



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

November 16, 2022

**REQUEST FOR PROPOSAL (RFP) No. OPS 2022-039**

Janitorial and Maintenance Services for OHA's Honolulu Office

**ADDENDUM 4 – Questions and Answers**

**1. How many staff does the current vendor employ to complete the daily tasks?**

5.

**2. Are any equipment (e.g., floor cleaners, machines, etc.) supplied by OHA?**

No. All equipment shall be supplied by the Contractor.

**3. Are there different tasks specific to each location/office within the Honolulu office?**

No. The Daily, Weekly, Monthly, and Semi-Annual tasks shall be performed in all spaces.

**4. How much foot traffic does the kitchen/breakroom get in an average week?**

Staff no longer utilizes this room for eating so not much foot traffic. Staff mostly utilizes this room for storing and warming food and washing dishes.

**5. How many employees are on-site on a daily basis?**

Around 20 employees.

**6. How often is the Board of Trustees conference room utilized?**

2-5 times a week.

**7. Is telework permanent for all staff?**

No.

**8. How many employees will be on-site when at full capacity?**

About 130-150 employees at full capacity.

**9. What are the smaller conference rooms utilized for?**

Most are for meetings, however one will be used as a classroom for beneficiaries.

**10. Is there carpeting in every room?**

There is carpet in all rooms except the kitchen areas, restrooms, and executive suite.

**11. Does OHA supply any products (e.g., cleaning products, equipment, paper products, etc.)?**

No. All products shall be supplied by the vendor.

**12. Are the large vents and exposed pipes to be cleaned?**

Yes, on a semi-annual basis.

**13. Does the back office in the HR area have a low or high ceiling?**

It has a low ceiling.

**14. Are the smoke detectors battery operated or line voltage?**

All smoke detectors are line voltage.

**15. If the smoke detectors are line voltage, who is responsible for testing?**

Colliers.

**16. Who is the building's current property manager?**

Colliers.

**17. Are the cubicles in the offices at full capacity?**

No, not currently.

**18. How often is the pumping room utilized?**

Not currently being utilized.

**19. Is there a janitor closet or a space to store supplies and equipment?**

Yes. There are at least three locations in which supplies and equipment can be stored: one large locked storage room located on the 2<sup>nd</sup> floor, a storage closet located on the 3<sup>rd</sup> floor, and in the on-site maintenance employee's desk/space located on the 3<sup>rd</sup> floor.

**20. Are we responsible for cleaning the windows in the ceiling?**

No.

**21. Which restrooms are we responsible for cleaning?**

There are men's and women's restrooms located in the Board of Trustees and Executive suites – total of 4 restrooms total. The Offeror is not responsible for the restrooms outside of OHA spaces.

**22. Is the on-site maintenance/handyman employee responsible for janitorial services as well?**

Janitorial services are not part of the scope for the on-site maintenance services.

**23. How are the on-site maintenance/handyman tasks assigned?**

The OHA has a ticketing system in which staff can request tasks and the Operations department will monitor.

**24. Is there elevator access to the three floors?**

Yes. There is a key which will be provided to the Offeror.

**25. Who is the current vendor handling these services?**

Running Logistics.

**26. Are we responsible for turning on/off the air conditioning?**

No.

**27. How long is the contract term?**

The initial term is for 12 months, but can be extended up to a maximum of sixty months.

**28. What is the foot traffic like for Hale Noelo?**

Hale Noelo is open to the public. Post-COVID there is approximately 3 persons a week.

**29. Will the on-site employee be responsible for any tasks in the Board of Trustees suite?**

Yes. An example may be to assist with furniture moves and other tasks as needed during the transition period between Trustees moving in and out of offices.

**30. Is there storage space or a janitor closet in the Board of Trustees suite?**

No.

**31. What can be stored in the storage space?**

The storage space is large enough to house some furniture, equipment, and supplies.

**32. Would we be allowed to store cleaning liquid products in the storage area?**

No. We have a smaller janitorial closet, located on the 2<sup>nd</sup> floor, in the women's restroom.

**33. Are we required to provide the on-site employee?**

Yes.

**34. What if there are tasks that we are not able to complete?**

If there are tasks that the on-site maintenance employee is not able to complete, you may sub-contract to an outside vendor.

**35. What is the payment term?**

Net 30.

**36. How does payment work/how will the contractor be paid?**

Automatic Clearing House payment processing is preferred by the OHA. Please see item E. Payment on pages 34 and 35 of the RFP for more information.

**37. Is parking provided?**

One parking stall is included and will be provided for the on-site maintenance employee.

**38. Will we have to utilize our own vehicles or are we able to utilize OHA's vehicles?**

The use of OHA's State vehicles is prohibited. You will be required to use your own company's vehicles. Please ensure that automobile insurance coverage is provided in your certificate of insurance.

**39. Is the current cleaning services performed by a Contractor, or in-house personnel?**

Contractor.

**40. Is the Contractor required to provide all trash liners and paper supplies for restrooms with in the contract?**

Yes, however, only for the restrooms located within OHA offices and not the building's restrooms. There are 4 restrooms within OHA offices total – 2 men, 2 women.

**41. Who is the current contractor and what is the current contract amount?**

The current contractor is Running Logistics, LLC. They were awarded \$86,165.41 in 2017. Note: the previous contract award amount does not mean that this new contract will be for the same amount.

**42. Are you requiring a maintenance/cleaning individual to be present onsite M-F for 8 hours? Separately from the staff working the 3 hour shifts (after hours)?**

Yes.

**43. Is the charge of the maintenance to be included separately from the contract, or with the total contract amount?**

Please include the hourly rate for these services in your proposal.

**44. How many restrooms are at this location (2nd floor)?**

6 – 3 men and 3 women restrooms, but the Contractor is not responsible for the cleaning or maintenance of these restrooms – only the restrooms within OHA offices.

**45. Is there only one lounge area?**

Yes.

**46. Are there restrooms in the main area (Suite 200)?**

No.

**47. If the offices are closed, do we go in?**

Yes. We will notify the Contractor if there is an office that does not need to be serviced.

**48. Does the Contractor get a key?**

Yes.

**49. How many current cleaners are there?**

5.

**50. How many elevators are there?**

2 freight elevators on each side of the building, 1 elevator at the front of the building, and 1 elevator at the back of the building. Access to the 3<sup>rd</sup> floor is limited to the elevator located at the back of the building.

**51. Are the windows included in the cleaning?**

Yes, all except the windows on the ceiling.

**52. How frequent is the cleaning on the 3rd floor?**

Daily, weekly, monthly, and semi-annually as stated in the Scope of Services.

**53. Is the ground floor office included?**

Yes, Hale Noelo is to be included in all janitorial and maintenance services.

**54. What is the Hale Noelo office used for?**

Hale Noelo is open to the public for genealogy and crown/sacred lands research.

**55. Does OHA or does the Contractor have to order the water shaft (BOT suite)?**

Contractor orders parts and bill back to the OHA.

**56. Where are the windows in the BOT suite?**

All Trustee offices have windows and there are windows to be cleaned along the walls.

**57. Do you have a vacuum for use?**

No. You will be responsible for providing all equipment and supplies. OHA will reimburse you for supplies.

**58. How does payment work?**

Automatic Clearing House payment processing is preferred by the OHA. Please see item E. Payment on pages 34 and 35 of the RFP for more information.

**59. When do the carpets need to be cleaned?**

Semi-annually – please see the Scope of Services in the RFP on page 27.

**60. When do the hard floors need to be cleaned?**

Semi-annually – please see the Scope of Services in the RFP on page 27.