



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

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 2<sup>nd</sup> and 3<sup>rd</sup> 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 (3<sup>rd</sup> floor)?**

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

**29. Are all the bathrooms included (2<sup>nd</sup> 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 3<sup>rd</sup> 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.