoenix, AZ 85007  
Phone: (602) 325-9277  
Fax: (866) 892-2913  
Email: [feb@b2gnow.com](mailto:feb@b2gnow.com)

**Payment Information**

725 W McDowell Rd  
Phoenix, AZ 85007-1727  
Vendor Code: 341140-00

To review “B2Gnow” Master Agreement, Pricing, and SLA’s, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/askreply-inc-dba-b2gnow/>

For Master Agreement click on “B2Gnow – Master Agreement”

For Pricing, click on “B2Gnow - Product Catalog”

For SLA’s go to pages 66 to 70 in the Master Agreement.



**CALIBRE SYSTEMS INC**  
Master Agreement No. AR3089

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/calibre-systems-inc/>

**SaaS**

Contact: Reilly Schladt  
Title: Contracts Administrator  
Address: 6361 Walker Lane Suite 500  
Alexandria, VA 22310  
Phone: (703) 797-8990  
Fax: (703) 797-8501  
Email: [Contracts@calibresys.com](mailto:Contracts@calibresys.com)

**Payment Information**

Calibre Systems Inc  
Attn: Accounts Receivable  
6361 Walker LN STE 1100  
Alexandria, VA 22310-3252  
Vendor Code: 354426-00

To review "Calibre Systems, Inc" Master Agreement, Pricing, and SLA's, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/calibre-systems-inc/>

For Master Agreement click on "Calibre Systems, Inc. – Master Agreement.pdf"

For Pricing, click on "Calibre Systems, Inc. Product Catalog"

For SLA's go to pages 95 to 113 in the Master Agreement.

**CAPGEMINI AMERICA INC**  
Master Agreement No. AR3090

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/capgemini-america-inc>

**Capgemini America, Inc.**

Utah Contract Number: AR3090  
PaaS, IaaS, and SaaS  
Contact: Cyndi Gibson  
Address: 3475 Piedmont, NE, Suite 1400,  
Atlanta, GA 30305  
Phone: (713) 240-2013  
Email: [cyndi.gibson@capgemini.com](mailto:cyndi.gibson@capgemini.com)

**Payment Information**

Capgemini America Inc  
C/O Bank of America  
12663 Collection Center Dr  
Chicago, IL 60693  
Vendor Code: 340449-01

To review “Capgemini America, Inc” Master Agreement, Pricing, and SLA’s, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/capgemini-america-inc/>

For Master Agreement click on “Capgemini America, Inc. – Master Agreement.pdf”

For Pricing, click on “Capgemini America Pricing”

For SLA’s go to pages 27-28 in the Master Agreement.

## CARASOFT TECHNOLOGY CORPORATION

Master Agreement No. AR2472

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/carahsoft-technology-corporation/>

PaaS, IaaS, and SaaS  
Contact: Mariah Edwards  
Address: 11493 Sunset Hills Road, Suite  
100, Reston, VA 20190  
Phone: (703) 889-9734  
Email: [Mariah.Edwards@Carahsoft.com](mailto:Mariah.Edwards@Carahsoft.com)

### **Payment Information**

Carahsoft Technology Corp.  
11493 Sunset Hills Rd #100  
Reston, VA 20190  
Attn: Karina Woods  
Vendor Code: 302764-01

To review "Carahsoft Technology Corporation" *Master Agreement*, *Pricing*, and *SLA's*, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/carahsoft-technology-corporation/>

For *Master Agreement* click on "Carahsoft Technology – Master Agreement.pdf"

For *Pricing*, click on "Carahsoft – Price List."

For *SLA's* go to pages 125 to 135 in the Master Agreement.

**For price quotes, contact Carahsoft Technology Corporation or its authorized fulfillment partners.  
Payments are made to Carahsoft Technology Corporation or its authorized fulfillment partners.**

### **Fulfillment Partner(s) and Payment Information**

#### **World Wide Technology LLC**

PO Box 957653  
Saint Louis, MO 63195  
Vendor Code: 354739-00  
Contact: Carol Harting (Hawaii NASPO)  
Phone: (314) 995-6103 and (808) 533-5705  
Email: [carol.harting@wwt.com](mailto:carol.harting@wwt.com) and  
[Hawaii.NASPO@wwt.com](mailto:Hawaii.NASPO@wwt.com)

#### **Optiv Security Inc**

1144 15th Street, Suite 2900  
Denver, CO 80202  
Vendor Code: 340314-00  
Jenny Ramirez  
(720) 341-3473  
Email: [Jenny.Ramirez@optiv.com](mailto:Jenny.Ramirez@optiv.com)

#### **PACXA**

Attn: DSD Lockbox  
PO Box 1120  
Honolulu, HI 96807-1120  
Vendor Code: 220122-03  
Ricky Zheng  
[ricky@vpls.com](mailto:ricky@vpls.com)  
808-369-1051

#### **CDW Government**

75 Remittance Drive, Suite 1515  
Chicago, IL 60675-1515  
Vendor Code: 261475-00  
Name: Ann Reeves  
Email: [ann.reeves@cdwg.com](mailto:ann.reeves@cdwg.com)  
Phone: (813) 804-5352

#### **CVE Technologies Group Inc**

PO Box 27957  
Salt Lake City, UT 84127-0957  
Vendor Code: 358646-00  
Name: John Lee  
Email: [john.lee@CVE.com](mailto:john.lee@CVE.com)  
Phone: 801-908-4171

#### **DK Tech Solutions LLC**

3340 Pacific Heights Rd. Honolulu, HI  
96813  
Vendor Code: 364964-00  
Jeffrey Kakinami  
[jeff@dktechsolutions.com](mailto:jeff@dktechsolutions.com)  
808-392-0557

#### **PC Specialists Inc**

PO Box 103184  
Pasadena, CA 103184  
Vendor Code: 255997-03  
Roland Yee  
[roland.yee@convergetp.com](mailto:roland.yee@convergetp.com)  
808-524-6652 ext. 1562

#### **Zones LLC**

PO Box 737040  
Dallas, TX 75373-7040  
Vendor Code: 363416-00  
Asad Ijaz  
[Adas.Ijaz@zones.com](mailto:Adas.Ijaz@zones.com)  
253-288-6318

## CHERRYROAD TECHNOLOGIES INC

Master Agreement No. AR2476

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/cherryroad-technologies-inc/>

PaaS, IaaS, and SaaS

Contact: Amy Werthmann

Title: NASPO Channel Administrator

Phone: (708) 220-6225

Email: [AWerthmann@cherryroad.com](mailto:AWerthmann@cherryroad.com)

### **Payment Information**

CherryRoad Technologies Inc

6 Upper Pond Rd., 2<sup>nd</sup> FLR

Parsippany, NJ 07054

Vendor Code: 341362-01

To review "CherryRoad Technologies, Inc." Master Agreement, Pricing, and SLA's, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/cherryroad-technologies-inc/>

For Master Agreement, click on "Cherryroad – Master Agreement.pdf"

For Pricing, click on "CherryRoad – Price File."

For SLA's go to Section 6, Technical Response, pages 52 to 53 in the Master Agreement.

**DELL MARKETING LP**  
Master Agreement No. AR2495

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/dell-marketing/>

PaaS and SaaS

**Payment Information**

Dell Marketing LP  
C/O Dell USA LP  
PO Box 910916  
Pasadena, CA 91110-0916  
Vendor Code: 231746-11

To review "EMC Corporation" *Master Agreement*, *Pricing*, and *SLA's*, go to:

<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/dell-marketing/>

<https://www.dell.com/en-us/dt/apex/cloud-services/index.htm>

For *Master Agreement* click on "EMC - Master Agreement.pdf"

For *Pricing* click on "Dell – Price Catalog".

For *SLA's* go to the Master Agreement.

**Dell Technologies Sales Team**

Contact: Walter Eccles  
Account Executive - State of HI and Counties  
Phone: (808)222-1472  
Email: [Walter.Eccles@Dell.com](mailto:Walter.Eccles@Dell.com)

Contact: Mariah Whittet  
Inside Account Manager  
Phone: (512) 513 0790  
Email: [Mariah.Whittet@Dell.com](mailto:Mariah.Whittet@Dell.com)

Contact: Ashley Salinas  
Contract Program Manager - West  
Phone: 512-542-1237  
email: [A.Salinas@Dell.com](mailto:A.Salinas@Dell.com)

Contact: Mathew Chun  
DCSE – Enterprise Engineer  
Phone: 808-351-9140  
Email: [matthew.chun@dell.com](mailto:matthew.chun@dell.com)

**For price quotes, contact Dell's authorized fulfillment partners. Payments are made to Dell's authorized fulfillment partners.**

**Fulfillment Partner(s) and Payment Information**

**DK Tech Solutions**

3340 Pacific Heights Rd, Honolulu, HI 96813  
Vendor Code: 36104900  
Attn: Jeff Kakinami  
Phone: (808) 392-0557  
Email: [jeff@dktechsolutions.com](mailto:jeff@dktechsolutions.com)

**vCore Technology Partners LLC**

1355 N. Scottsdale Road, Suite 140  
Scottsdale, AZ 85257  
Vendor Code: 347724-00  
Attn: Emily Johnson  
Phone: (808) 388-7707  
Email: [emily.johnson@ahead.com](mailto:emily.johnson@ahead.com)

**DLT SOLUTIONS**  
Master Agreement No. AR2480

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/dlt-solutions/>

PaaS, IaaS, and SaaS  
Contact: Adam Pritchard  
Phone: (703) 773-8988  
Email: [programmanagement@dlt.com](mailto:programmanagement@dlt.com)

**Payment Information**  
DLT Solutions, LLC dba DLT Solutions  
PO Box 743359  
Atlanta, GA 30374-3359  
Vendor Code: 259039-00

To review “DLT Solutions” Master Agreement, Pricing, and SLA’s, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/dlt-solutions/>

For Master Agreement, click on “DLT Solutions – Master Agreement.pdf”

For Pricing, click on “DLT – Price Catalog.”

**Fulfillment Partner(s) and Payment Information**

**New Tech Solutions Inc**  
4179 Business Center Dr.  
Fremont, CA 94538  
Vendor Code: 366451-00  
Contact: Vijay Kumar  
Phone: (510) 353-4070 X312  
Email: [vijay@ntsca.com](mailto:vijay@ntsca.com)

**EC AMERICA INC**  
Master Agreement No. AR2496

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/ec-america-inc-subsiary-of-immixgroup-inc/>

IaaS

Contact: Chauncey Kehoe

Title: Contract Manager

Address: 8444 Westpark Drive Suite 200

McLean, VA 22102

Phone: (703) 639-1565

Email: [SLED@immixGroup.com](mailto:SLED@immixGroup.com)

**Payment Information**

EC America Inc

PO Box 412190

Boston, MA 02241-2190

Vendor Code: 35871200

To review "EC America Inc" Master Agreement, Pricing, and SLA's, go to:

<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/ec-america-inc-subsiary-of-immixgroup-inc/>

For Master Agreement click on "immixGroup - Master Agreement.pdf"

For Pricing click on "EC America Appendix C Cost Proposal (Updated May 2021)".

For SLA's go to the EC America, Amendment 1 and EC America, Amendment 2.

**ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE INC (ESRI)**

Master Agreement No. AR 2482

NASPO URL: <https://www.naspo.valuepoint.org/portfolio/cloud-solutions-2016-2026/environmental-systems-research-institute-inc-esri/>

PaaS, IaaS, and SaaS  
Contact: Dave Sweeney  
Title: Contracts Manager  
Address: 380 New York Street  
Redlands, CA 92373  
Phone: (909) 369-7905  
Email: [NASPO-AR2482-Admin@esri.com](mailto:NASPO-AR2482-Admin@esri.com)

**Payment Information**

Environmental Systems Research Institute, Inc.  
File 54630  
Los Angeles, CA 90074-4630  
Vendor Code: 210770-00

To review "ESRI" Master Agreement, Pricing, and SLA's, go to:  
<https://www.naspo.valuepoint.org/portfolio/cloud-solutions-2016-2026/environmental-systems-research-institute-inc-esri/>

For Master Agreement, click on "ESRI – Master Agreement"

Pricing is listed on the NASPO website.

For SLA's go to pages 35 to 39 in the Master Agreement.



## GAINWELL TECHNOLOGIES LLC

Master Agreement No. AR3094

NASPO URL: <https://www.naspo.valuepoint.org/portfolio/cloud-solutions-2016-2026/gainwell-technologies-llc/>

PaaS and IaaS

Contact: Manny Fernandez

Address: 1950 Opportunity Way, Ste 1300,  
Reston VA 20190

Phone: (407) 462-4940

Email:

[manuel.fernandez@gainwelltechnologies.com](mailto:manuel.fernandez@gainwelltechnologies.com)

### **Payment Information**

Gainwell Technologies, LLC

PO Box 825407

Philadelphia, PA 19182-5407

Vendor Code: 357870-00

To review "Gainwell" Master Agreement, Pricing, and SLA's, go to:

<https://www.naspo.valuepoint.org/portfolio/cloud-solutions-2016-2026/gainwell-technologies-llc/>

For Master Agreement, click on "DXC – Master Agreement"

Pricing is listed on the NASPO website.

For SLA's, go to pages 63 to 68 in the Master Agreement.

## HEWLETT PACKARD ENTERPRISE

Master Agreement No. AR3104

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/hewlett-packard-enterprise-company/>

PaaS, IaaS, and SaaS

Contact: Nancy Schwarz: (480) 636-0267

State, Local and Education Contract Management

Address: 6443 S Wilson St Tempe, AZ 85283

Phone: (408) 636-0267

Email: [nancy.schwarz@hpe.com](mailto:nancy.schwarz@hpe.com)

To review "Hewlett Packard Enterprise" *Master Agreement*, *Pricing*, and *SLA's*, go to:

<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/hewlett-packard-enterprise-company/>

For *Master Agreement* click on "HPE - Master Agreement"

For *Pricing*, go to Attachment C – Cost Schedule, in the Master Agreement.

For *SLA's* go to Section 8.12.2, page 110 in the Master Agreement.

**For price quotes, contact HPE's authorized fulfillment partners.**

**Payments are made to HPE's authorized fulfillment partners.**

### **Fulfillment Partner(s) and Payment Information**

#### **PC Specialists, dba Technology**

##### **Integration Group (TIG)**

1003 Bishop Street, Ste #1250

Honolulu, HI 96813

Vendor Code: 25604801

Contact: Mary Manalo

Phone: (808) 524-6652 x1560

Email: [Mary.manalo@tig.com](mailto:Mary.manalo@tig.com)

#### **CBTS dba Hawaiian Telcom Services Company Inc**

1177 Bishop St

Honolulu, HI 96813

Attn: Ron Nemecek

Phone: (216) 789-6782

Email:

[Ronald.nemecek@cbts.com](mailto:Ronald.nemecek@cbts.com)

#### **PACXA**

500 Ala Moana Blvd, Ste 4200

Honolulu, HI 96813

Vendor Code: 22012201

Attn: Susan Ueno

Phone: (808) 791-5970

Email: [susan.ueno@pacxa.com](mailto:susan.ueno@pacxa.com)

#### **SD3IT**

1050 Queen Street, Ste 100

Honolulu, HI 96814

Vendor Code: 35831600

Attn: Darren Heresa

Phone: (808) 800-2442

Email:

[Darren.heresa@sd3it.com](mailto:Darren.heresa@sd3it.com)

#### **VPLS Solutions LLC**

600 W 7<sup>th</sup> Street, Ste 510

Los Angeles, CA 90017

Attn: Mike Wysocki

Phone: (808) 369-1000

Email:

[mwysocki@vplssolutions.com](mailto:mwysocki@vplssolutions.com)

**INSIGHT PUBLIC SECTOR INC**  
Master Agreement No. AR2485

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/insight-public-sector-inc/>

PaaS, IaaS, and SaaS

Primary Point of Contact

Name: Ron Walters  
Toll-Free Phone: (800) Insight  
Direct Phone: (937) 415-9463  
Fax No.: (480) 760-9488  
Email: [TeamHawaii@insight.com](mailto:TeamHawaii@insight.com)

**Payment Information**

Insight Public Sector, Inc.  
P.O. Box 731072  
Dallas, TX 75373-1072  
Vendor Code: 283656-00

Secondary Point of Contact

Name: Brandon Marvel  
Direct Phone: (501) 505-4599  
Fax No.: (480) 760-9488  
Email: [brandon.marvel@insight.com](mailto:brandon.marvel@insight.com)

To review “Insight Public Sector” *Master Agreement*, *Pricing*, and *SLA’s*, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/insight-public-sector-inc/>

For *Master Agreement*, click on “Insight Public Sector – Master Agreement”

For *Pricing*, click on “Insight Price Catalog” and for professional services “Insight Public Sector – Attachment C Cost Proposal Rates 1-11-19.”

For *SLA’s* go to pages 6-109 to 6-113 in the Master Agreement.

To find Insight’s partners, go to link <https://naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/insight-public-sector-inc/>, Pricing Documents, Insight Price Catalog, Providers tab.

**INTERNATIONAL BUSINESS MACHINES CORP**  
Master Agreement No. AR3107

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/ibm-corporation/>

PaaS, IaaS, and SaaS  
Address: 6303 Barfield Road NE,  
Sandy Springs, GA 30328  
Contact: Eric Rice  
Contract Sales Manager  
Phone: (859)-221-7266  
Email: [erice2@us.ibm.com](mailto:erice2@us.ibm.com)

**Payment Information**  
IBM Corporation  
PO Box 676673  
Dallas, TX 75267-6673  
Vendor Code: 277567-01

For NASPO Contract questions:  
Contact: Karen Schneider (720-397-5563)  
NASPO Program Manager  
[kasch@us.ibm.com](mailto:kasch@us.ibm.com)

To review "IBM" Master Agreement go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/ibm-corporation/>

For Master Agreement, click on "IBM – Master Agreement"

For Pricing, go to Attachment C – Cost Schedule, in the Master Agreement.

For SLA's go to Section 8.10.2 on page 125 in the Master Agreement.

**For price quotes, contact IBM's authorized fulfillment partners. Payments are made to IBM's authorized fulfillment partners.**

**Fulfillment Partner(s) and Payment Information**

Sirius Computer Solutions, Inc  
10100 Reunion Place, Ste 500  
San Antonio, TX 78216  
Vendor Code: 30172201  
Contact: Phyllis Byrd  
Phone: (210) 369-0617  
Email: [phyllis.byrd@siriuscom.com](mailto:phyllis.byrd@siriuscom.com)

**KYNDRYL INC**  
Master Agreement No. AR3710

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/kyndryl/>

IaaS

Address: 733 Bishop Street, Makai Tower

Suite 2340 Honolulu, HI 96813

Contact: Zubin Menon

Client Executive

Phone: (808) 383-1466

Email: [zubin.menon@kyndryl.com](mailto:zubin.menon@kyndryl.com)

**Payment Information**

Kyndryl, Inc

PO Box 735919

Dallas, TX 75373-5919

Vendor Code: 359411-01

To review "Kyndryl" Master Agreement and Pricing go to:

<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/kyndryl/>

For Master Agreement, click on "Kyndryl – Master Agreement"

**ORACLE AMERICA INC**  
Master Agreement No. AR2487

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/oracle-america-inc/>

PaaS, IaaS, and SaaS  
Contact: Shawn Woo  
Title: HI Account Representative  
Phone: (408) 438-6895  
Email: [shawn.woo@oracle.com](mailto:shawn.woo@oracle.com)

**Payment Information**  
Oracle America, Inc.  
PO Box 44471  
San Francisco, CA 94144-4471  
Vendor Code: 315267-00

Contact: Michael Smith  
Title: Regional Vice President  
Phone: (619) 955-0802  
Email: [Michael.w.smith@oracle.com](mailto:Michael.w.smith@oracle.com)

To review "Oracle America, Inc." *Master Agreement*, *Pricing*, and *SLA's*, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/oracle-america-inc/>

For *Master Agreement* click on "Oracle - Master Agreement"

For *Pricing*, go to Attachment C – Cost Schedule, in the Master Agreement.

For *SLA's* go to Section 8.12.2, page 82 in the Master Agreement.

**For price quotes, contact Oracle America Inc authorized fulfillment partners. Payments are made to Oracle America Inc or its authorized fulfillment partners.**

**Fulfillment Partner(s) and Payment Information**

Pacxa  
Attn: DSD Lockbox  
PO Box 1120  
Honolulu, HI 96807-1120  
Vendor Code: 220122-03  
Contact: Scott Watanabe  
Phone: (808) 349-2114  
Email: [scott.watanabe@pacxa.com](mailto:scott.watanabe@pacxa.com)

Mythics LLC  
4525 Main St, Ste 1500  
Virginia Beach, VA 23462-3398  
Vendor Code: 328066-00  
Ryan Williams  
Phone: (757) 506-6306  
Fax: (757) 412-1060  
Email: [rwilliams@mythics.com](mailto:rwilliams@mythics.com)

**SHI INTERNATIONAL CORP**  
Master Agreement No. AR2488

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/shi-international-corp/>

PaaS, IaaS, and SaaS  
Hawaii Account Executive – Will Brown  
Phone No.: (908) 432-2254  
Email: [Will\\_Brown@SHI.com](mailto:Will_Brown@SHI.com)

**Payment Information**  
SHI International Corp.  
P.O. Box 952121  
Dallas, TX 75395-2121  
Vendor Code: 319284-00

Please cc: [TeamHawaii@shi.com](mailto:TeamHawaii@shi.com) for timely response.

To review “SHI International Corp.” Master Agreement, Pricing, and SLA’s, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/shi-international-corp/>

For Master Agreement click on “SHI Master Agreement.pdf”

For Pricing click on “SHI – Price and Product Catalog 2-2018”.

For SLA’s go to Section 8.10, pages 113 to 114 in the Master Agreement.

**UNISYS CORPORATION**  
Master Agreement No. AR2492

NASPO URL: <https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/unisys-corporation/>

PaaS, IaaS, and SaaS  
Contact: Rob Silverberg  
Title: Director, State and Local Government  
and Education (SLED)  
Phone: (925) 639-8082  
Email: [Rob.Silverberg@Unisys.com](mailto:Rob.Silverberg@Unisys.com)

**Payment Information**  
Unisys Corporation  
99865 Collections Center Drive  
Chicago, IL 60693  
Vendor Code: 203268-01

To review “Unisys Corporation” Master Agreement, Pricing, and SLA’s, go to:  
<https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/unisys-corporation/>

For Master Agreement, click on “Unisys – Master Agreement.pdf”

For Pricing, click on “Unisys – Price Catalog.

Unisys does not have a standardized SLA document. SLA’s are defined by the business solution and negotiated to the specific service.