

HAWAII STATE DEPARTMENT OF EDUCATION  
PROCUREMENT AND CONTRACTS BRANCH

January 17, 2023

**ADDENDUM A**

TO

REQUEST FOR PROPOSALS

RFP D23-064

SEALED PROPOSALS

TO PROVIDE AN ONLINE EMPLOYEE SOCIAL EMOTIONAL WELL-BEING SURVEY INSTRUMENT  
AND DATA DASHBOARD FOR THE HAWAII STATE DEPARTMENT OF EDUCATION

**PART I: WRITTEN QUESTIONS**

**Requirements pertaining to written questions were stated in the original RFP. Written questions received by the Department are listed below. The following responses are hereby provided and incorporated into the RFP:**

1. Which department is owning this program?

**Response:** The Hawaii Department of Education, Office of Talent Management, Personnel Development Branch.

2. How will this program interact with the current Adult well-being survey run through OTM?

**Response:** The program will interact with the current solution by using the source code and providing the various features, functionality, and capabilities the STATE has found to be beneficial.

3. How will this SEL data interact with the student SEL data that is currently collected?

**Response:** The plan is to possibly coordinate the Employee well-being survey data to be on the same dashboard as the student SEL data. This will allow stakeholders to compare and contrast data to determine if there is a correlation.

4. What is the anticipated budget for this program?

**Response:** Our focus is on the features, functionality, and capabilities of the hosted solution. We have an internal budget based on what the vendor has to offer.

5. What is the source of funding for this program?

**Response:** The source of funding will be through General funds.

6. Regarding 3.2.5.2. "A minimum of three (3) professional development sessions annually to guide stakeholders to analyze data, identify trends, and generate a plan of action."

a. What is the preferred mode of these 3 professional development sessions, in-person or virtual?

**Response:** The preferred mode will be virtual sessions offered through a venue that participants can access easily.

b. Is HDOE interested in additional professional development sessions beyond the 3 listed? If so, what is the anticipated budget for additional professional development?

**Response:** No, we will not be requesting additional professional development sessions.

7. Regarding the language in Section 3.4 Technical and Security Requirements. Specifically, clause 3.4.1.4.3 states that "The STATE will own the data, solution, the source code, and the database." However, our understanding is that we are providing software as a service and will not be providing any deliverables that align with this language. In order to ensure that we fully understand the requirements before submitting our proposal, can you please provide clarification on the intent of this language and how it applies to the proposed software as a service?

**Response:** The intent of requirement 3.4.1.4.3 is to have full access to the data through a downloadable excel file that can be manipulated. The manipulation of data may be for purposes beyond what the dashboard has to offer. Prior to the ending date of the contract, the vendor shall provide the STATE ownership of the data. The STATE shall be able to make recommendations to modify the source code and database if needed.

8. You mention needing to integrate with Panorama -- why is this necessary?

**Response:** There will be a need for transition support from our current vendor (Panorama) to the new vendor that is awarded the contract. Integration between the current and new vendor will be needed.

9. Are you planning on using Panorama dashboards to visualize data collected in another platform?

**Response:** No, our office will not be using Panorama dashboards on another platform.

10. Are Braille books necessary for this project?

**Response:** Yes, it will be necessary if a blind or visually impaired participant needs access to the survey in this format.

11. Will the survey go to all employees including instructional and non- instructional school/district staff?

**Response:** Yes, the survey will be administered to all full time salaried instructional and non-instructional staff.

12. For Non Braille Distribution, what is the current process for distribution of the survey instrument?

**Response:** The current process entails participants receiving an email from the vendor that contains a link to access the survey online through a common web browser.

13. Data Migration - We are assuming the requirement is to migrate previous 3 years data. Do we need to consider more than 3 years?

**Response:** No, not at this time.

14. Data Migration - Can you confirm if all data-migration services must be provided in-person?

**Response:** No, data migration does not have to be provided in-person.

15. How many rows of data per year will be migrated?

**Response:** The approximate amount of rows will depend on the response rates of the participants and if the vendor is able to condense the file. There could be approximately 30,000 responses multiplied by the amount of questions (up to 54 questions). The number of rows may depend on these factors.

16. Is there a sample file of the historical data that we can review?

**Response:** Currently there is only one year of historical data, but the file would contain the following fields: survey topic area, survey question, role group, work location, percent favorable, comparison percentage to others nationally, and response rates.

17. Training - We are considering training for a core team of not more than 10 people. Should we consider more stakeholders?

**Response:** Yes, there will be more than 10 stakeholders attending the training (professional development sessions). There may be over 100 attendees at each professional development session.

18. Section 3.2.5.3. (pg. 11) - We are seeking further elaboration in the “technical support” requested in section 3.2.5.3. While our clients can contact a dedicated support team for training and continued client support, the wording when describing “the continued implementation of the project after June 30, 2024” implies the State of Hawaii is looking for a standalone survey instrument that the State would own and continue to utilize beyond the contract’s specified end date, similarly reflected in section 3.4.1.4. Our company offers a cloud-based research solution with continual updates to our proprietary data collection methodologies and visualization platform. Clarification in this section will be appreciated.

**Response:** The STATE is not looking for a standalone instrument beyond the contract’s end date. Due to the contract end date of June 30, 2024, the STATE wants support by the current vendor to assist with the transition to the new vendor.

19. Section 3.4.1.4 (pg. 12) - We would like to inquire more about the scope of solutions in which the State of Hawaii is seeking to accomplish with this RFP. Section 3.4.1.4.3. states that “The STATE will own the data, solution, the source code, and the database,” implying that the State of Hawaii is looking to own a hardware and/or software tool for their surveying. Our company offers a cloud-based research solution which grants the State of Hawaii ownership of the data collected, along with additional access to data visualization, insights, and further support provided by us, but our company retains ownership of our proprietary data collection methodologies and visualization platform. Clarification on this point will be beneficial in determining whether our offerings are within the scope envisioned within the RFP.

**Response:** The STATE does not need ownership of the proprietary data collection methodologies or visualization platform. The intent of requirement 3.4.1.4.3 is to have full access to the data through a downloadable excel file that can be manipulated. The manipulation of data may be for purposes beyond what the dashboard has to offer. Prior to the ending date of the contract, the vendor shall provide the STATE ownership of the data. The STATE shall be able to make recommendations to modify the source code and database if needed.

20. Section 3.3.5. (pg. 11) - In lieu of braille-specific accessibility while still upholding ADA-compliance, we would like to know if the State would approve a contingency plan utilizing our phone-based approach with trained, in-house telephone interviewers.

**Response:** Yes, we may consider the phone-based contingency plan. We would need to be briefed on the specific process and mode of delivery.

## **PART II – CHANGES TO THE RFP**

The following changes are hereby made (additions in **bold/blue/underlined** text and deletions in ~~strikethrough~~ text):

- 3.1.4.4.2. Work Location; and **i**;
- 3.1.4.4.3 Survey top**ic** areas and survey questions.
- 3.3.6. Able to ~~be~~ print hard copy paper surveys if needed and delivered to the appropriate participant(s). State of Hawaii businesses shall be used to deliver the surveys and the CONTRACTOR shall provide shipping labels for returning surveys.