



**STATE OF HAWAII
OFFICE OF HAWAIIAN AFFAIRS**
560 NORTH NIMITZ HIGHWAY, SUITE 200
HONOLULU, HAWAII 96817

August 26, 2026

TO: Interested Offerors

FROM: Geena Martin
Procurement Agent

SUBJECT: Request for Quotes ("RFQ") No. SI 2027-003, Addendum No. 1
MONDAY.COM CONSULTING & IMPLEMENTATION FOR OHA

A. Scope of Services Amendment

Section H of the Scope of Services which appears on page 4 of RFQ No. SI 2027-003 is hereby amended to state as follows:

H. Related Work Experience – The Offeror shall have a minimum of three (3) years of experience working with Monday.com. Upon OHA request, the Offeror shall provide a list of professional references and verifiable experiences.

B. Questions and Answers

1. Please confirm whether all services under RFQ No. SI 2027-003 may be performed remotely. Additionally, for work requested during OHA's normal business hours, how much advance notice should the contractor generally expect before services are required?

Yes. All services under this RFQ may be performed remotely. Work will be requested and scheduled as needed based on OHA's operational needs. The RFQ does not set a specific advance notice period for work performed during OHA's normal business hours. OHA will coordinate work dates and times with the Offeror as needs arise.

As stated in the RFQ, OHA will provide 3–5 business days' advance notice for hours scheduled outside of OHA's normal business hours.

- 2. Does OHA anticipate that configuration, support, and training may be delivered remotely, with on-site visits scheduled only as needed? If on-site work is expected, approximately how frequently, and should associated travel costs be included in the hourly rate?**

Yes. Configuration, support, and training may be provided remotely. OHA does not anticipate requiring on-site visits for the services covered by this RFQ.

- 3. Will experience with similar work management platforms (for example, enterprise ClickUp or Asana implementations) satisfy the three-year related work experience requirement in Section H, with references available on request?**

See amended Section H of the Scope of Services on page 1 of this Addendum No. 1. Experience with similar work management platforms will not satisfy the three-year related work experience requirement.

- 4. Can OHA provide a high-level description of its current Monday.com environment, including plan level, approximate number of users and active boards, major integrations, and the highest-priority improvements anticipated during the first 60 hours?**

The Monday.com environment covered by this solicitation includes approximately 12 users and 80–100 boards and uses the Enterprise plan. There are no external system integrations associated with this environment.

The work may include any of the services listed in the Scope of Services. OHA will decide which services are needed and prioritize the work based on its needs. Priorities may change throughout the contract as OHA's needs change.

The selected Offeror should be prepared to work on different services listed in the Scope of Services as needed, rather than follow a set order of tasks.

- 5. Regarding the insurance requirements in the RFQ, for a single-member consulting LLC providing all services remotely and not operating a vehicle in connection with the contract, please confirm whether the Automobile Liability and Workers' Compensation requirements are applicable, or whether those requirements may be waived/not applicable based on the contractor's business structure and scope of services.**

Automobile Liability may be waived if the selected Offeror will be providing all services remotely. Workers' Compensation may be waived if the selected Offeror provides proof of single-member LLC or sole proprietorship.

- 6. Who is the incumbent, if any, currently supporting this Monday.com environment? Is this RFQ a re-compete of an existing contract?**

Please email your request for the current support information to oha.uipa@oha.org. This RFQ is for new Monday.com consulting and implementation services.

- 7. Can OHA provide a high-level inventory of the existing environment (number of boards/workspaces, user count, current plan tier, existing integrations) prior to quote submission?**

The Monday.com environment covered by this solicitation includes approximately 80–100 boards across 12 workspaces, approximately 12 users, an Enterprise plan, and no external system integrations.

- 8. Do the "data connections (linking and mirroring)" referenced in the Scope of Services include integrations with external systems (e.g., financial or case management systems), or is this limited to native Monday.com board relationships?**

The “linking and mirroring” referenced in the Scope of Services is limited to connections between boards within OHA’s Monday.com environment. It does not include integrations with external systems, such as financial or case management systems.

- 9. How many OHA staff are expected to receive training and knowledge transfer, and what is their current proficiency level with Monday.com?**

Up to 12 staff may receive training and knowledge transfer. Proficiency level with Monday.com ranges from beginning to intermediate.

- 10. The RFQ requests a total price for 60 hours of service, but also states payment will be made based on services rendered with itemized invoices for hours worked. Can OHA clarify whether the quoted total price is a firm lump sum for the full 60 hours, or a not to exceed ceiling invoiced against actual hours used?**

The quoted total price, inclusive of tax and fees, is calculated from the selected Offeror’s hourly rate multiplied by 60 hours. This total price will be the contract’s maximum compensation (not to exceed amount). Invoices will be based on the selected Offeror’s hourly rate and the actual hours worked.

- 11. Is the 60-hour estimate a firm requirement for the 12 month term, or may it flex based on OHA's prioritization of tasks?**

It is anticipated to be 60 hours for the 12-month term.

- 12. What is the anticipated pricing basis if OHA exercises the option to extend the term, the same rate, or a new quote at the time of exercise?**

See Section 19(d) "Adjustments of price or time for performance" in the Attachment 1 - OHA General Terms and Conditions.

13. Is on-site presence in Honolulu ever required for this engagement, or is it expected to be delivered fully remotely?

No, onsite presence in Honolulu is not required for this solicitation.

14. If travel is ever required, is it billable in addition to the 60 hours, or must travel costs be absorbed into the quoted price?

Travel will not be required under this solicitation.

15. Is synchronous availability during OHA's stated business hours (7:45 a.m. to 4:30 p.m. HST) a firm requirement, or is asynchronous scheduling with reasonable overlap acceptable?

As stated in Section E of the RFQ, work will be performed as needed and based on OHA's priorities. The Offeror must be able to perform scheduled work during OHA's normal business hours of 7:45 a.m. to 4:30 p.m. HST, Monday through Friday, excluding State holidays.

The Offeror is not expected to be on standby or available at all times during OHA's business hours. OHA and the Offeror will coordinate work dates and times as needs arise. OHA will determine and communicate work priorities based on its operational needs.

16. How will work be requested and prioritized during the term, a single OHA point of contact submitting requests, a recurring planning cadence, or another process?

Work will be requested on an as-needed basis and prioritized by OHA based on its operational needs. OHA will coordinate work requests, priorities, and meeting dates and times with the Offeror as needs arise. Priorities may change throughout the contract based on OHA's needs.

The OHA Contract Administrator will serve as the main point of contact for matters related to the administration of the contract. There is no set recurring planning schedule required under the RFQ.

17. Is there a required Price Quote Form or additional attachment(s) beyond the base RFQ document that Offerors should reference for submission? The RFQ references "Attachment 1, General Terms and Conditions"; can OHA confirm this and any other required forms are available on HiePRO?

There is no Price Quote Form. The attachments available in HiePRO are the RFQ No. SI 2027-003 Monday.com Consulting & Implementation, and the Attachment 1 – OHA General Terms and Conditions. This Addendum and any further addenda will also be available in HiePRO.

18. Must HlePRO registration and Hawaii Compliance Express (HCE) certification be completed at the time of quote submission, or only upon notification of award?

HlePRO registration is required for the Offeror to submit their quote through HlePRO. Offerors must be compliant to be awarded. OHA will verify the compliance status on the HCE certificate or the individual copies of clearances with the following agencies: Hawaii Department of Taxation (DOTAX), Internal Revenue Service (IRS), Hawaii Department of Commerce and Consumer Affairs (DCCA), and Hawaii Department of Labor & Industrial Relations (DLIR).

19. Is there a Hawaii-based or local-business preference under HRS Chapter 103D that factors into the evaluation for Offerors located outside the state?

The Hawaii-based/local business preference does not apply to this RFQ.

20. Beyond the criteria of quality, warranty, and delivery referenced under HAR §3-122-75, is there a published scoring rubric or weighting used for the best-value determination?

No published rubric or weighting for the RFQ best-value determination.

21. Please confirm whether you want a technical narrative, or just a price quote as our submission.

Please submit the price quote.

22. Can you provide an estimate of how many Workspaces and Boards you currently have within your Monday.com tenant?

There are approximately 12 Workspaces and 80-100 Boards.