November 23, 2022

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

Janitorial and Maintenance Services for OHA’s Honolulu Office

ADDENDUM 5 – Questions and Answers

1. Does all the equipment currently on-site belong to OHA or the vendor?

OHA does not own any cleaning equipment. All equipment belongs to the vendor.

2. Will the Contractor be allowed to leave equipment at OHA?

Yes. There are storage areas available to store equipment and supplies.

3. Does OHA have a preference for supplies (e.g., paper towels, toilet paper, etc.)?

No we have no preference, but if the quality is unacceptable the OHA Contract Administrator will let you know.

4. Are the supplies billable back to OHA?

No. All cleaning supplies (including toilet paper, paper towels, etc.) are not billable back to OHA. This cost should be worked into your proposal.

5. Does OHA have basic maintenance tools or is the Contractor to provide their own?

No. OHA does not own any tools. The Contractor shall provide their own tools.
6. How often are the floors to be stripped and waxed?

Semi-annually. Please see the Scope of Services section in the RFP on page 27.

7. Do you have a current Contractor that completes this work?

Yes. Our current contractor completes all tasks listed in the Scope of Services.

8. When cleaning the floors where are we allowed to put the furniture?

This service is completed on the weekends, so you are free to move furniture into hallways and adjacent rooms.

9. How is the on-site maintenance employee’s daily workflow managed?

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

10. Is a/v equipment involved in office/furniture moves?

No. A/V equipment is handled by our IT department.

11. Is the Contractor responsible for cleaning inside the vents and pipes?

No, just the outside of the vents and pipes.

12. What is the contract term?

Initial term is 12 months, extendable in 12 month increments up to 60 months maximum.

13. Is there a description of what is billable in the Contract?

Yes.

14. Will painting be a task of the on-site maintenance employee?

Yes. Paint is billable to OHA. The Contractor is responsible for purchasing and storing the paint in one of the aforementioned storage areas.
15. How many offices/cubicles/restrooms are in the BOT suite?

9 offices, 18 cubicles, 2 restrooms in the BOT suite.

16. Is the Contractor responsible for cleaning the windows?

Yes.

17. Is there a restroom in the NHRLF office?

No.

18. Is the health and welfare benefit for worker’s comp required?

19. Are there a lot of leaks in the ceiling?

Not a lot. The umbrellas over the desks are to block the sun – not leaks.

20. Who takes care of the leaks, if any?

Building Management.

21. Is the Contractor responsible for replacing bulbs in the light fixtures on the ceiling beams?

Yes, however the Contractor may sub-contract with another vendor to do so.

22. Is the Contractor responsible for cleaning the server rooms?

No.

23. Where would we be able to store supplies?

There are storage areas available on the 2nd and 3rd floors.

24. Is the on-site maintenance employee part of the current contract?

Yes.
25. Are the rates negotiable annually?

Yes, however certain conditions must be met. Please refer to items F. and G. in the Scope of Services on pages 23 and 24.

26. After the 60 month contract term, is the current vendor able to submit another bid?

Yes.

27. Is 1-ply (toilet paper) accepted?

Yes, however OHA reserves the right to request a change.

28. Was the men’s restroom recently waxed (3rd floor)?

No. The old wax was recently stripped, but not waxed.

29. Are all the bathrooms included (2nd floor)?

No. The only restrooms to be serviced are the ones located within OHA offices. There are 4 total: 2 in the BOT suite and 2 in the 3rd floor Executive suite.

30. What time does the on-site person start?

7:45 a.m. – 4:30 p.m.

31. Are the windows on the ceiling part of the cleaning duties?

No.

32. Has the current vendor been contracted for five years?

Yes.

33. Do the inside of the windows in the BOT suite requiring cleaning and how often?
Yes. All interior windows (and exterior windows within the building) shall be cleaned on a monthly basis.

34. Are the vents outside of the Pukui Conference room required to be cleaned?

Yes. Vents and pipes in all OHA spaces shall be cleaned on a semi-annual basis.

35. Do all of the offices and common areas outside of office require cleaning?

Yes unless otherwise specified.

36. Do the stairs to the roof require cleaning?

No.