



September 1, 2020

**ADDENDUM 1 TO RFP 21-10
FOR
CRUISE VISITORS' BASIC CHARACTERISTICS AND EXPENDITURES SURVEY
FOR CALENDAR YEAR 2021-2023**

RFP 21-10 and all the associated forms are available at <https://www.hawaii tourism authority.org/rfps/>

This Addendum includes:

- Answers to specific RFP questions submitted in writing prior to the question deadline.

Note: A new version of the RFP is not forthcoming. All changes are documented in the Addendum(s). Applicants must refer to the Addendum(s) to know of the changes.

QUESTIONS TO RFP CONTENT AND SCOPE OF WORK

1. Does HTA have any additional industry insight as to the status of the out-of-state and Hawai'i home-port cruise industry? Will a large number of sails be cancelled for 2021? Would the type of ships, companies or size, change in 2021?
 - The 2021 cruise ship schedule from <http://hawaii port call.com/> dated July 2020 is attached for your information.
2. 2.02(4f). The CONTRACTOR is asked to compensate for a low response rate by increasing the percentage of cabins to be sampled. How many months or quarters after the low response rate does the CONTRACTOR have to make up for the low response rate?
 - It's important to have consistent response rates over time, regardless of the sample size. If the contractor, in their experience, thinks that circumstances, such as the pandemic, will endanger the response rate, then the contractor should be ready to preemptively correct for that. In the event that the contractor misjudges and receives a response below the rate outlined in RFP Section 2.02 paragraph 4(c), the contractor should start correcting for that shortcoming immediately and catch up to the required rate as soon as possible. Failure to meet the required response rate could result in a corresponding reduction in compensation.
3. 2.02(4h1). HTA addresses a supplemental contract if there is discontinuation of services from the Hawai'i home-based cruise ship. Would there be a change to the contract if there were cancellations or change in schedule to the out-of-state cruise ships?
 - If there are no out-of-state cruise ships to sample, the CONTRACTOR shall not bill the HTA for that month. A supplemental is not be needed for cancellations or changes in schedule from out-of-state cruise ships.