



**REQUEST FOR PROPOSAL
FOR
SOCIAL MEDIA MONITORING PLATFORM
GVB RFP 2011-007**

The Guam Visitors Bureau (GVB) is soliciting proposals from qualified individuals or companies for services to analyze social media and brand sentiments across multiple languages and geographical settings from a single platform, subject to the availability and certification of funds and with an option to renew for one additional fiscal year. The required services will include monitoring online intelligence, on-demand intelligence reports and charts generated from web portal, e-mail and phone support during office hours, training session for GVB-authorized users on how to use the monitoring platform, 24-hour, 7 day a week access to web portal to view online intelligence relating to GVB's business and brand as specified in the RFP.

Request for Proposal (RFP) packages may be obtained at the GVB's Main Office, in Tumon, Guam, anytime from Monday through Friday, excluding holidays, between 8:00 a.m. and 5:00 p.m. The RFP may also be downloaded at the Guam Visitors Bureau's website at www.visitguam.org. **Deadline for submission of all proposals is 5:00 p.m. Chamorro Standard Time (Guam Time), Monday, May 16, 2011.** All proposals must be submitted to the attention of: **Joann G. Camacho, Acting General Manager.**

A **non-refundable US\$25.00 fee** is required for each RFP packet picked up at the GVB's Main Office. Methods of acceptable payment to the Bureau are:

- 1) US\$ cash
- 2) Bank Wire Transfer
- 3) Major Credit Card – Visa, MasterCard, Discover, JCB

The Evaluation Committee reserves the right to reject any or all proposals, solicit new proposals, waive minor informalities or irregularities in whole or in part.

All questions regarding the proposal should be made in writing and directed to Joann G. Camacho, Acting General Manager, via email at jcamacho@visitguam.org or by phone at (671) 646-5278 or thru fax (671) 646-8861. Except to the above persons named, direct or indirect contact with the GVB Management or Staff, Board members, or any person participating in the selection process is prohibited.

**/s/ Joann G. Camacho
Acting General Manager**

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