



State of Hawai'i

560 North Nimitz Highway, Suite 200
Honolulu, Hawai'i 96817

June 24, 2020

Request for Quotes ("RFQ") No. FAC 2020-36

JANITORIAL AND OFFICE MAINTENANCE SERVICES FOR THE KAUA'I OHA OFFICE

To All Interested Offerors:

Notice is hereby given that the Office of Hawaiian Affairs (hereinafter "OHA") will be accepting quotes from interested Offerors that can provide the janitorial and office maintenance services for the Kaua'i OHA office, located at 4405 Kukui Grove St., Suite 103, Līhue, Hawai'i 96766.

A site inspection for all interested Offerors will be held on Tuesday, July 7, 2020 from 9:00 a.m. to 12:00 noon Hawai'i Standard Time. All interested Offerors shall meet at the Kaua'i OHA office. Please contact Damon Naber to RSVP for the site inspection, by Monday, July 6, 2020, 4:00 p.m. Hawai'i Standard Time, by email at damonn@oha.org. Appointments will be scheduled in 30 minute increments.

Due to the COVID-19, we are requesting that all Offerors who plan to attend the site inspection adhere to the following: wear a face covering, stay at least 6 feet apart from other people, and limit to only one representative.

The term of this Contract shall be for TWELVE (12) months, from August 1, 2020 through and including July 31, 2021, subject to the availability of funds.

Quotes must be received through the HiePRO website by 2:00 p.m. Hawai'i Standard Time on Tuesday, July 14, 2020.

Pursuant to HAR §3-122-75, considering the criteria, including but not limited to quality, warranty, and delivery; the award shall be made to the lowest most responsive, responsible offeror. When the award to the lowest responsive, responsible offeror is not practicable, the award shall be made to the offeror whose quotation provides the best value to the OHA.

The OHA reserves the right to reject any or all quotes and to accept the quotes in whole or part in the best interest of the OHA.

Scope of Work

- A. The OFFEROR shall provide and perform the services set forth below in a satisfactory and proper manner as determined by the OHA, and in accordance with the terms and conditions of this Contract.
- B. The OFFEROR shall provide janitorial and office maintenance services to the OHA offices.

The services shall include, but may not be limited to, the following:

- 1. Weekly (TWO (2) times per week: Wednesday and Friday)
 - a. The Offeror shall clean and disinfect kitchen sinks, countertops, tabletops and microwaves.
 - b. The Offeror shall vacuum and spot clean all carpeted areas as necessary.
 - c. The Offeror shall vacuum and spot clean all interior partitions and windowsills.
 - d. The Offeror shall sweep and mop all non-carpeted floors with appropriate cleaning materials.
 - e. The Offeror shall spot clean all doors, glass windows and all walls to the height of eight (8) feet.
 - f. The Offeror shall dust and wipe clean all flat surfaces, desk, countertops office furniture, and equipment. Dusting shall only be accomplished where there are no objects upon the surface. Items on desk shall not be moved or dusted.
 - g. The Offeror shall restock restroom paper products in dispensers. The Offeror shall provide all cleaning supplies to include toilet tissue, hand towels, liquid soap, toilet seat covers and plastic trash bags. It shall be the Offeror's responsibility to replenish these supplies in the proper receptacles or fixtures.
 - h. The Offeror shall clean and disinfect frequently touched surfaces in the bathroom, including but not limited to the sinks, paper product dispensers, soap dispensers, door knobs, and bathroom toilet.
 - i. The Offeror shall clean and disinfect all frequently touched surfaces such as doorknobs in office space.
 - j. The Offeror shall clean and disinfect all handrails.
- 2. Monthly
 - a. The Offeror shall perform all monthly services ONE (1) time per month, established by the Janitorial Service Work Schedule.
 - b. If services are delayed the Offeror shall notify the Contract Coordinator of the delay and the projected time when services shall resume.
 - c. The Offeror shall clean all doors, windows (interior and exterior, as appropriate), louvers, screens, blinds, and window coverings.

- d. The Offeror shall deep clean kitchen appliances including microwaves and refrigerators.
- e. The Offeror shall provide pest control services to include spraying of the interior of the office and laying of bait locations throughout the office.

3. Semi-Annual Cleaning Services

- a. The Offeror shall perform all semi-annual services ONE (1) time every SIX (6) months, established by Janitorial Service Work Schedule.
- b. If services are delayed the Offeror shall notify the Contract Coordinator of the delay and the projected time when services shall resume.
- c. The Offeror shall deep clean all air condition unit vents.
- d. The Offeror shall deep clean/shampoo all carpeted areas.
- e. The Offeror shall strip, wax and or buff all non- carpeted floors
- f. The Contactor shall remove and clean light fixture diffusers.
- g. The Offeror shall clean all building walls from floor to ceiling, glass windows, and all front doors (interior and exterior)
- h. The Offeror shall disinfect tenant-space bathrooms which shall include, but may not be limited to floors, counters, toilets and urinals, mirrors, and walls.
- i. Deep-clean all A/C unit vents
- j. The Offeror shall dust and clean areas above eight (8) feet in height (e.g. pipe fixtures, lights, air conditioner vents, building structures, etc.)

4. Equipment and Supplies

- a. The Offeror shall furnish all labor, equipment, cleaning supplies, materials, and supervision to satisfactorily perform janitorial services as outlined in this scope of work.
- b. The Offeror shall submit an invoice for all equipment and materials used by the office maintenance staff to perform on-call maintenance services. These items shall be listed as separate line items on the monthly invoice, or they may be submitted or separate line items on the monthly invoice, or they may be submitted on a separate invoice, attached to and received together with the monthly invoice. Receipts for all equipment and materials used to perform the services shall be submitted with the invoice.
- c. The Offeror shall submit the invoice for all emergency work performed by the office maintenance staff, and as requested by the Contract Coordinator, due to the risk of the health and safety of individuals and or property along with any associated materials used. Emergency work and associated materials shall be listed as separate line items on the monthly invoice, or they may be submitted on a separate invoice, attached to and received together with the monthly invoice. Receipts for all associated materials used to perform the service shall be submitted with the invoice.

- d. The Offeror shall provide all cleaning supplies which shall include, but may not be limited to: disinfectants, toilet tissues, hand towels, liquid soap, toilet seat covers and plastic trash liners.
 - e. The Offeror shall be responsible to replenish disposable supplies in the proper receptacles or fixtures in the tenant spaces included in this scope of work.
 - f. The Offeror shall be responsible to provide and utilize safety signs, barricades, and any other safety device(s), during the performance of service. These safety devices shall be set-up by the Offeror.
 - g. OHA reserves the right to disapprove any cleaning chemical or equipment, which in its determination is unsatisfactory.
 - h. The Offeror shall disinfect using EPA-approved disinfectants effective against COVID-19. If disinfectants on the EPA-approved list are in short supply or unavailable, the Offeror shall use alternatives in accordance with the Centers for Disease Control and Prevention (“CDC”) guidelines.
5. On-Call Maintenance Services – To be scheduled as needed during OHA business hours
- A. The Offeror shall be available to perform maintenance services on an on call basis, as requested by the Contract Coordinator. All service shall be performed during business hours, unless otherwise approved by the OHA.
 - B. The following shall be performed by the Offeror as requested by the Contract Coordinator and shall include, but may not be limited to:
 - a. Painting, drywall repair.
 - b. Light/light bulb replacement.
 - c. Install/change faucet water filter.
 - d. Furniture assembly, repair, adjustment.
 - e. Basic installation of office equipment, furniture.
 - f. Mechanical adjustment of doors, windows.
 - g. Screen repair, blind installation, ceiling tile replacement.
 - h. Hanging pictures, white boards and drilling into walls.
 - i. Maintain all on-site fire extinguishers and smoke detectors, not limited to certification, batteries, repair, and replacement.
 - j. Periodically replace roach/ant traps in kitchen areas. Maintain OHA Offices free of insects with periodic pest control treatment as needed.
 - k. Plumbing repairs for restrooms, kitchen sinks, leaks, spills and odors in the OHA offices as assigned by OHA’s Contract Coordinator.
 - C. Minor handyman repair work as requested by the OHA Contract Coordinator and not in excess of ONE THOUSAND AND NO/100 DOLLARS (\$1,000.00).
 - D. Emergency work as requested by the OHA Contract Coordinator that is performed due to the risk of the health and safety of individuals and/or property.
6. Equipment and Supplies
- a. The Offeror shall furnish all labor, equipment, materials, and supervision to satisfactorily perform janitorial services and Handyman service as outlined in this scope of work.

- b. The Offeror shall submit an invoice for all equipment and materials used by the office maintenance staff to perform on-call maintenance services. These items shall be listed as separate line items on the monthly invoice, or they may be submitted as separate line items on the monthly invoice, or they may be submitted on a separate invoice, attached to and received together with the monthly invoice. Receipts for all equipment and materials used to perform the services shall be submitted with the invoice.
 - c. The Offeror shall submit the invoice for all emergency work performed by the office maintenance staff, and as requested by the Contract Coordinator, due to the risk of the health and safety of individuals and or property along with any associated materials used. Emergency work and associated materials shall be listed as separate line items on the monthly invoice, or they may be submitted on a separate invoice, attached to and received together with the monthly invoice. Receipts for all associated materials used to perform the service shall be submitted with the invoice.
 - d. The Offeror shall be responsible to provide and utilize safety signs, barricades, and any other safety device(s), during the performance of service. These safety devices shall be set-up by the Offeror.
 - e. OHA reserves the right to disapprove any equipment, which in its determination is unsatisfactory.
- C. The OFFEROR shall perform all services after 4:30 p.m. Hawai'i Standard Time. Monthly & semi-annual janitorial services shall be performed on Saturdays as approved by the Contract Administrator to minimize interruption of services. The following State holidays shall be observed by the OFFEROR:
- 1. New Year's Day
 - 2. Dr. Martin Luther King Jr. Day
 - 3. President's Day
 - 4. Prince Jonah Kūhiō Kalaniana'ole Day
 - 5. Good Friday
 - 6. Memorial Day
 - 7. King Kamehameha I Day
 - 8. Independence Day
 - 9. Statehood Day
 - 10. Labor Day
 - 11. Veteran's Day
 - 12. Thanksgiving Day
 - 13. Christmas Day
- D. The OFFEROR shall require advanced notice if janitorial services are required on any holiday as noted.
- E. The OFFEROR will furnish an adequate number of properly trained personnel, together with competent supervision, to provide these services.

- F. The OFFEROR shall provide all janitorial supplies and equipment necessary to perform the work.
- G. The OFFEROR further agrees that for access to the OHA office, the OFFEROR will be assigned a key. This key is a property of OHA and shall be returned to OHA upon termination of this Contract. This OFFEROR further agrees to neither make, cause, or knowingly permit to be made, nor otherwise obtain, procure or provide any unauthorized duplicate copy or facsimile of said key, and stipulate that said key will only be used for authorized and permitted activities by the foregoing Scope of Services. All costs incurred by the OHA to replace lost or damaged keys due to the OFFEROR's and/or its employees' negligence will be charged to the OFFEROR.
- H. The Contract Coordinator (hereinafter "Coordinator") will act as the contract monitor and principal liaison between the OFFEROR and OHA. The Coordinator shall assist in resolving policy questions expediting decisions and the review of the work performed.

General Contract Compliance for Successful Offeror

A. The successful Offeror shall comply with HRS, Chapter 103D and all State, Federal, and County requirements.

B. License and Compliance

- 1. The successful Offeror must be registered as a business in the State of Hawai'i, be compliant with Hawai'i Compliance Express (HCE), complete the W-9 form (<https://www.irs.gov/pub/irs-pdf/fw9.pdf>) and provide a Certificate of Liability Insurance. If you are not registered with HCE, please register by going to HCE's website: <http://vendors.ehawaii.gov/hce/splash/welcome.html>
- 2. Submit a current copy of a Certificate of Liability Insurance with the following:

The minimum insurance coverage and limits below, which shall also apply to subcontractor(s) where appropriate:

Coverage	Limit
Commercial General Liability	\$2,000,000 single limits per occurrence for bodily injury and personal property damage.
Personal Injury Liability	\$1,000,000 single limits per occurrence \$2,000,000 for general aggregate
Automobile Insurance covering All owned, non-owned and hired automobiles.	Bodily injury liability limits of \$1,000,000 each person and \$1,000,000 per accident and property

damage liability limits of \$1,000,000 per accident
OR \$2,000,000 combined single limit

Workers Compensation as
required bylaws of the State of
Hawaii

Insurance to include Employer's Liability. Both
such coverages shall apply to all employees of
the CONTRACTOR and (in case any sub-
contractor fails to provide adequate similar
protection for all its employees) to all employees
of sub-contractors

Professional Liability (Errors and
Omissions)

\$1,000,000 per claim
\$2,000,000 annual aggregate

3. Each insurance policy required by the contract, including a subcontractor's policy, shall contain the following clauses:
 - a. "This insurance shall not be canceled, limited in scope of coverage or non-renewed until after 30 days written notice has been given to the Office of Hawaiian Affairs, 560 North Nimitz Highway, Suite 200, Honolulu, HI 96817."
 - b. "The Office of Hawaiian Affairs, its trustees, employees, representatives and agents and the State of Hawai'i are added as additional insureds as respects to operations performed for the Office of Hawaiian Affairs."
 - c. "It is agreed that any insurance maintained by the Office of Hawaiian Affairs will apply in excess of, and not contribute with, insurance provided by this policy."

The RFQ may be canceled when it is determined to be in the best interest of the OHA. If you have any questions, you may contact Geena Chau, Procurement Specialist, by email at geenac@oha.org.