



State of Hawai‘i

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

August 14, 2026

Request for Quotes (“RFQ”) No. SI 2027-003 MONDAY.COM CONSULTING & IMPLEMENTATION FOR OHA

To All Interested Parties:

Notice is hereby given that the Office of Hawaiian Affairs (hereinafter “OHA”) will be accepting quotes from qualified Offerors to provide consulting and implementation services for its existing Monday.com platform.

The term of this Contract shall be for twelve (12) months from the anticipated commencement date of October 1, 2026 through and including September 30, 2027 subject to the availability of funds and with the option to extend the term.

The Offeror’s quote shall be electronically submitted through the HiePRO website by 2:00 p.m. HST on Friday, August 28, 2026. The OHA anticipates the need for sixty (60) hours of Monday.com consulting and implementation services over the 12-month term. The total price shall be inclusive of all applicable fees and general excise tax, currently at the rate of 4.712%.

Please visit the HiePRO website at <https://hiepro.ehawaii.gov/>

Pursuant to HAR §3-122-75, considering the criteria, including but not limited to quality, warranty, and delivery; the award shall be made to the lowest responsive, responsible offeror. When the award to the lowest responsive, responsible offeror is not practicable, awards shall be made to the offeror whose quote provided 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.

Offerors’ questions must be received through the HiePRO website by 2:00 p.m. HST on Wednesday, August 19, 2026.

OHA’s responses to Offerors’ questions will be posted through the HiePRO website by 4:00 p.m. HST on Wednesday, August 26, 2026.

Background

The OHA requires professional services to continue and expand the implementation, optimization, and support of data reporting, dashboards, and workflow automation within its existing Monday.com platform.

These services are necessary to improve reporting accuracy, reduce manual processes, enhance system performance, and ensure continuity of previously implemented solutions. Due to the existing level of system configuration and integration, OHA seeks an Offeror capable of working within the current environment and building upon existing boards, dashboards, automations, and reporting structures with minimal transition time, ensuring minimal disruption to ongoing operations.

The engagement is intended to deliver measurable improvements in operational efficiency, reporting reliability, and leadership visibility, while building internal staff capacity to maintain and sustain the system. Services shall include one or more of the following, as directed and prioritized by OHA based on operational needs: hands-on implementation, optimization, technical support, advisory services, training, and knowledge transfer

Through the services provided under this Contract, OHA seeks to improve reporting accuracy and usability, reduce manual processes through automation, deliver fully implemented and functional solutions with minimal disruption to ongoing operations, and strengthen internal staff capability to maintain and sustain the Monday.com environment over the long term.

Scope of Services

- A. The Offeror shall, in a proper and satisfactory manner as determined by the OHA, provide all the goods or services, or both, as set forth below, and in accordance with the terms and conditions of this Contract.
- B. The Offeror shall provide hands-on implementation, configuration, optimization, technical support, advisory services, training, and knowledge transfer within OHA's existing Monday.com environment. Services shall be provided as directed and prioritized by OHA based on operational needs and may include system implementation, enhancement, optimization, troubleshooting, and continuous improvement. The services shall include, but may not be limited to, the following:
 - 1. Assess, understand, and build upon an existing, actively used system environment and existing board structure
 - 2. Design, configure, and deploy dashboards aligned with OHA reporting needs
 - 3. Build and implement KPI-based reporting tools and standardized formats
 - 4. Configure and implement workflow automations, including alerts, triggers, and recurring processes

5. Design and implement boards for initiative tracking and reporting alignment
6. Configure dependencies, timelines, and Gantt views
7. Migrate and restructure legacy boards and data, where necessary
8. Configure data connections (linking and mirroring) to improve reporting accuracy
9. Perform hands-on troubleshooting and system optimization
10. Configure permissions, formulas, and system settings
11. Deliver hands-on training and knowledge transfer to strengthen OHA's internal capacity to maintain and sustain the system
12. Maintain and enhance existing system configurations and board structures

C. Deliverables – Offeror shall provide the following:

1. Fully configured and functional dashboards within Monday.com
2. Implemented workflow automations and system configurations
3. Optimized board structures and reporting systems
4. Training materials, including recorded sessions and user guides
5. Ongoing progress updates and task tracking

Deliverables shall be evaluated and approved based on completeness, functionality, accuracy, and alignment with OHA operational needs. Deliverables shall be subject to OHA review and acceptance.

D. Reporting Requirements – Offeror shall provide:

1. An itemized summary of tasks completed with each invoice
2. Documentation of hours worked and activities performed

E. Schedule

1. Work shall be performed on an as-needed basis as directed and prioritized by OHA based on operational needs
2. The Offeror shall be available during OHA's business hours from 7:45 a.m. to 4:30 p.m., Monday through Friday, excluding State holidays

3. Advance notice (3-5 business days) will be provided by OHA for hours scheduled outside of OHA business hours
- F. Payment shall be made based on services rendered and accepted by OHA. Invoices shall include itemized descriptions of work performed and hours utilized. Payment will be issued upon receipt and approval of invoices in accordance with OHA policies.
- G. Special Considerations
1. All data, materials, and work products provided to OHA under this Contract shall remain the property of OHA.
 2. The Offeror shall adhere to OHA confidentiality and data security requirements.
 3. OHA reserves the right to terminate the agreement for convenience or cause.
 4. OHA reserves the right to adjust task priorities and the mix of implementation, optimization, technical support, advisory services, and training based on operational needs.
- H. Related Work Experience – The Offeror shall have a minimum of three (3) years of experience working with Monday.com or similar system environment. Upon OHA request, the Offeror shall provide a list of professional references and verifiable experiences.
- I. The OHA Contract Administrator shall act as the contract monitor and principal liaison between the Offeror and the OHA. The OHA Contract Administrator shall assist in resolving policy questions, expediting decisions, and the review of the work performed.

General Requirements

- A. Prior to submitting a quote through HiePRO, the Offeror must be registered in HiePRO in order to respond to a solicitation. Please register by going to HiePRO website: <https://hiepro.ehawaii.gov/vendor.html>.
- B. All local, national or international Offerors must be compliant with the State of Hawai‘i in order to be awarded. If you are not compliant, please register by going to Hawaii Compliance Express’ (hereinafter “HCE”) website: <http://vendors.ehawaii.gov/hce/splash/welcome.html>
- C. The Offeror must complete the W-9 form (<https://www.irs.gov/pub/irs-pdf/fw9.pdf>) upon notification of award.
- D. The Offeror must submit a current copy of a Certificate of Liability Insurance upon notification of award and shall, at its own expense, at all times during the term of the Contract, maintain insurance coverage with the minimum limits as follows:

<u>Coverage</u>	<u>Limits</u>
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 products 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 and Omissions)	\$1,000,000 per claim \$2,000,000 annual aggregate

1. 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.

2. Failure of the CONTRACTOR to provide and keep in force such insurance shall be regarded as a material default under this Contract, entitling the OHA to exercise any or all the remedies provided in this Contract for default of the CONTRACTOR.
3. The procuring of such required policy or policies of insurance shall not be construed to limit the CONTRACTOR'S liability hereunder or to fulfill the indemnification provisions and requirements of this Contract. Notwithstanding said policy or policies of insurance, the CONTRACTOR shall be obliged for the full and total amount of damage, injury, or loss cause by negligence or neglect connected with this Contract.
4. To satisfy the minimum coverage limits required by this Contract, the Successful Offeror may use an umbrella policy in addition to the mandatory insurance policies (e.g, general liability insurance, automobile Insurance, and workers' compensation) provided that the OHA approves, and the umbrella policy follows the underlying coverage forms.
5. The CONTRACTOR shall notify the OHA in writing of any cancellation or substantive change in insurance at least thirty (30) calendar days prior to the effective date of such cancellation or change.
6. The OHA is a self-insured semi-autonomous state agency. The CONTRACTOR'S insurance shall be primary. Any insurance maintained by the State of Hawai'i and OHA shall apply in excess of and shall not contribute with insurance provided by the CONTRACTOR.

The Successful Offeror shall comply with HRS, Chapter 103D, as amended, and all State, Federal, and County requirements.

The Successful Offeror shall also comply with the OHA General Terms and Conditions appended hereto as Attachment 1 and which by reference is incorporated herein and made part of this RFQ. Additionally, the Successful Offeror shall also comply with any Special Conditions that the OHA may require. The OHA also reserves the right to make appropriate modifications to the quantity of items or reporting requirements contingent upon unforeseen conditions.

The solicitation may be cancelled when it is determined to be in the best interest of the OHA. If you have any questions, please contact Geena Martin, Procurement Agent, at geenac@oha.org.