



State of Hawai'i

560 North Nimitz Highway, Suite 200
Honolulu, Hawai'i 96817

July 07, 2023

Request for Quotes (“RFQ”) No. COMM 2023-021

MEDIA MONITORING SERVICES

To All Interested Offerors:

Notice is hereby given that the Office of Hawaiian Affairs (hereinafter “OHA”) will be accepting quotes from interested Offerors that can provide media monitoring, analysis, and storage for its Digital and Print Media division.

The term of this Contract shall be for TWELVE (12) months from contract execution subject to the availability of funds.

Quotes must be received through the HiePRO website by 2:00 p.m. HST on Tuesday, July 18, 2023.

Pursuant to Hawai'i Administrative Rules §3-122-75, considering the criteria, including but not limited to quality, warranty, and delivery; the award shall be made to the lowest most responsive, responsible offeror. When the award to the lowest responsive, responsible offeror is not practicable, the award shall be made to the offeror whose quotation provides the best value to the OHA.

The OHA reserves the right to reject any or all quotes and to accept the quotes in whole or part in the best interest of the OHA.

Scope of Work

- A. The OFFEROR shall satisfactorily provide the goods and services hereinafter set forth below that shall include, but may not be limited to the following:
1. Television monitoring of all 210 U.S. designated market areas. Broadcast monitoring includes local market newscasts, nationally televised, syndicated content and cable news and cable programming.
 2. Radio monitoring of the top 350+ terrestrial radio stations in the U.S.
 3. Internet news monitoring of 50,000+ News websites and millions of blogs.
 4. Unlimited keyword searches must be able to set up ongoing searches and modify them as needed by OHA.
 5. Daily news alerts must have the ability to provide daily email alerts detailing air date, time, station, newscast text summaries, preview video & audio, Nielsen audience numbers, and publicity values for broadcast content.
 6. Media search services should include, but not limited to, the following:
 - a. Provide access to closed caption summaries of entire broadcasts;
 - b. Save coverage results or export search results into custom reports;
 - c. Provide the ability to back-search broadcast coverage; and
 - d. Provide the ability to back-search internet news coverage approximately ONE (1) calendar year.
 7. Provide a media archive which will house all of the OHA's purchased or downloaded news clips in a cloud-based system. The OHA should be able to view, share, or download these clips at any time. The archive shall remain on the OFFEROR's server for the duration of the agreement;
 8. Daily internet news alerts must have the ability to provide internet news summaries including date, time of publication, publication name, link to web article, internet metrics.

9. Social Essentials must have the following:
 - A. Results should contain a hyperlink to the original source article or post, must offer global online news monitoring, and full social listening across numerous networks and channels, with access to the Twitter firehose.
 - B. Dashboards: Dashboard can be configured and customized using pre-populated templates.
 - C. Alerts: Create and save custom alerts that can be accessed via email.
 - D. Distribution: Links to Search results can be shared via email, or collaboration tools such as Microsoft Teams, and Google Analytics component.
 10. Media Analysis must be able to create visual representations of desired news coverage using various charts and graphs.
 11. A search tool for unlimited searching via the service providers broadcast and internet news search engine.
 12. 24/7 access to OHA's media coverage, media analysis and media archive.
 13. Client support must have a full-service solution with a dedicated account executive.
 14. Flat-rate pricing vendor to have no hidden fees, licensing fees or royalty fees, unless otherwise
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- B. The OHA Contract Administrator (hereinafter "Administrator") will act as the contract monitor and principal liaison between the OFFEROR and the OHA. The Administrator shall assist in resolving policy questions expediting decisions and the review of the work performed.
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General Requirements

- A. Prior to submitting a quote through HIEPRO, the Offeror must be registered in HIEPRO in order to respond to a solicitation. Please register by going to the State Procurement Office's website: <https://hiepro.ehawaii.gov/vendor.html>.
- B. The Successful Offeror must be registered as a business in the State of Hawai'i and be compliant with Hawaii Compliance Express (hereinafter "HCE"). If you are not registered with HCE, please register by going to HCE's website: <http://vendors.ehawaii.gov/hce/splash/welcome.html>
- C. The successful Offeror must complete the W-9 form (<https://www.irs.gov/pub/irs-pdf/fw9.pdf>).
- D. Submit a current copy of a Certificate of Liability Insurance with the following:
The minimum insurance coverage and limits below, which shall also apply to subcontractor(s) where appropriate:

Coverage	Limits
Commercial General Liability (including personal injury, death, and property damage)	\$2,000,000 per occurrence; \$2,000,000 general aggregate per policy year; \$2,000,000 product and completed operations aggregate limit per policy year.
Personal and Advertising Injury	\$1,000,000 each occurrence.
Umbrella Liability	\$2,000,000 aggregate.
Automobile Insurance covering all owned, non-owned, and hired automobiles	Bodily injury liability limits of \$1,000,000 each person and \$1,000,000 per accident; property damage liability limits of \$1,000,000 per accident. Or \$2,000,000 combined single limit.
Workers Compensation as required by laws of the State of Hawai'i	Insurance to include Employer's Liability. Such coverage shall apply to all employees of the CONTRACTOR and (in case any subcontractor fails to provide adequate similar protection for all its employees) to all employees of sub-contractors
Professional Liability (Errors and Omissions)	\$1,000,000 per claim \$2,000,000 annual aggregate

The State of Hawai‘i, the OHA, its elected and appointed officials, employees, and volunteers shall be named added as additional insured with respect to occurrences during or in connection with the performance of this Contract. Before the effective date of this Contract, the CONTRACTOR agrees to provide the OHA with certificate(s) of insurance necessary to satisfy the OHA that the insurance provision of this Contract have been complied with and to keep such certificate(s) on deposit with the OHA during the entire term of this Contract. The minimum insurance required shall be in full compliance with the Hawai‘i Insurance Code throughout the entire term of the Contract, including supplemental contracts, and shall be written by a company authorized to do business in the State of Hawai‘i and rated no less than an AM Best rating of A- VIII. CONTRACTOR and its carriers agree to waive their rights of subrogation with respect to any claims covered, or which should have been covered, by valid and collectible insurance, including any deductibles or self-insurance maintained thereunder. Upon request by the OHA, the CONTRACTOR shall furnish a copy of the policy or policies that satisfy the Insurance Requirements of this Contract.

- E. Each insurance policy required by the contract, including a subcontractor’s policy, shall contain the following clauses:
1. “This insurance shall not be canceled, limited in scope of coverage or non-renewed until after 30 days written notice has been given to the Office of Hawaiian Affairs, 560 North Nimitz Highway, Suite 200, Honolulu, HI 96817.”
 2. “The Office of Hawaiian Affairs, its trustees, employees, representatives and agents and the State of Hawai‘i are added as additional insureds as respects to operations performed for the Office of Hawaiian Affairs.”
 3. “It is agreed that any insurance maintained by the Office of Hawaiian Affairs will apply in excess of, and not contribute with, insurance provided by this policy.”

The RFQ may be canceled when it is determined to be in the best interest of the OHA. If you have any questions, you may contact Karina Macklin, Procurement Specialist, by email at karinam@oha.org.