



State of Hawai'i

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

August 17, 2021

Request for Quotes ("RFQ") No. FAC 2022-003

JANITORIAL AND MAINTENANCE SERVICES FOR MAUI OHA OFFICE

To All Interested Parties:

Notice is hereby given that the Office of Hawaiian Affairs (hereinafter "OHA") will be accepting quotes from interested Offerors that can provide janitorial and office maintenance services for the Maui OHA Office, located at 737 Lower Main Street, Unit B2, Wailuku, Hawai'i 96793.

A site inspection for all interested Offerors will be held on Monday, August 23, 2021 from 8:00 a.m. – 2:00 p.m. Hawai'i Standard Time. All interested Offerors shall meet at the Maui OHA office. Please contact Damon Naber to RSVP for the site inspection, by Friday, August 20, 2021 at 2:00 p.m. Hawai'i Standard Time, by email at damonn@oha.org. Appointments will be scheduled in 30 minute increments.

Due to 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 two representatives.

The term of this Contract shall be for TWELVE (12) months from the estimated date of October 1, 2021 through and including September 30, 2022 subject to the availability of funds.

Quotes must be received through the HiePRO website by 2:00 p.m. HST on Monday, August 30, 2021.

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 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.
- B. The Offeror shall provide janitorial and office maintenance services to the Maui OHA office. The services shall include, but may not be limited to, the following:
 1. Semiweekly Cleaning Services (TWO (2) times per week: Wednesday and Friday, after 4:30 p.m. Hawai'i Standard Time)
 - 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, desks, countertops, office furniture, and equipment. Dusting shall only be accomplished where there are no objects upon the surface. Items on the desks 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 Successful Offeror's responsibility to replenish these supplies in the proper receptacles or fixtures.
 - h. The Offeror shall clean and disinfect the bathroom toilet.
 - i. The Offeror shall clean and disinfect all doorknobs within office.
 - j. The Offeror shall clean and disinfect all handrails.
 2. Monthly Cleaning Services
 - 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 OHA 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 the Janitorial Service Work Schedule.
 - b. If services are delayed the Contractor 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 and shampoo all carpeted areas.
 - e. The Offeror shall strip, wax, and buff all non-carpeted floors.
 - f. The Offeror 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. The Offeror shall deep-clean all air conditioning 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. On-Call Maintenance Services: To be scheduled as needed during normal business hours
- a. The Offeror shall be available to perform maintenance services on an on-call basis as requested by the OHA Contract Coordinator. All maintenance services shall be performed during normal business hours, unless otherwise approved by the OHA Contract Coordinator.
 - b. The maintenance services to be provided by the Offeror shall include, but may not be limited to, the following:
 - 1) Painting and drywall repair;
 - 2) Lighting and light bulb replacement;
 - 3) Installation and/or changing of the faucet water filters;
 - 4) Furniture assembly, repair, and adjustment;
 - 5) Basic installation of office equipment and furniture;
 - 6) Mechanical adjustment of doors and windows;
 - 7) Screen repair, blind installation, and ceiling tile replacement;
 - 8) Hanging pictures and white boards and drilling into walls;
 - 9) Maintaining all on-site fire extinguishers and smoke detectors, which includes but may not be limited to certification, battery replacement, repair, and replacement;
 - 10) Maintaining the office with periodic pest control treatment as needed including replacing roach and ant traps in the kitchen areas periodically;
 - 11) Plumbing repairs for restrooms and kitchen sinks including leaks, spills, and odors;
 - 12) 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); and
 - 13) 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.

5. 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 Offeror's maintenance staff to perform on-call maintenance services. The items used shall be either listed as separate line items on the monthly invoice or submitted on a separate invoice attached to and submitted with the monthly invoice. Receipts for all equipment and materials used to perform the services required shall be submitted with the invoice.
 - c. The Offeror shall submit the invoice for all emergency work performed by the Offeror's maintenance staff as requested by the OHA Contract Administrator due to the risk of the health and safety of individuals and property. The invoice shall also include costs for any associated materials used. Emergency work and associated materials shall either be listed as separate line items on the monthly invoice or submitted on a separate invoice attached to and submitted 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 for replenishing and refilling cleaning supplies in the proper receptacles, fixtures, and dispensers in the OHA spaces included in this scope of work.
 - f. The Offeror shall be responsible for providing and utilizing safety signs, barricades, and any other safety device(s) during the performance of services. These safety devices shall be set-up by the Offeror prior to performing cleaning services for the day.
 - g. The OHA reserves the right to disapprove any cleaning chemical or equipment which in its determination is unsatisfactory.
 - h. The Offeror shall use EPA-approved disinfectants effective against COVID-19 to disinfect the OHA office. If disinfectants on the EPA-approved disinfectants in accordance with the Centers for Disease Control and Prevention ("CDC") guidelines.
- C. The Offeror shall perform all services after 4:30 p.m. Hawai'i Standard Time. Monthly and semi-annual custodial 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 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 noted under C. above.
- 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 services required under the scope of work.
- G. The Offeror agrees that for access to the OHA office, the Offeror will be assigned a key. This key is the property of the OHA and shall be returned to the OHA upon termination of this Contract. The 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 stipulates that said key will only be used for authorized and permitted activities required to be performed under the Scope of Services herein. 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 OHA Contract Administrator shall act as the contract monitor and principal liaison between the Offeror and the OHA. The OHA Contract Administrator 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 Hawaii Compliance Express (hereinafter "HCE"), complete the W-9 form (<https://www.irs.gov/pub/irs-pdf/fs9.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	Limits
Commercial General Liability (including personal injury, death, and property damage)	\$2,000,000 per occurrence; \$2,000,000 general aggregate per policy year; \$2,000,000 product and completed operations aggregate limit per policy year.
Personal and Advertising Injury	\$1,000,000 each occurrence.
Umbrella Liability	\$2,000,000 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; property damage liability limits of \$1,000,000 per accident. Or \$2,000,000 combined single limit.
Workers Compensation as required by laws of the State of Hawai‘i	Insurance to include Employer’s Liability. Such coverage 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

C. The State of Hawai‘i, the OHA, its elected and appointed officials, employees, and volunteers shall be named added as additional insured with respect to occurrences during or in connection with the performance of this Contract. Before the effective date of this Contract, the CONTRACTOR agrees to provide the OHA with certificate(s) of insurance necessary to satisfy the OHA that the insurance provision of this Contract have been complied with and to keep such certificate(s) on deposit with the OHA during the entire term of this Contract. The minimum insurance required shall be in full compliance with the Hawai‘i Insurance Code throughout the entire term of the Contract, including supplemental contracts, and shall be written by a company authorized to do business in the State of Hawai‘i and rated no less than an AM Best rating of A- VIII. CONTRACTOR and its carriers agree to waive their rights of subrogation with respect to any claims covered, or which should have been covered, by valid and collectible insurance, including any deductibles or self-insurance maintained thereunder. Upon request by the OHA, the CONTRACTOR shall furnish a copy of the policy or policies that satisfy the Insurance Requirements of this Contract.

D. Each insurance policy required by the contract, including a subcontractor’s policy, shall contain the following clauses:

1. “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.”
2. “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.”
3. “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 Alison Roney, Procurement Specialist, by email at alisonr@oha.org.