



State of Hawai'i

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

December 29, 2020

Request for Quotes ("RFQ") No. DPM 2021-09

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 emailed to proposals@oha.org by 2:00 p.m. HST on Friday, January 15, 2021.

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 local U.S. designated market area. Broadcast monitoring includes local market newscasts, nationally televised, syndicated content and cable new and cable programming;
2. Radio monitoring of the top 350+ terrestrial radio stations in the U.S.;
3. Internet monitoring of 50,000+ news websites and millions of blogs;
4. Set-up of ongoing searches with unlimited keywords and the option to modify the keywords at any time to meet the needs of the OHA;
5. Provide daily news alerts via e-mail to the OHA detailing the air date, time, station, newscast text summaries, preview video and audio, Nielsen audience numbers, and publicity values for broadcast content;
6. Provide daily internet news summaries via e-mail to the OHA detailing date, time of publication, publication name, link to the web article, and internet metrics;
7. Provide the OHA with 24/7 access to a monitoring portal that houses media coverage, media analysis, and a media archive;
8. Provide media analysis by creating visual representations of desired news coverages using various charts and graphs;
9. 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 OFERROR's server for the duration of the agreement;
10. Provide live client support with full-service solutions and a dedicated account executive;
11. Provide flat-rate pricing with no hidden fees, licensing fees, or royalty fees unless otherwise specified;
12. Provide media search services including, but not limited to, the following:
 - a. Unlimited searching options via the OFERROR's broadcast and internet news search engine;
 - b. Provide access to closed caption summaries of entire broadcasts;
 - c. View internet news articles;
 - d. Save coverage results or export search results into custom reports;
 - e. Provide the ability to back-search broadcast coverage starting from 2002; and
 - f. Provide the ability to back-search internet news coverage approximately ONE (1) calendar year.

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.

General Requirements

A. 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>

B. The successful Offeror must complete the W-9 form

(<https://www.irs.gov/pub/irs-pdf/fw9.pdf>).

C. 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 sub-contractor fails to provide adequate similar protection for all its employees) to all employees of sub-contractors
Professional Liability (Errors	\$1,000,000 per claim

and Omissions)

\$2,000,000 annual aggregate

D. 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 Alison Roney, Procurement Specialist, by email at alisonr@oha.org.