

**Highgate Hotel Management  
2018 Capital Project Approval Form**

Please attach a minimum of 3 proposals making certain all are for the same scope of work. Please E-mail the information to the Vice President of Operations.

Date sent to VPO \_\_\_\_\_ VPO Kelly Sanders  
Hotel Alohilani Resort  
Capital Plan (18-03) Guest HSIA upgrade

Project Description Upgrade current HSIA equipment to support casting for hotel guests

Original Budget \$198,287.00 Current Balance of Budget Remaining \$261,973.00  
Revised Budget \$261,973.00 New Balance of Budget Remaining \$0.00

If not budgeted indicate where the funds are to be taken from and/or what project this will replace.

The balance of the project 18-3, Guest HSIA upgrade, requires \$88,724.92 additional fund to complete the project. We allocate \$88,724.92 from capex 18-02 (Sonifi Staycast) to fund this project. Current balance of Sonifi Staycast (18-02) fund of \$54,337.04 is included in this project

Vendor # 1 <u>Centrada/HIS</u>	Bid # 1 <u>\$217,804</u>	Total Cost (incl. Tax) <u>\$217,804.00</u>
Vendor # 2 <u>Intertouch buy out</u>	Bid # 2 <u>\$44,169</u>	Total Cost (incl. Tax) <u>\$44,169.00</u>
Vendor # 3 <u>Intertouch upgrade</u>	Bid # 3 <u>\$319,171</u>	Total Cost (incl. Tax) <u>\$319,171.08</u>

If less than 3 bids, please explain the reason why:

Centrada is the Highgate designated project manager of all IT related projects at the Alohilani Resort. The attached SOW includes quote from the vendor (HIS) engaged in this project and the service charges from the Centrada. Vendor 2 is the buyout amount of the remaining term of the Intertouch contract. Vendor3 is the quote from Intertouch

Recommended vendor/contractor Centrada

Brief explanation of reason for vendor/contractor selection:

Centrada/Intertouch is the lower bidder

If bid exceeds budgeted amount, please explain:

The budget did not include the replacement of the switches of the network infrastructure. The capacity of the switches in the HIS proposal is 10 times better than the switches currently deployed at the hotel. The switches currently deployed at the hotel may not be able to support a robust on-demand media streaming system at the hotel.

GM Approval

 9/4/18

Area Director of Ops Approval

VP D&C Approval

VP Ops Approval

EVP Ops Approval

COO Approval

Corporate Ownership Controller \_\_\_\_\_

Attachments:

The 3 Bids

Pictures if Applicable

## Matthew Grauso

---

**From:** Rob Dann  
**Sent:** Wednesday, September 05, 2018 10:41 AM  
**To:** Matthew Grauso  
**Cc:** Kelly Sanders  
**Subject:** Re: Alohilani Capital Approval Request

Approved

Sent from my iPhone

On Sep 5, 2018, at 4:23 PM, Matthew Grauso <[mgrauso@alohilaniresort.com](mailto:mgrauso@alohilaniresort.com)> wrote:

Aloha Mr. Dann,

Requesting your approval on the following IT Capital projects. Important to note the IT capital approved budget to actual costs has gone through some adjustments which are highlighted in the first attachment. A blend between over / under estimating and competitive bidding has resulted in a savings of \$114K.

- Hardware Refresh. Budgeted Project 18-08: Lifecycle replacement of hardware/computers. The balance of Project 18-08, Admin Network hardware refresh requires \$9,438.04 of additional funds to complete. We are allocating this amount from Capex 18-02 (Sonifi Staycast) to fund this project. Current balance of Sonific Staycast (18-02) fund is \$54,337.04 inclusive of this cost. Centrada is the project manager of all IT related projects for Highgate Hotels. The attached SOW includes equipment quote from the SHI and installation charges from Centrada.
- FTG upgrade. Budgeted Project 18-01: Replace current FTG service provider and install Sonifi Staycast to enhance in-room entertainment services for our hotel guests. Centrada/Sonifi is the lowest bidder. Also, the quote from Sonifi also includes Staycast (18-02).
- Guest HSIA upgrade. Budgeted Project 18-03: Upgrade current HSIA Equipment to support Casting of hotel Guests. The balance of the project 18-3 requires \$88,724.92 additional fund to complete. We allocated this amount from capex 18-02 (Sonifi Staycast) to fund this project. Current balance of HSIA fund of \$56,337.04 is includes in this project. Centrada is the Highgate designated project manager of all IT related projects at the Alohilani Resort. The attached SOW includes quote from the vendor (HIS) engaged in this project and the service charges from the Centrada. Vendor 2 is the buyout amount of the remaining term of the Intertouch contract. Vendor3 is the quote from Intertouch. The budget did not include the replacement of the switches of the network infrastructure. We may not be able to offer our guests a robust and smooth streaming experience with the current switches.

Mahalo Sir. Please let me know if you have any questions.

MATTHEW GRAUSO, GENERAL MANAGER

'ALOHILANI RESORT WAIKIKI BEACH  
2490 Kalakaua Avenue, Honolulu, HI 96815  
P: 808.921.6127 M: 808.238.4299

[mgrauso@alohilaniresort.com](mailto:mgrauso@alohilaniresort.com)  
[Facebook](#)    [Instagram](#)

<image002.png>

<IT Alohilani CapEx 2018NEW.xlsx>

<Scanned from a Xerox Multifunction Device.pdf>

<Scanned from a Xerox Multifunction Device.pdf>

<Scanned from a Xerox Multifunction Device.pdf>

<2018 CapEx Schedule\_Alohilani 0918.xlsx>



## Scope of Work

Quote Number: 16003

Payment Terms:

Expiration Date: 09/13/2018

## Prepared For

**Matthew Grauso**  
**Alohilani Resort**  
2490 Kalakaua Avenue  
Honolulu, HI 96815  
United States  
Phone: 808.921.6127  
mgrauso@alohilaniresort.com

## Prepared By

**John Schoenhals**  
**Centrada Solutions**  
5010 Riverside Drive  
Suite 300  
Irving, TX 75039  
United States  
Phone: 469.735.4955  
jschoenhals@centrada.com

Item#	Quantity	Item	Unit Price	Extended Price
<b>Monthly Items</b>				
1)	1	Hotel Internet Services - HSIA	\$1,349.00	\$1,349.00
		Hotel Internet Services - HSIA - Total Monthly Recurring Amount		
				<b>Monthly Total</b>
				<b>\$1,349.00</b>
<b>One-Time Items</b>				
2)	1	Hotel Internet Services - HSIA	\$199,835.65	\$178,599.65
		Hotel Internet Services - HSIA - Total Client Price		
		**Tax & Shipping Not included		
3)	1	Hotel Internet Services - Site Survey	\$1,500.00	\$1,500.00
		Hotel Internet Services costs for performing a Site Survey		
4)	1	Oracle - Interface Reconfig	\$3,472.47	\$3,472.47
		Oracle Hospitality Hotel Network Interface Technical Services		
		**Taxes not Included		
5)	1	Implementation Services - HSIA Guest	\$4,000.00	\$4,000.00
		- Review Proposals		
		- Ensure Delivery of Completed/Signed Contracts and Documents		
		- Coordinate HSIA Upgrade with Hotel and Hotel Internet Services		
		- Ensure Hotel completes cable runs per HIS specifications		
		- Provide Regular Status Updates to Hotel Regarding Project Progression		
		- Follow-up on Any Outstanding Issues		
		-Coordinate with Oracle and Hotel for Interface Reconfiguration		
6)	1	Estimated Travel	\$2,000.00	\$2,000.00
		Estimated Travel for HIS		
7)	1	Estimated Tax & Shipping	\$17,859.97	\$17,859.97
		Estimated Tax & Shipping		
8)	1	Contingency	\$10,371.63	\$10,371.63
		Contingency is 5% of total cost		
				<b>One-Time Total</b>
				<b>\$217,803.72</b>

NOTE: Travel, Tax, and Shipping expenses, if required, will be billed at cost upon completion of the work. If estimates for these items are shown, they are intended for planning purposes only.

**Guest HSIA - Infrastructure Upgrade / Vendor Change - CapEx 18-03 (2)**

Item#	Quantity	Item	Unit Price	Extended Price
Assumption:				<b>Subtotal</b> \$219,152.72
- All of the customer Scope of Work items listed on page 9 of the HIS quote will be completed by the hotel prior to the implementation of this project				
- Power requirements in new IDF will be the responsibility of the hotel				

		\$0.00
	<b>Total</b>	\$219,152.72

Authorizing Signature \_\_\_\_\_

Printed Name Matthew Grausd

Title General Manager

Date Signed 9/4/18

NOTE: Travel, Tax, and Shipping expenses, if required, will be billed at cost upon completion of the work. If estimates for these items are shown, they are intended for planning purposes only.

		Hotel Internet Services	
		InterTouch	
Hardware / Software / Installation	\$266,300.00		\$199,835.65
Tax/Shipping/Travel	\$29,127.25		\$17,859.97
Discounts	\$0.00		-\$21,236.00
<b>HSIA Vendor Total:</b>	<b>\$295,427.25</b>		<b>\$196,459.62</b>
Site Survey	\$1,500.00		\$1,500.00
<b>POS-PMS Interface Total:</b>	<b>\$3,472.47</b>		<b>\$3,472.47</b>
Contract Termination	\$0.00		\$44,169.00
Centradia Implementation Services	\$4,000.00		\$4,000.00
<b>Project Contingency</b>			\$10,371.63 5% of Total Project Costs
<b>Total One-Time Project Costs</b>	<b>\$319,171.08</b>		<b>\$259,972.72</b>
<b>Recurring Costs</b>			
HSIA Term Length:	36		36
Monthly Cost (Year 1)	\$31,843.20		\$16,188.00
Monthly Cost (Year 2)	\$31,843.20		\$16,188.00
Monthly Cost (Year 3)	\$31,843.30		\$16,188.00
Monthly Cost (Year 4)	\$31,843.20		\$16,188.00
Monthly Cost (Year 5)	\$31,843.20		\$16,188.00
TCO 1yr	<b>\$351,014</b>		<b>\$276,161</b>
TCO 2yrs	<b>\$382,857</b>		<b>\$292,349</b>
TCO 3yrs	<b>\$414,701</b>		<b>\$308,537</b>
TCO 4yrs	<b>\$446,544</b>		<b>\$324,725</b>
TCO 5yrs	<b>\$478,387</b>		<b>\$340,913</b>



Privileged and Confidential—Property of Hotel Internet Services

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com



Proposal for

# High-Speed Guest Room Wi-Fi System & Support Services

Ruckus 802.11AC upgrade

for

**Alohilani Resort Waikiki Beach**

2490 Kalakaua Ave

Honolulu, HI 96815

808-922-1233

Frederick Chau — fchau@highgate.com

808-921-6155

8/10/2018



*Privileged and Confidential—Property of Hotel Internet Services*

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

## **Proprietary Hotel Internet Services Site Design — Alohilani Resort Waikiki Beach**

**The following areas will have coverage:**

- 866 Guest Rooms
- Lobby including Bar and staff offices on that level
- 3rd Floor Conference Rooms
- 2 Pools, patio and Bar area on the 4th floor
- 2nd floor restaurant
- Ballroom on the 6th floor

### **Scope of Work for the Customer:**

Client to ensure all cabling to common area WAPs is already ran.

Client understands HIS will only remove the 7025 WAPs in room where we are going to install a H320 WAP (every other room). All other 7025 WAPs will stay in place, but HIS will ensure they are powered off.

Client understands this quote includes HIS using all fiber patch cables, SFPs and Core Switch.

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

## Equipment, Installation & Services Pricing

### Ruckus 802.11AC upgrade

SN-23204

(Proposed pricing valid for 90 days from the proposal issue date. Following the initial proposal term, pricing and equipment are subject to technical and pricing review)

If no On-Site Site Survey has been conducted, equipment list may change.

#### Equipment (Bill of Materials):

	Manu Part #	Item Description	Qty	Additional Notes
	FUSION-RS2000	Fusion RS-Series 2000 (2000 User License)	1	Includes one year of Software Support - Includes 8 hours of remote configuration
	P01-S104-PKG	SmartZone 100 Controller Package	1	
	901-H320-US00	Ruckus H320 802.11AC Wave 2 Wired/Wireless Wall Switch 2 ports	445	(Limited Lifetime Warranty included)
	901-R510-US00	Ruckus R510 802.11AC Smart Wi-Fi Dual-Band WAP	25	
	901-R710-US00	Ruckus R710 802.11AC Smart Wi-Fi Dual-Band WAP	4	(Limited Lifetime Warranty included)
	901-T310-US20	Ruckus T310c 802.11ac Omni Outdoor Wave 2 Access Point	2	(1 year warranty)
	J9536A	HP J9536A Procurve 20-port Gig-T PoE+/2-port 10GbE SFP+ v2 zl Module	1	
	J9772A	HP ProCurve Switch 2530-48G-PoE	19	
	JL255A	HP ProCurve Switch 2930F 24G-POE+ 4SFP+ Switch	2	



Privileged and Confidential—Property of Hotel Internet Services

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

	J9774A	HP ProCurve Switch 2530-8G-PoE	1
	J4859C	HP GBIC SFP LC Transceiver - Multimode and Singlemode Fiber (Up to 550 Meters) - 1 Gig	4
	FJ253MDG	Fiber Patch Cable MM 50/125 - LC to SC (3 meter)	2
	FJ5510MDG	Fiber Patch Cable MM 50/125 - LC to LC (10 meter)	2
	Misc-PKG	Misc Equipment Package	1
			Cable Management, miscellaneous equipment, patch cables, racks, etc.



*Privileged and Confidential—Property of Hotel Internet Services*

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

### **Installation & Travel:**

<b>Item Description</b>	<b>Qty</b>	<b>Additional Notes</b>
Labor & Travel Package	1	Includes all travel and per diem expenses.

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

### **Monthly Support Services:**

Item Description	Set-Up Fees	Recurring Amount	Additional Notes
Guest Services - 24x7 Phone Support & Remote Equipment Monitoring, Portal Page, OSS backend software, terms & conditions and reports	\$500.00	\$1,349.00	844 units + 12 Additional
Convention Center Services	\$300.00	\$0.00	Setup includes training 17 Months at no charge.
Tent Cards for Guestrooms	\$0.00	\$0.00	*First set of tent cards provided free with use of HIS Call Center Services (.35 each thereafter)

Total Price without any discounts \$199,835.65

Special Discount Offered 21,236

Total Equipment &amp; Installation \$177,799.65

Total Set-up Fees: \$800.00

Total Client Price: \$178,599.65

Total Monthly Recurring Amount: \$1,349.00 per month



Privileged and Confidential—Property of Hotel Internet Services

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

I have read and understand all terms and pricing detailed in this agreement.

1. This agreement is for a term of 36 months from the date of installation of equipment or start of support services. After the initial term has been completed, this agreement renews for month to month terms unless canceled with 30 days' notice prior to the end of any given term.
2. Monthly maintenance contract and/or Call Center – Payments are due on the 1<sup>st</sup> day of every month in advance. Payments made after the 7<sup>th</sup> of every month will incur a 2.5% late fee charge.
3. Starting March 1<sup>st</sup> 2020 Convention Services Tool is \$200 Per month for the remainder of the contract.
4. Prices given are discounted and are based on a cash sale. Should Alohilani Resort Waikiki Beach desire to pay with credit card, a 3% non-cash sale fee will be added.
5. 50% of installation and equipment costs must be paid prior to installation with the balance due upon completion.
6. Software support for gateways, access points, controllers & other network devices will be billed monthly. This will not require an annual invoice and will keep support current.
7. Additional toll free tent cards sold at .35 each plus taxes and shipping unless custom # or design is requested, in which case, replacement tent cards will be \$0.50 each plus taxes and shipping.
8. Quote does not include applicable taxes and shipping.
9. Quote includes any required airfare, transportation and meals.
10. Pricing quoted is good for 90 days.
11. In some cases, equipment may be changed for equal or better quality equipment should those items be out of stock.
12. If no site survey is conducted, required equipment list may change.
13. Onsite installation includes 14 days. Should customer not provide technicians efficient room entry (this applies to occupied rooms, with security escort if required by venue, without delay) for equipment installation, and additional time is required to complete the installation, additional charges may apply with the issuance of a change order to extend the length of the project.
14. Onsite Network Maintenance is defined as: A service provided to properties by HIS for troubleshooting equipment, replacing equipment within its warranty period, periodic network testing and the normal upkeep of network equipment. Any work that is outside the scope such as unauthorized removal, theft or damage of equipment would not be covered and may result in additional costs for repair, re-installation or replacement of this equipment.
15. Any changes to the scope of work will require a change order which will be submitted for approval prior to the work being completed.
16. Alohilani Resort Waikiki Beach to provide lodging for installation team and for future repairs and maintenance.
17. Alohilani Resort Waikiki Beach must provide IP addresses and other pertinent information for monitoring devices.
18. Alohilani Resort Waikiki Beach shall supply high-speed Internet line(s) for system, needed 110 V outlets, ensure they have a modem in the Main Data Frame that has 2 usable public static WAN IP addresses available for the new router that will be installed on the Wi-Fi network and provide a telephone line in the MDF that rings 10 times without interruption. This can either be a direct telephone line or an extension that doesn't go to voicemail.



Privileged and Confidential—Property of Hotel Internet Services

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

19. HIS partners with Advertising Networks to provide targeted non-intrusive advertising to network users where they are already seeing advertising today. 20% of all HIS' share of advertising revenue will be sent to the hotel within 30 days once received by HIS.
20. HIS will provide guests the option to download a secure encrypted VPN connection to their laptop or mobile device should they choose to take advantage of this feature.
21. In the event HIS sells or assigns its interests and rights under this Agreement. CUSTOMER will be notified, in writing, within 30 days. This agreement will be binding upon assignee. In the event Alohilani Resort Waikiki Beach sells, assigns or transfers his/her interest in the business location, this Agreement shall become binding upon the successor. Alohilani Resort Waikiki Beach will notify HIS of such in writing within 30 days.
22. *Mutual Indemnity.* Vendor agrees to indemnify, defend and hold harmless Operator and Owner and each of their respective officers, directors, Affiliates, owners, employees, agents, successors, and assigns, from and against any claims, costs, liability, damage or expenses (including reasonable legal defense costs) a claim arising from personal injury, property damage, or wrongful death proximately caused by Vendor. Operator agrees to indemnify, defend and hold harmless Vendor and its respective officers, directors, Affiliates, owners, employees, agents, successors, and assigns, from and against any claims, costs, liability, damage or expenses (including reasonable legal defense costs) relating to a claim arising from personal injury, property damage, or wrongful death proximately caused by Operator. The parties agree that neither Operator nor Owner shall be liable for the acts or omissions of Guests.
23. **Scope of Work for the Customer (if applicable): If the following items are not done by the customer, additional costs will be incurred.**

1. Cabling for the Lobby, 2nd Floor Buffet & staff offices, 3rd Floor Function Rooms, and 4th floor indoor/outdoor APs will need to be run during the current renovations and can be done by their contractors. Most of this would consist of having several wall jacks placed around where H510s can be mounted. I recommend having their IT Fred keep an eye on this as renovations progresses.

Client to run Ethernet cable for lobby and common area WAPs back to a newly created IDF on the Lobby Level, floor 3's IDF or MDF.

Client to run 50/125MM fiber from the Lobby level IDF back to the MDF.

Client understands this quote includes HIS reusing their ZD 5000k.

Client understands HIS will only remove the 7025 WAPs in room where we are going to install a H510 WAP (every other room). All other 7025 WAPs will stay in place, but HIS will ensure they are powered off.

Client understands this quote includes HIS using all fiber patch cables, SFPs and Core Switch.

Client to ensure a Rack, Patch panel and UPS are installed in the new Lobby IDF prior to HIS arrival.



*Privileged and Confidential—Property of Hotel Internet Services*

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

**24. Exclusions: (these items, if needed, are NOT covered by HIS) unless indicated by the Scope of Work:**

1. Removal of existing Wi-Fi and Network equipment
2. Drywall patching/repairing and painting
3. Fire proofing
4. Concrete coring
5. Asbestos abatement/removal
6. Any required City or County permits and inspections to be performed
7. Conduit work
8. Roof penetrations



Privileged and Confidential—Property of Hotel Internet Services

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

**Alohilani Resort Waikiki Beach:**

Proposal #:SN-23204

Legal Name of Contracting Entity:

By:

*Stephen Nichols* / HH Pacific Beachs LP

(Signature)

Date:

*8/17/18*

Name: Frederick Chau

Title: building engineer

Address: 2490 Kalakaua Ave

City: Honolulu State: HI Zip: 96815

Phone: 808-921-6155 Email: fchau@highgate.com

Accounting Contact: Alex Nagelvoort Phone: 808-441-4879

Accounting Contact Email: anagelvoort@alohilaniresort.com

Additional Contact: Renee Leu Phone: 808-922-1233x6506

Additional Contact Email: rleu@alohilaniresort.com

**Hotel Internet Services:**

Accepted by: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_



*Privileged and Confidential—Property of Hotel Internet Services*

Stephen Nichols

(727) 474-9899

stephen@hotelwifi.com

## QUOTATION

Valid through 31-MAY-2018

Oracle Account Manager Alsacia Sanchez

Email Address alsacia.sanchez@oracle.com

Name Koa Management LLC  
 Address 2490 KALAKAUA AVE  
           HONOLULU HI  
           96815

Contact  
 Phone Number +1 (808) 922-1233  
 Email Address

Property Name Pacific Beach Hotel

All fees on this Ordering Document are in **USD**

Programs and Program-Related Service Offerings				
Description / License Type	Quantity	List Fee	Discount %	Net Fee
Oracle Hospitality OPERA Video Services Interface - Interface Perpetual	1	4,200.00	48.0	2,184.00
Software Update License & Support		924.00		480.48
Programs and Program-Related Service Offerings Fees				2,664.48

Other Fees	Quantity
Oracle Hospitality Hotel Network Interface Technical Services - per Hour	6
Other Fees	807.99

Fee Description	Net Fee
Program Fees	2,184.00
Program-Related Service Offering Fees	480.48
Other Fees	807.99
Total Fees	3,472.47


 A handwritten signature in black ink, appearing to read "Alsacia Sanchez", with the date "9/4/15" written below it.

This pricing example is provided for evaluation purposes. This quote is intended to further our discussions, it is not eligible for acceptance by you and is not a part of a binding contract between us for the products and/or services specified. User minimums and licensing rules may apply to the products specified. If you would like to purchase the products and/or services specified in this draft quotation, please ask Oracle to issue you a formal Quote (which may include an Oracle Master Agreement if you do not already have an agreement with Oracle) for your acceptance and execution and return to Oracle. Your order will be effective only upon Oracle's acceptance of the formal Quote (and the Oracle Master Agreement, if required).