



**REQUEST FOR PROPOSALS
FOR
INFORMATION TECHNOLOGY
MAINTENANCE AND SUPPORT SERVICES**

RFP No. HTA-09-06

**DEADLINE FOR SUBMISSION: Must be received by 4:30 p.m.,
HST (Hawaiian Standard Time) on December 17, 2008**

Issued by:

**HAWAI'I TOURISM AUTHORITY
STATE OF HAWAI'I
Hawai'i Convention Center, First Level
1801 Kalākaua Avenue, Honolulu, Hawai'i 96815**

December 3, 2008



**REQUEST FOR PROPOSALS
FOR
INFORMATION TECHNOLOGY MAINTENANCE AND SUPPORT SERVICES
(RFP No. HTA-09-06)**

A. BACKGROUND

The Hawai'i Tourism Authority (HTA) is a state agency responsible for tourism planning, marketing, product development, and other tourism-related programs and activities. The HTA is administratively attached to the Department of Business, Economic Development and Tourism.

By this Request for Proposals (RFP), the HTA is seeking a qualified contractor to provide information technology (IT) maintenance and support for its hardware, software and network system at its office, which is located in the Hawai'i Convention Center, 1801 Kalākaua Avenue, First Level, Honolulu, Hawai'i 96815.

B. SCOPE OF WORK

1. General. The HTA is seeking a qualified offeror of all services related to the proper and necessary maintenance, network administration, and technical administrative support, for the HTA's IT equipment, including but not limited to all desktops computers, notebooks, printers and network server used by HTA staff employees.

2. Services. As part of the general scope of work previously described herein above, the selected offeror shall perform and provide the following:

- a. Monthly maintenance of the HTA's local area network to ensure consistent use during normal office hours;
- b. Installation, configuration and update of all computer software programs for desktop computers, notebooks, printers, and servers utilized by the HTA;
- c. Installation and efficient cabling and networking of computer hardware for desktop computers, notebooks, printers, and servers utilized by the HTA;
- d. Troubleshooting, ad-hoc training, proactive planning, and other services necessary to maintaining the HTA's entire IT system in an efficient and effective manner;
- e. Promptly correct or resolve problems and/or complaints from approximately 25 users of customary business office computer-related equipment, such as desktop computers, notebooks, printers, fax, scanners, servers, and other miscellaneous equipment maintained by the HTA; and,
- f. Promptly respond to and resolve problems and/or complaints related to the use of various software programs, such as Windows, Office, Lotus Notes, PowerPoint, Adobe Acrobat, internet access programs, server networks and Windows Server software, Cisco VPM and Cisco Secure PIX Firewall, Veritas Back-up Exec, back up tape program, Symantec Antivirus program, and other software in standard use within

a business office environment.

C. CONTRACT TERM

The term of any contract executed pursuant to this solicitation shall be for twelve (12) months; provided that the HTA may elect to exercise an option at its sole and absolute discretion, to extend the contract annually for twelve (12) months for up to two (2) periods.

D. COMPENSATION

The contract awarded to the selected offeror will provide compensation based upon a total maximum compensation and shall include all fees, costs and taxes. The contract may be amended upon mutual agreement of the parties to provide any additional compensation for additional scope of work.

E. QUALIFICATIONS

Offerors shall provide satisfactory and credible proof of their financial capacity, capability, and technical expertise to perform the scope of work described herein. The offeror shall also describe experience and expertise of any support staff requested and/or assigned by offeror to perform the scope of work. Offeror shall maintain sufficient work force to provide the Scope of Work described herein in an efficient and effective manner.

E. OFFICIAL POINT OF CONTACT AND INFORMATION REQUESTS

1. Official Point of Contact. The HTA's Official Point of Contact regarding the administration of this solicitation is as follows:

Irene Iha
Administrative Assistant
Hawai'i Tourism Authority
Hawai'i Convention Center, First Level
1801 Kalākaua Avenue
Honolulu, Hawai'i 96815
Telephone: (808) 973-2277 / Email: iiha@hawaiiitourismauthority.org

2. Requests for Information

a. The following is a schedule of key dates. Any changes to this schedule will be transmitted to offerors who have provided contact information to the HTA. The HTA reserves the right to extend any key dates at its sole and absolute discretion.

RFP Issued	December 3, 2008
Written questions submission deadline	December 9, 2008
Receipt of written proposals deadline	December 17, 2008

b. Requests for information or questions regarding this solicitation should be addressed to the Official Point of Contact, by letter or email. Answers to questions concerning

information not found within this solicitation will be issued either by publishing an official addendum or through notification via email or posted on HTA's website at www.hawaiitourismauthority.org.

- c. To receive official notice of any addendum or responses, all interested offerors shall provide the Official Point of Contact with the offeror's email address, facsimile number, or postal service address.
- d. Offerors acknowledge and agree that it shall inspect any responses to questions regarding this solicitation that is posted on HTA's website at www.hawaiitourismauthority.org (click on the link to "RFPs" on the homepage; click on the link under the reference to this solicitation and entitled "Questions and Responses Relating to RFP No. HTA-09-06").

F. SOLICITATION SUBMISSION

1. Solicitation Submission Requirements

Offerors shall provide one (1) original (marked as such) and two (2) copies of the documents described below by delivering the documents in a sealed envelope clearly marked with respondent's name, address, and the reference number to this RFP:

- a. **Application Form (attached)/Proposal Letter.** A proposal letter written on the offeror's official business letterhead stationary indicating the offeror's exact legal name that is signed (preferable in blue ink) and dated by an individual authorized to legally bind the offeror and specifically identifying all the contents being submitted to the HTA for evaluation under this RFP.
- b. **Qualifications.** A detailed narrative describing the offeror's education and/or employment/work experience and qualifications in providing services similar to the Scope of Work previously described herein; a list of clients/employers the offeror has provided work similar to the scope of work described herein within the past 12 month period; the qualifications of offeror's personnel to be assigned to this project; any financial statement of income and expenses demonstrating the offeror's financial capacity to perform the Scope of Work; and, any other information an offeror deems relevant for an evaluation of the required qualifications described in this RFP.
- c. **Work Plan.** A work plan describing how the offeror will perform the scope of work and provide the requested services described herein, including response times for "Priority" and "Non-Priority" requests; provided that the offeror shall describe the maximum response time for a "Priority" request made by the HTA to resolve a complaint or problem and requiring immediate and direct attention, and the maximum response time to resolve a "Non-Priority" request to resolve a complaint or problem.
- d. **Budget.** For the initial twelve- (12) month period of the contract term and any subsequent optional two (2) twelve- (12) month periods, the offeror shall provide an itemized list of all fees and costs (tax included) for providing each of the elements of the Scope of Work provided in Section B. 2. herein. For evaluation purposes, the itemized list of fees and costs (tax included) may be based upon the following:
 - an hourly rate and/or monthly fixed fee; and,

- that the total maximum number of hours for work performed during a twelve- (12) month period may be 150 hours or any other maximum number of hours proposed by an offeror during a twelve- (12) month period .

Offeror shall also provide an hourly rate or fixed fee for any “Priority” request made by the HTA to resolve a complaint or problem and requiring immediate and direct attention.

2. Due Date and Place of Submission

- a. Proposals in response to this RFP shall be received by **4:30 p.m., HST on Wednesday, December 17, 2008**, and shall be delivered to the following address:

Hawai‘i Tourism Authority
Hawai‘i Convention Center, First Level
1801 Kalākaua Avenue
Honolulu, Hawai‘i 96815

- b. No proposal or document submitted in response to this solicitation shall be considered if received after the stated date and time herein. Offerors are cautioned to make and confirm prior arrangements to ensure timely delivery and receipt of the proposals before the due date. Proposals delivered by postal mail service must be received (not postmarked) before the due date and time. An offeror shall assume full responsibility for timely delivery of the proposals and documents required under this RFP. The time clock/stamp at the HTA office shall be the official clock for determining timely receipt of a submission.

- 3. No Electronic Submission.** Any proposal or documents submitted in response to this solicitation via internet, email, facsimile transmission, or any form of electronic submission shall be rejected and not accepted for evaluation by the HTA.
- 4. Incurred Expenses.** The HTA is not responsible for any expenses that offerors may incur in preparing and submitting proposals and/or conducting required presentations. The HTA is not liable for any costs or claims incurred by any respondent in connection with the submission of the offeror’s proposal and/or presentation, including, without limitation, the costs related to travel and accommodations.
- 5. Amendment to RFP.** If it becomes necessary to revise or amend any part of this RFP, the HTA will furnish any revision via email to all prospective offerors who requested and received an original RFP from the HTA. Any interested offeror shall promptly notify the HTA of its email address upon receipt of this RFP. The offeror shall be responsible for inspecting the HTA’s website at www.hawaiiitourismauthority.org for notice of any amendment to the RFP or responses to questions from offerors.
- 6. Proprietary Information.** Any trade secret or proprietary information submitted as part of any response to this solicitation that an offeror expressly and affirmatively marks as

“Confidential and Proprietary” will be maintained as such to the extent permissible under Hawai‘i law, including Hawai‘i’s Uniform Information Practices Act (Modified) proscribed in chapter 92F, Hawai‘i Revised Statutes, and incorporated herein by reference. For all confidential materials, the offeror shall state the reason(s) why the protection is necessary and what harm respondent will suffer if the information was publicly disclosed.

7. **Public Funds.** This solicitation and any contract executed pursuant to this solicitation are subject to the availability of public funds. The offeror acknowledges and agrees that the HTA reserves the right to terminate this solicitation and any contract upon prior notice that the HTA lacks public funding, which affects its ability to implement the funding priorities established by the HTA, and that the contractor waives any claim for any actual, consequential and liquidated damages, if any, arising from said termination.
8. **Waiver of Irregularity.** An offeror shall carefully review this solicitation for defects and questionable or objectionable matter. Comments concerning defects and questionable or objectionable matter shall be promptly submitted to the HTA prior to the deadline for submitting any submission. This shall allow issuance of any necessary amendments to the solicitation and shall help prevent the evaluation of a defective solicitation. Offerors hereby acknowledge, agree, and waive any claim arising from any knowledge of any defect in this solicitation and failing to timely inform the HTA. Offerors further acknowledge and agree that the HTA reserves the right to waive any technical irregularity not affecting an unbiased and objective evaluation of all submissions; that such waiver will be in the best interest of the State of Hawai‘i; and, that the offerors hereby waive any claim against the HTA arising from such technical irregularity.

G. EVALUATION PROCESS AND CRITERIA

1. **Evaluation Process.** An evaluation committee will be designated to evaluate all proposals based upon the evaluation criteria provided below. Upon initial evaluation of all proposals, the HTA shall have the option to select various offerors to provide an oral presentation to the evaluation committee for further evaluation of a respondent’s ability to perform the scope of services required. The HTA is under no obligation to allow every offeror to provide an oral presentation. Following the oral presentations, the HTA may negotiate a best and final offer with any of the offerors on a short list developed by the evaluation committee; however, the HTA is not obligated to negotiate or enter into a contract with any of the short-listed offerors if it is not in the best interest of the State of Hawai‘i.
2. **Evaluation Criteria**

The HTA reserves the right to reject any proposal that is not responsive to the requirements provided in this solicitation. The HTA, through its evaluation committee, reserves the right to reject any and all proposals or to waive any minor irregularities

when doing so is in the best interest of the State of Hawai‘i. The following criteria will be applied to evaluate all proposals:

Work Plan and Budget (60%). The work plan and itemized budget of all fees and costs for providing all of the elements of the Scope of Work previously described herein is reasonable and will result in the achievement of the services requested herein in an efficient and effective manner.

Qualifications (40%). The financial capacity, experience, and technical expertise of the key individuals performing the scope of work convey a high degree of professionalism and confidence in the offeror’s ability to provide quality work. The offeror has also clearly demonstrated its qualifications and capacity to achieve the objectives of this solicitation by providing credible proof of its qualifications. The offeror has the legal and financial capacity to complete every element of the Scope of Work provided herein in a timely, efficient, and effective manner.

H. CONTRACTING PROCESS

1. **Notice of Award.** Upon final evaluation of the offerors and final negotiations of a best and final offer with the HTA, a notice of award will be issued to the selected offeror, who shall immediately work with the HTA to promptly execute a written contract incorporating the relevant specifications and requirements of this solicitation; the offeror’s qualification statement; the final negotiated compensation and method of payment; the term and scope of work; any other representation made by the offeror to the HTA; and, the State of Hawai‘i’s general terms and conditions. The offeror acknowledges and agrees that if selected as the contractor, the State of Hawai‘i General Conditions (Form AG-008 Rev. 8/29/2008), as amended from time to time and incorporated herein by reference, shall be part of the contract to be executed between the contractor and HTA. (A copy of the General Conditions may be inspected at <http://www4.hawaii.gov/StateFormsFiles/ag008.doc>)
2. **Tax Clearance.** State law mandates that a government agency shall not execute a contract with any contractor who has not previously provided a tax clearance certificate. As a prerequisite to entering into a contract with the HTA, the offeror shall immediately obtain a tax clearance certificate from the State of Hawai‘i Department of Taxation (DOTAX) and the federal Internal Revenue Service (IRS) to the effect that all tax returns due have been filed, and all taxes, interest, and penalties levied against the offeror or accrued have been paid.
 - a. It is recommended that the “Tax Clearance Application,” Form A-6, be completed and submitted to the DOTAX at the time the proposal is submitted or as soon as possible, as **the request may take 21 calendar days to process.**
 - b. The application for a tax clearance certificate may be obtained by requesting a Tax Clearance Application, Form A-6, at the District Offices in Hawai‘i of the DOTAX. The tax clearance application may also be obtained, completed, and submitted on-line

through the DOTAX website at <http://www.state.hi.us/tax/alphalist.html#a>. The application for a tax clearance is the sole responsibility of the respondent and must be submitted directly to the DOTAX. However, the original and completed tax clearance certificate shall be submitted to the HTA. Applicant should request a clearance for a “State contract” to ensure both the DOTAX and IRS clearance stamps are issued.

- c. On-line clearance may be acceptable for those offerors who meet the requirements of the DOTAX for this method of clearance certification. Information on the Hawai‘i Compliance Express program may be found at:

<https://vendors.ehawaii.gov/hce/splash/welcome.html> or

<http://www.ehawaii.gov/dakine/index.html>.

- d. If an offeror’s proposal is selected for funding, an updated tax clearance certificate may be required if the tax clearance certificate on file has expired. For purposes of contract execution, a tax clearance certificate is valid for six (6) months. Failure to provide an acceptable tax clearance certificate will preclude the HTA from executing a contract with respondent and may result in the cancellation of the award.
- e. A final tax clearance certificate will be required to process the final payment. To meet this requirement and to allow for processing time, a current, original or certified original tax clearance, dated no earlier than 45 days from the date of submission of all final documents, issued by the State of Hawai‘i and the federal Internal Revenue Service, must be submitted with the final documents, including the final request for payment.

3. Execution of Contract. Upon the receipt of all required information, documentation, attachments, and tax clearance, the offeror and the HTA shall execute a final written contract. The offeror may not perform any work prior to the execution of a written contract by the HTA and the offeror. All unauthorized work performed by the offeror prior to the execution of the written contract shall be at the offeror’s sole cost and expense.

4. Public Disclosure. Upon execution of the written contract, all documents submitted by the offeror and maintained by the HTA shall be subject to public inspection and copying under Hawai‘i’s Uniform Information Practices Act (Modified) provided in chapter 92F, Hawai‘i Revised Statutes; provided that any confidential commercial or proprietary information may be withheld. The offeror should identify and clearly mark the documents containing any confidential commercial or proprietary information in the manner previously discussed herein.

5. Compliance with Law. In addition to any statutory laws described or incorporated herein, offerors shall comply with any and all applicable State, County, and Federal statutes, regulations, codes, directives, and guidelines related to the performance of the contract, including any statutory law related to contracting with the State of Hawai‘i.

6. Approvals. By submitting a proposal, the offeror hereby acknowledges and agrees that any contract arising out of this solicitation shall be subject to the prior approval of the

Department of the Attorney General as to form, and is also subject to all further approvals, if necessary or applicable, by the Governor, as it may be authorized by statute, rule, order, or directive.

7. **Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of Section 11-205.5, Hawai‘i Revised Statutes, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body.

**Hawaii Tourism Authority
Information Technology Maintenance and Support Services
Application Form
HTA-09-06**

OFFEROR INFORMATION

Organization (Full Legal Name): _____

Street Address: _____

Mailing Address: _____

Phone: _____ Fax: _____

Federal Taxpayer ID No.: _____ State Taxpayer ID No.: _____

Contact Person: _____

Phone: _____ Fax: _____

Email: _____

CERTIFICATION:

The information contained in this application is true and correct to the best of my knowledge and belief. The document has been duly authorized by the governing body of the offeror's organization.

Signature of Authorized Official Date

Print Name Title