



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

February 28, 2023

TO: Interested Offerors

FROM: Geena Chau  
Procurement Agent

SUBJECT: Request for Proposals ("RFP") No. WDCB 2023-016, Addendum No. 1  
OPERATIONS MANAGEMENT FOR THE OFFICE OF HAWAIIAN  
AFFAIRS' WASHINGTON, D.C. BUREAU

**A. Questions and Answers:**

**1. Is there a current Contractor performing on this?**

Yes, there is a current Contractor who was performing these activities and we want to overlap the contract duties.

**2. Is that Contractor bidding again?**

No, that Contractor is not.

**3. Do you have an idea on the level of effort for the Scope of Services? Hours?**

Pre-Covid, this was a position that physically staffed the office, answered the phone, did all of the operational on-site tasks. The OHA has a former office location on K St that needs to be maintained to November of this year. The C St location, which is the new office location, also needs to be maintained so keep in mind that previously, pre-Covid, this was a position that managed the office functions. The two staff positions are vacant, and the organization is trying to ensure that operational and site functions continue while filling the vacancies of the two staff members--Washington, D.C. (WDC) Bureau Chief as well as the Federal Public Policy Advocate. This RFP would be for site and office management for two locations. So physical access to the sites is important because it's this person that needs to answer the alarm, or if there's police matter, if there's plumbing/fixture issue, it's this contractor that needs to be on site. They also need to be on site to coordinate the other contractors from IT, electric, heating, plumbing, office cleaning, landscaping, snow shoveling, if needed. So that's

why it's important that a presence be there in D.C. As well as maintaining the keys that have access to office(s).

**4. Is there anything done on K St office? Is it just sitting there until the lease runs out or is it being sub-leased?**

Yes, we're in the process of having our Commercial Property function seek sub-leasing opportunities.

**5. How many people do we need for each scope of work? Is this all done by a group of people? One person?**

The current Contractor did it all. Event management, records management, site management, operations. One person.

**6. Just to clarify, the two positions that OHA is recruiting for that office is not going to be part of the scope of work for this contract?**

Correct.

**7. This contract is not going to be overseeing those two staff members?**

Correct. The Washington, D.C. Bureau Chief position is a direct report to the CEO and the Federal Public Policy Advocate is a direct report to the Washington, D.C. Bureau Chief. These operational and site management functions were previously filled originally as an office manager, reporting to the Bureau Chief because the Bureau Chief was in D.C. The contractor will report to our Operations unit in Hawaii. We'll keep all the operations together with our central operations function.

**8. Is there a person in the office? Does this require somebody to be in the office? Or is this more remote?**

The physicality of the work, we need somebody in D.C. We've had previous Contractors that live in Maryland, Virginia, or not in D.C., but in same time zone. If the pipes burst, if the alarms went off, if homeless people camped and set fire to the door, they would be able to be there, as an example. The proximity is as important because all of the other operational aspects--contractors, drop-shipments, can be coordinated remotely but that physicality is important. The new office has two bedrooms, two bath apartment in a residential setting so we plan to be able to occupy that more often, whether it's the Trustees, the CEO, or the Bureau Chief to live there. That residential-commercial component is one of the reasons we moved to C St. The accounting paperwork can be done electronically but that on site presence is what we're seeking for the contractor.

**9. One of the big parts of the RFP was the coordination of the King Kamehameha Day lei draping event. In previous years, just because of Covid, there was a lot of protocols. Do we know if or do we have a contact there at the office there that does it, that we have to work with or is that something the Contractor would have to reach out to congressional offices? Will OHA be providing a step-by-step guide or is that something the Contractor has to figure out?**

What you described is what we expect the WDC Bureau Chief to be doing. This Contractor would be the Contractor that would arrange for the reception, food, catering, etc. The congressional delegation, Senator Hirono's office, the OHA is waiting for a contact from them as well as the Hawaii State Society.

**10. There aren't any interns or fellowships? This Contractor wouldn't have to oversee or manage that?**

Correct. This position is purely for operations. The former fellowship program will need to be redesigned and redeployed and the Bureau Chief would oversee that programmatic deployment.

**11. Is there a budget?**

Yes, there is a budget. You should give us your best estimate.

The previous Contractor worked on a rate per hour. The current contract is structured on a deliverables basis. The Contractor would give the next quarter's estimate of all activities. We would bill against the rate per hour. The Contractor would turn in their billing with the activity line items. When the Contractor was on vacation or unavailable, they didn't bill and they didn't get paid.

**12. Is it full-time?**

It could be full-time managing two sites. One of the challenges we've had is trying to get Contractors to service such a small site for both properties. The biggest concern is that there's a proximity and presence there when it's needed.

**13. Is there an estimated number of hours for this position, 1 FTE?**

It depends. Event planning with the lei draping will likely incur more hours but the systems for bill paying, the contractors, etc. are pretty much set up. It's getting the checks to landlords, drop shipping, working with Procurement, pCard, and working with Operations. The OHA would manage the contract and ensure that contracts are being billed correctly to the right contracts.

**14. What is the actual duration of the contract?**

Initial term of Contract: Twelve (12) months.

Length of each extension: Up to twelve (12) months, may be less than twelve (12) months when it is in the best interest of the OHA.

Maximum length of Contract: Not to exceed sixty (60) months.

**15. Are vendors required to submit an LOI to bid or Decline to Bid?**

A Cover Letter shall be included in the proposal.

A Decline to Bid letter is not required for Offerors that are not submitting a proposal.

**16. Can you give more detail on the duties of the position?**

Please see the Scope of Services in the RFP.

**17. Is this a Time & Materials contract? Will overtime be allowed for hours over 40 in a seven-day workweek? Attachment 6 only allows for one rate. Will the government allow for multiple individuals and rates to support this effort?**

This is not a time & materials contract. Refer to response to Q11 above. One rate can be applied for multiple individuals, as the requirements to fulfill the scope of work does not require multiple rates.

**18. We assume that the individual needs to be available after hours and on weekends to support event planning and emergencies and to let visitors and maintenance into the facility, etc. Will the government confirm that the individual supporting OHA will be required to work hours outside of the typical Mon-Fri, 7AM-6PM Eastern Time working hours? If so, is this position “on-demand” or will there be plenty of notice for after-hours support?**

As noted in Q11, the contract is structured on a deliverables basis. The Contractor turns in quarterly estimates of activities and bills on a per hour basis against the quarterly estimate of time.

**19. Does the government believe this work can be performed by one individual working a 1920 hours/year? Will those hours be evenly distributed across the 12 months of the year, or will there be considerable variability of hours from month-to-month?**

Refer to responses to Q11 and Q18 above.

**20. Will OHA please provide the scope for materials and other costs that should be considered when developing the hourly rate? Does OHA want to see the rate build-up or just the final number?**

All information needed is included in the Scope of Services section.

**21. Is OHA open to having multiple full or part-time FTE individuals share the responsibilities described in the scope of services? If multiple people carry out the work described in the scope of services, can each be charged at different rates?**

This is not a time & materials contract. Refer to response to Q11 and Q17 above. One rate can be applied for multiple individuals, as the requirements to fulfill the Scope of Services does not require multiple rates.

**22. Some employees work out of Vendor A’s Crystal City office. Is this a close enough proximity to the C St. property to merit expeditious response to situations that might arise? If after hours support is needed, what is the required proximity of that person to the C St. property? Approximately how many hours per week is an individual expected to be physically present at the C St. Property?**

All of the OHA’s offices statewide in Hawaii are open for business, therefore, we would expect our C Street Office to be as well for DC based operations, with the appropriate security precautions in place.

**23. Until a D.C. Bureau Chief is installed, who will provide onboarding, training and oversight to the contracted individual(s)?**

Operational, fiscal and other systems onboarding, training and operational oversight will be provided by the Operations unit based here in Hawai'i. The interim WDC Bureau Chief, currently the CEO, will provide all other onboarding, training and oversight with the assistance of the existing contractor whose term has been extended to assist with transitions.

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