



**STATE OF HAWAII
OFFICE OF HAWAIIAN AFFAIRS
560 NORTH NIMITZ HIGHWAY, SUITE 200
HONOLULU, HAWAII 96817**

August 19, 2019

REQUEST FOR PROPOSALS (RFP) NO. CE 2020-01

MEDIA MONITORING SERVICES

ADDENDUM 1

1. Will the HCE (Hawai'i Compliance Express) certificate be an acceptable form of compliance?

Yes. An HCE certificate is acceptable.

2. Will this contract be on a reimbursement basis only? (p. 21)

Since we will be processing the full amount up-front, the contract will not be on a reimbursement basis.

3. Is it possible to submit an invoice up-front for services to be performed (full 12 months – payment in full)?

Please submit your invoice and payment will be processed for the full amount up-front like a subscription.

4. What will the payment schedule be? How often do we need to submit invoices (monthly, quarterly, etc.)?

Since we will be processing the full amount up-front, you do not have to submit invoices.

5. Will OHA allow sub-contracting for this RFP?

Yes, we are open to sub-contracting.

6. Does the sub-contractor have to be in the US?

No. However, Section 6. Subcontracts and Assignments from Attachment 11 – OHA-2018 103D General Conditions from RFP No. CECE 2020-01 states "The CONTRACTOR shall not assign or subcontract any of the CONTRACTOR'S duties, obligations, or interests under this

Contract and no such assignment or subcontract shall be effective unless (i) the CONTRACTOR obtains the prior written consent of the OHA, and (ii) the CONTRACTOR'S assignee or subcontractor submits to the OHA a tax clearance certificate from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR'S assignee or subcontractor have been paid. Additionally, no assignment by the CONTRACTOR of the CONTRACTOR'S right to compensation under this Contract shall be effective unless and until the assignment is approved by the Comptroller of the State of Hawaii, as provided in section 40-58, HRS."

7. Is OHA expecting engagement services for social media or just notifications?

No engagement – just tracking/notification services.

8. Is it possible for OHA to provide a sample report to show the type of format needed?

We would rather see what type of reporting you can provide. Please provide it as part of your proposal.

9. Does OHA currently have something in place now, or will this be a brand-new service?

We have had something in place for a while.

10. Is it possible to share what OHA is using now?

No. We can give a sample of a report, but we would rather see what you can provide instead of having you improve upon what we are currently using.

11. Is there a budget set-aside for this project?

Yes.

12. What is the payment schedule?

Since we will be processing the full amount up-front, there is no payment schedule.

13. What is the preferred delivery format of the daily report – email, etc.?

OHA is looking for a user-friendly report that can be emailed to the Trustees and Executives detailing all media coverage from the previous day. Our main goal is to find something user-friendly for the Contract Administrator, Trustees, and Executives that will reduce the amount of time spent by the Contract Administrator to sort through and delete unnecessary or unrelated stories.

14. How many team members will need to receive the daily reports by 6:00 am HST?

Three.

15. Regarding section 2.b - Does the email transmission of content need to be formatted in a template customized to OHA's needs?

The service should provide an e-mail template that is customizable to OHA's needs.

16. Regarding 3, what specific metrics does OHA require?

The Successful Offeror shall provide robust, accurate, and easily-understandable viewer, mentions, audience, publicity data collection, and reporting using graphs, charts, tables or other data visualization tools.

17. Is there a need to monitor content in multiple languages and foreign characters in addition to English? (Japanese, Chinese, Hindi, Arabic, Hebrew, Cyrillic, etc...)?

No.

18. Is there a need to monitor coverage prior to the start of this agreement? If so, how far back?

No, but a service that can provide reports on media data from prior years is a preferred.

19. Does the OHA require a Media Contacts Directory & Press Release tool? (Ability to search for journalists, media outlets, build media lists, and distribute press releases?)

No.

20. How many users require access to the platform?

Three.

21. Do all users require concurrent access to the platform?

Yes.

22. In the interest of going green and supporting our sustainability programs, can we forgo a print copy of our submission for an electronically transmitted digital copy? If not, we are happy to send a USB stick if necessary but prefer to save printing if not absolutely essential.

No. According to the RFP submission instructions listed on page 30 it states that all interested offerors will submit one (1) original proposal marked "ORIGINAL", four (4) copies of the original marked "COPY", and one (1) CD and/or flash drive containing the submitted proposal in a portable document form ("PDF").