



State of Hawai'i

560 North Nimitz Highway
Honolulu, Hawai'i 96817

March 22, 2019

Request for Quotes ("RFQ") No. WKOP 2019-27

Software Data Hosting and Training Support to Monitor
the Natural and Cultural Resources of Wao Kele O Puna

To All Interested Parties:

The Office of Hawaiian Affairs (hereinafter "OHA") is looking for a firm that can provide the services for software data monitoring of natural and cultural resources, data hosting and training support as part of the Comprehensive Management Plans.

The OHA owns the Wao Kele o Puna Forest Reserve (hereinafter "WKOP"), TMK (3)1-2-010:02 & 003, located in the upper Puna area of Hawai'i Island. At 25,856 acres, WKOP represents over 90% of the OHA's landholdings. WKOP is of great spiritual importance to Native Hawaiians as the home to a number of deities and serves as a resource for subsistence gathering and other cultural practices. It is the OHA's kuleana to protect, preserve, and perpetuate the cultural and natural resources of WKOP for current and future generations. The data collected and managed by this software shall assist OHA in the maintenance and management of WKOP.

The term of this Contract shall be for twelve (12) months from May 1, 2019 through and including April 30, 2020 subject to the availability of funds.

Quotes shall be received through the HIePRO website by 2:00 p.m. HST on Wednesday, April 10, 2019.

SCOPE OF WORK

The successful Offeror shall satisfactorily provide the goods and services hereinafter set forth that shall include, but may not be limited to, the following:

A. Provide report tracking, application hosting, photo, and document storage for administrative and contractor recipient entry access that shall include, but may not be limited to, the following:

1. Enable secure login for the OHA and our authorized users;
2. Secure web-based data hosting, dashboards and Maps;
3. Work with the OHA to identify metrics for monitoring;
4. Include web and phone support;
5. Work with the OHA to integrate existing digital data;
6. Must be capable of inputting data from mobile devices (e.g. smartphones) that are both online and offline to capture and input data gained in the field;
7. Shall be able to generate reports, report supporting graphics, and provide a dashboard summary of desired information.
8. Daily backups with 9-day retention policy;
9. Monthly backups with 12-month retention policy; and
10. S3 – backups and archiving to S3 glacier.
11. Data collection for monitoring, hosting and training, of software application.

B. Attend up to 100 hours of meetings and consultation with the OHA's Contract Coordinator that shall include, but may not be limited to, the following:

1. Consultation to develop metrics and additional reporting functionality;
2. Design plan to address the OHA third-party contractor integration;
3. Identify changes to meet future needs; and
4. Identify work flows to gather data and streamline reporting for such entities as:
 - a. Invasive species;
 - b. Native species; and
 - c. Community.

C. Provide training that shall include, but may not be limited to, the following:

1. Training shall consist of both online web-based tutorials;
2. 40 hours of phone support; and
3. Up to 8 hours of in person training.

D. Provide tech support that shall include, but may not be limited to, the following:

1. Provide a telephone number for use by Authorized users Monday through Friday, 8-5, US holidays excluded, for problem resolution assistance;
2. Use commercially reasonable efforts to correct all errors in the software reported by the OHA's Contract Administrator in writing to the successful Offeror;
3. Utilize remote diagnostic procedures whenever possible for error diagnosis and error correction; and
4. Respond to repair requests within 48 hours.

E. Provide to the OHA's Contract Administrator a project schedule describing the timeframe that shall include, but may not be limited to, the following:

1. Quarter 1 – 25 hours of scoping, planning and training OHA's third party management Contractors, and the OHA staff;
2. Quarter 2 – Identified needs, refinement and draft product;
3. Quarter 3 – Continued refinement and training; and
4. Quarter 4 – Final products
 - a. Contractor using software for daily operation for monitoring and reporting
 - b. Data accessible to the OHA and imported into Kipuka database (OHA's GIS Database).

F. Immediately advise the OHA's Contract Administrator of any problems that arise during the execution of this Scope of Work.

The successful Offeror must be registered as a business in the State of Hawai'i and be compliant with Hawaii Compliance Express, submit a current copy of your Certificate of Liability Insurance, and complete the OHA W-9 form.

If you have any questions, please contact Charmaine Matsuura, Procurement Specialist at (808) 594-0273 or by email: charmainem@oha.org.