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IN REPLY PLEASE REFER TO:  
15:CPO/380

December 28, 2015

TO: Interested Parties

FROM: Rick T. Sogawa   
Procurement Officer

SUBJECT: Request for Proposals No. ITO-2015-05, Addendum No. 2  
Website Redesign Service for HPHA

This Addendum No. 2 is to: 1) provide responses to written questions received at the Pre-Proposal Conference conducted by the Hawaii Public Housing Authority (HPHA) on December 18, 2015, up until December 21, 2015; 2) amend the RFP; and 3) provide clarification to the RFP as follows:

**Part I – Written Questions and Responses:**

**Question 1.** We reviewed the contents on the CD and noticed that HPHA provided a full sample website that was fully responsive. It seemed that this website was created last year. Is there a reason why this website was not used?

Response: The website provided on the CD met the minimum requirements of the RFP scope but did not meet all aspects of the theme requirements.

**Question 2.** It is assumed that the content and number of pages that were provided on the CD will be the anticipated amount of content and number of pages the awarded vendor will need to work with?

Response: Yes.

**Question 3.** Please specify browsers and versions of browsers that the website needs to support. Please note that on January 12, 2016 Microsoft will stop supporting IE 10 and older. Only 11 will be supported and it would be considered a security risk to use an older browser.

Response: The new website shall be compatible with current version of web browsers, which includes Internet Explorer, Microsoft Edge, Firefox,

Chrome, and Safari on all internet accessible computing platforms including mobile, desktop, and portable tablet devices. It would be preferable that the new website be also compatible with Internet Explorer versions 9 and 8. In addition, website shall be compatible with the commonly used version of web browsers for computers made available for public access in public facilities, including without limitation to public libraries and schools. See Amendment 4 in Part II below.

**Question 4.** For the amount of translation and content population in translation needed, the website development timeframe seems a bit short. If awarded vendor is contracted to provide translation services, is HPHA open to allow additional time to develop the website and ensure translation accuracy?

Response: Yes, the service deliverables have been changed to require website implementation and publication not later than eight (8) months from the HPHA's issuance of a Notice to proceed and technical support services will be for a four (4) month period following the implementation of the new website on an as needed basis. See Amendments 9 and 10 in Part II below.

**Question 5.** Can HPHA provide samples of other websites that provide video capability? The style of the requested opening video is unclear.

Response: Sample websites that demonstrates similar video capability as specified in Section 2, Scope of Services of RFP include [www.websiteactorlive.com](http://www.websiteactorlive.com) and [www.liveactor.com](http://www.liveactor.com).

**Question 6.** It is requested that HPHA staff and board of directors have login functionality to selected webpages. What is it envisioned that these users will be able to do after login?

Response: The login functionality is to restrict public access to specified webpage contents that are posted specifically for HPHA staff and Board of Directors.

**Question 7.** When the awarded vendor needs to transfer the website files to HPHA to hosting on its wordpress server, will it need to be installed and configured also, or is the awarded vendor just responsible for sending the website files and database?

Response: Yes, the Successful Offeror shall provide installation, migration, and necessary configuration services to set up the HPHA web server in addition to sending the website files and database to the HPHA. See Amendment 5 in Part II below.

**Question 8.** Will awarded vendor need to create 301 redirects for old content to ensure Search Engine Optimization?

Response: Yes. See Amendment 7 in Part II below.

**Question 9.** What type of documentation will the awarded vendor be responsible for providing, if any? This would be any technical documentation that is required such as design & system documentation, user manual/guide documentation, training documentation if training is required, etc.

Response: The Successful Offeror shall provide standard website documentation to the HPHA, including without limitation an overview, a getting started or tutorial, sample code, reference materials, flow charts/diagrams, explanation of authentication (if necessary for credentials used in the web API), and error handling reports. See Amendment 5 in Part II below.

**Question 10.** Will the awarded vendor be responsible for training? If so, how many people will awarded vendor be required to train?

Response: Yes, the knowledge transfer session shall include a training session for up to 10 HPHA staff and may be conducted remotely. See Amendment 6 in Part II below.

**Question 11.** Does HPHA have a specific cost the project needs to stay within? If so, can HPHA share what that cost is?

Response: The HPHA have identified funds available for this project based on a derived independent cost estimate. However, the HPHA does not intend to publish the independent cost estimate for this project.

**Question 12.** Does the HPHA have an anticipated number of hours they feel the total effort for the project should take? If so, can HPHA specify what they feel the estimated effort should be?

Response: No.

**Question 13.** Are there any page limitations for each proposal section? Any preference to font size and pitch?

Response: No. There is no page limitation for each section of the proposal. Font size and pitch to be used will be at the offeror's discretion, but font size shall be not less than 11.

**Question 14.** Due to the number and diverse set of multi lingual translations required for the website, we respectfully request a two week proposal due date extension so that we can locate translators and price appropriately the cost for this service.

Response: Proposal due date and time has been extended to not later than 4:00 p.m. Hawaii Standard Time, Thursday, February 4, 2016. See Amendment 1 in Part II below.

**Question 15.** Does the welcome/how-to video need to include the actual talent on screen? A more cost effective solution would be to have voice-over and screenshots. Is HPHA open to other options that don't require on-screen talent?

Response: Yes, the welcome/how-to video is required to include an actual talent on screen as specified in the RFP.

**Part II – Amendments to the RFP:**

1. The procurement timeline is hereby modified as follows:

<u>Activity</u>	<u>Scheduled Dates</u>
Public Notice Announcing RFP	Dec. 11, 2015
Distribution of Specifications	Dec. 11, 2015
Pre-Proposal Conference	Dec. 18, 2015
Deadline to Submit Written Inquires	Dec. 21, 2015
State Response to Written Inquires	Dec. 28, 2015
<b>Proposal Submittal Deadline</b>	<b>Feb. 4, 2016 4:00pm HST</b>
<b>Proposal Review</b>	<b>February 2016</b>
<b>Best and Final Offer</b>	<b>February/March 2016</b>
Notice of Award	March 2016
Contract Execution	March 2016
Start of Services	April 1, 2016 or upon Notice to Proceed

2. Attachment 1a – Wage Certificate (Revised 12/28/2015) attached hereby replaces Attachment 1 – Wage Certificate to reflect the updated proposal due date and time. Offerors shall use the attached revised Attachment 1a – Wage Certificate (Revised 12/28/2015) in order to be considered responsive. Offers submitted using Attachment 1 may be rejected.

3. Attachment 2a – Acknowledgement of Addenda (Revised 12/28/2015) attached hereby replaces Attachment 2 – Acknowledgement of Addenda to reflect the updated proposal due date and time. Offerors shall use the attached revised Attachment 2a – Acknowledgement of Addenda (Revised 12/28/2015) in order to be considered responsive. Offers submitted using Attachment 2 may be rejected.

4. Subparagraph 7 of Paragraph 3. Video and Audio Capability on page 21 under Section 2, Scope of Services of the RFP shall be deleted in its entirety and replaced with the following:

“7. Compatible with current version of web browsers, which includes Internet Explorer, Microsoft Edge, Firefox, Chrome, and Safari on all internet accessible computing platforms including mobile, desktop, and portable tablet devices. It would be preferable that the new website be also compatible with Internet Explorer versions 9 and 8. In addition, website shall be compatible with the commonly used version of web browsers for computers made available for public access in public facilities, including without limitation to public libraries and schools.”

5. Subparagraph 4a. of Paragraph D. Service Deliverables on page 24 under Section 2, Scope of Services of the RFP shall be amended as follows:

“a. The finished website production files shall be transferred to the HPHA for hosting on its WordPress server under the domain “hpha.hawaii.gov.” **Services shall include installation, migration and necessary configuration services to set up the HPHA web server in addition to sending the website files and database to the HPHA. The Successful Offeror shall provide standard website documentation to the HPHA, including without limitation an overview, a getting started or tutorial, sample code, reference materials, flow charts/diagrams, explanation of authentication (if necessary for credentials used in the web API), and error handling reports.**

6. Subparagraph 4b. of Paragraph D. Service Deliverables on page 24 under Section 2, Scope of Services of the RFP shall be amended as follows:

“b. Meet with the HPHA staff for a knowledge transfer session to get the new website up and running. **The knowledge transfer session shall include a training session to accommodate up to 10 HPHA staff** and may be conducted remotely.

7. A new subparagraph 17 is added to page 23 under Paragraph B. The elements of the website shall include, without limitation, Section 2, Scope of Services of the RFP as follows:

“17. Create 301 redirects for old content to ensure Search Engine Optimization.”

8. Subparagraph 9 of Paragraph B. The elements of the website shall include, without limitation, under Section 2, Scope of Services of the RFP shall be amended as follows:

“9. Meet all Federal requirements for ADA compliance. **The website may include a simplified ADA version for each language.**

- a. **Offeror shall provide itemized cost of simplified ADA website version for each language.**
  - b. **Subject to the availability of funds, the HPHA reserves the right to incorporate all or some of the simplified ADA version requirements into the project/resulting contract. The specified proposed cost(s) for the eliminated item(s) shall be excluded in the contract award.**
9. Subparagraph 1 of Paragraph D. Service Deliverables on page 24 under Section 2, Scope of Services of the RFP is amended to read as follows:  
  
“1. Website shall be implemented and published not later than **eight (8) months** from the HPHA’s issuance of a Notice to Proceed. *Proposals offering a shorter implementation and publication timeline will be scored favorably.*”
10. Subparagraph 5. of Paragraph D. Service Deliverables on page 24 under Section 2, Scope of Services of the RFP is amended to read as follows:  
  
“5. Technical support services for the **four (4) month period** following the implementation of the new website on an as needed basis. Technical support services may be provided remotely and shall include, without limitation:
  - a. Modification of website templates and or webpage templates,
  - b. Update and or modification of translated contents, multimedia contents and photos, and
  - c. **Other technical support services such as troubleshooting.**”
11. A new subparagraph 2d. is added to Paragraph E. Price Proposal on page 31 under Section 3, Proposal Forms and Instructions of the RFP to as follows:  
  
“d. Hourly rate for other technical support services such as troubleshooting, not to exceed a maximum of 40 hours.”
12. Attachment 3a – Sample Price Proposal (Revised 12/28/2015) attached hereby replaces Attachment 3 – Sample Price Proposal to reflect price itemization of website services for individual languages and additional cost item for other technical support services such as troubleshooting. Offerors shall include this additional cost item in their price proposal in order to be considered responsive. Offers submitted without this cost item shall be rejected.
13. All other terms and conditions of the RFP, as amended, shall remain the same.

**Part III – Clarification:**

The following information are provided for clarification purposes:

1. The HPHA does not have a preference for a specific web Content Management Software (CMS) to be used on the new website, but it is preferable to have an open source CMS such as WordPress.
2. This procurement is not subject to the State of Hawaii Office of Enterprise Technology Services' review and approval unless if the project is proposed at \$1,000,000 or greater.

Please contact Ms. Tammie Wong, RFP Coordinator, at (808) 832-6090 should you have any questions. Thank you.



**WAGE CERTIFICATE**

***SUBJECT: RFP ITO-2015-05***

**DESCRIPTION OF PROJECT**

Website Redesign Services for the Hawaii Public Housing Authority

Pursuant to Section 103-55, HRS, I hereby certify that if the awarded Contract is in excess of \$25,000.00, the services shall be performed under the following conditions:

1. The services shall be performed by employees at wages or salaries not less than wages or salaries paid to public officers and employees doing similar work.

2. The services shall be in compliance with all applicable laws of the Federal and State governments, relating to worker's compensation, unemployment compensation, payment of wages, and safety.

I understand that all payments required by Federal and State laws to be made by employers for the benefit of their employees are to be paid in addition to the base wages required by Section 103-55, HRS.

OFFEROR NAME: \_\_\_\_\_

BY: \_\_\_\_\_

*Signature of Person Authorized to Sign this Proposal*

**Please Print**

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

ACKNOWLEDGEMENT OF ADDENDA

RFP ITO-2015-05

Website Redesign Services for the Hawaii Public Housing Authority

The offeror has received the following Addenda, receipt of which is hereby acknowledged:

Addendum Number: _____	Date Received: _____
Addendum Number: _____	Date Received: _____
Addendum Number: _____	Date Received: _____
Addendum Number: _____	Date Received: _____
Addendum Number: _____	Date Received: _____

\_\_\_\_\_  
(Offeror's Name)

\_\_\_\_\_  
(Authorized Signature)

\_\_\_\_\_  
(Printed Authorized Signature Name)

**RFP ITO-2015-05**  
**Sample Price Proposal**

**Offeror:** \_\_\_\_\_

**I. Website Redesign Services**

Prices shall be the all-inclusive itemized price, inclusive of all applicable taxes.

A. Website Services (all other costs with the exception of the below listed items)	Price
1. English	\$
2. Traditional Chinese	\$
3. Simplified Chinese	\$
4. Korean	\$
5. Samoan	\$
6. Vietnamese	\$
7. Chuukuse	\$
8. Marshallese	\$
9. Ilocano	\$
10. Tagalog	\$

**B. Production of Welcome Videos**

**1. Featuring Professional Actor(s)**

a. English	\$
b. Mandarin	\$
c. Cantonese	\$
d. Korean	\$
e. Samoan	\$
f. Vietnamese	\$
g. Chuukuse	\$
h. Marshallese	\$
i. Ilocano	\$
j. Tagalog	\$

**2. Featuring HPHA Staff(s)**

a. English	\$
b. Mandarin	\$
c. Cantonese	\$
d. Korean	\$
e. Samoan	\$
f. Vietnamese	\$
g. Chuukuse	\$
h. Marshallese	\$
i. Ilocano	\$
j. Tagalog	\$

## 3. Featuring Public Housing Resident(s)

a. English	\$
b. Mandarin	\$
c. Cantonese	\$
d. Korean	\$
e. Samoan	\$
f. Vietnamese	\$
g. Chuukuse	\$
h. Marshallese	\$
i. Ilocano	\$
j. Tagalog	\$

## C. Search Engine Capability

1. Traditional Chinese	\$
2. Simplified Chinese	\$
3. Korean	\$
4. Samoan	\$
5. Vietnamese	\$
6. Chuukuse	\$
7. Marshallese	\$
8. Ilocano	\$
9. Tagalog	\$

## D. Translation and PDF Conversion of Forms

\$

## E. Professional Content Editor Services

1. Traditional Chinese	\$
2. Simplified Chinese	\$
3. Korean	\$
4. Samoan	\$
5. Vietnamese	\$
6. Chuukuse	\$
7. Marshallese	\$
8. Ilocano	\$
9. Tagalog	\$

**Total Price Proposal of Website: \$**

**II. Technical Support Services**

Rates shall be the all-inclusive unit price per hour, inclusive of all applicable taxes, and shall apply after the new website is launched. Services to be rendered on an as needed basis as requested by the HPHA.

<u>Description</u>	<u>Hourly Rate (A)</u>	<u>Qty (B)</u>	<u>Price (C = A x B)</u>
A. Modification of Website Templates and or Webpage Templates, not to exceed 40 hours.	\$ _____	40	\$ _____
B. Modification of Translated Contents, Multimedia Contents, and Photos, not to exceed 40 hours.	\$ _____	40	\$ _____
C. Other Modifications Services not included in A and B above, not to exceed 40 hours.	\$ _____	40	\$ _____
D. Other Technical Support Services such as troubleshooting, not to exceed 40 hours.	\$ _____	40	\$ _____

**Total Technical Support Services** \$ \_\_\_\_\_

**TOTAL PROPOSAL PRICE**  
**(Sum of Total Price Proposal of Website and Total Technical Support Services)** \$ \_\_\_\_\_