

Hawaii Department of Health
Office of Health Care Assurance
Medical Marijuana Dispensary Licensing

Seed to Sale Tracking System
Request for Proposals

Frequently Asked Questions

The following is provided to offer clarification to requirements contained in Hawaii's Request for Proposal (RFP) for a Medical Marijuana Dispensary Seed to Sale Tracking System.

Question: The forms contained in the RFP are in PDF format and responses cannot be inputted. May offerors use Microsoft Word or Excel to recreate the PDF forms contained in Exhibit A and Exhibit B and then convert the final responses into a PDF document for submission?

Answer: Yes, any required form in the RFP may be recreated using Microsoft Word or Excel and then converted into a PDF document for submission. However, the recreated form must follow the form and format contained in the RFP.

Question: May offerors submit a digital copy of their proposal? If so, can offerors email .pdf files to DOH? If email is not accepted, please indicate the preferred method for receiving the digital files.

Answer: In addition to submitting a hard copy of their proposal, offerors may also submit digital copies or files to the Department of Health (DOH) using a USB flash drive or CD to the Office of Health Care Assurance, 601 Kamokila Blvd., Room, 337, Kapolei, HI 96707, Attn: Dispensaries Software. Please clearly label the USB flash drive or CD so that DOH may be able to identify the offeror submitting the material. DOH will not accept responses or digital files via email.

Question: Where forms in the RFP limit the amount of space for responses, may responders attach additional documentation?

Answer: Yes, responders may attach additional pages and documents to expand upon their responses to questions. In addition, they may include screenshots of their system's capabilities. However, the attached pages and documents must be clearly labeled to correspond to the question being asked.

Question: What is a "complete, relevant and current client listing" as requested in section 3.10.4, b.2? Should offerors only submit client lists that include public sector or government clients? Or should this list also include private sector clients?

Answer: Offerors should submit lists of clients that are sufficient to allow DOH to understand the offeror's scope of experience and capabilities with regards to government agencies as well as medical marijuana dispensary clients. Thus, the list submitted by an offeror may include both public sector and private sector clients.

Question: If the RFP requires the offeror to provide a listing of licensee clients, will such a listing be considered protected proprietary information under the Uniform Information Practices Act (UIPA)?

Answer: DOH cannot guarantee that any information provided as part of the RFP will be considered protected proprietary information under the UIPA. Please review chapter 92F, Hawaii Revised Statutes for more information. If offerors would like further information on this matter, they should contact the Office of Information Practices at (808) 586-1400 or a private attorney.

Question: What types of sample projects or examples of written plans does DOH want to see from offerors? Should offerors provide only examples of projects that have been completed for public sector clients and that meet similar requirements to this RFP?

Answer: Offerors should submit lists of sample projects and/or examples of written plans that would allow the Hawaii Department of Health to understand the responder's ability to implement a seed-to-sale tracking system in Hawaii based on Hawaii's requirements. This may include lists and examples which include projects for both public and private sector clients.

Question: Please clarify the reference to Section 3.10.5 contained in Section 3.10.3.

Answer: Section 3.10.3 refers to Section 3.10.4, not to Section 3.10.5.

Question: Should an offeror only address costs for specifications in Exhibit B that are currently met? Or shall the offeror also include costs for specifications that require development in a response to the RFP?

Answer: The offeror should identify the costs and specifications that are already met and will be implemented and operational as early as April 1, 2016, as well as any costs and specifications associated with any additional development required to meet the RFP requirements. The proposed costs should include all work that the offeror needs to complete to ensure that the system meets DOH's requirements and is operational by April 15, 2016.

Question: Exhibit B requires the system to be available 100% of the time during peak usage hours. Is 99.99% acceptable or must the system guarantee 100% uptime during business hours?

Answer: 99.99% availability is not acceptable. The system must be available 100% of the time during peak usage hours from 8 am to 8 pm, Hawaii Standard Time, Monday through Saturday, to coincide with a dispensary's hours of operation. This excludes unplanned downtime for emergency fixes, critical updates, or for other reasons beyond the immediate control of the tracking system or the dispensary operator.

Question: The RFP identified an Exhibit D; is there an Exhibit D?

Answer: There is no Exhibit D to the RFP.

Question: What technology will be required in order to interface the tracking system with the State's medical marijuana patient registry system?

Answer: The interface will require JavaScript Object Notation (JSON) based Application Programming Interface (API) via Hypertext Transfer Protocol over Secure Sockets Layer (HTTPS).