



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

May 27, 2022

**Request for Quotes (“RFQ”) No. OPS 2022-035**

**JANITORIAL & MAINTENANCE SERVICES FOR OHA HILO 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 janitorial and maintenance services for the OHA Hilo office located at 484 Kalanikoa Street, Hilo, Hawai'i 96720.

A site inspection for all interested Offerors will be held on Monday, June 6, 2022 from 9:00 a.m. to 11:00 a.m. Hawai'i Standard Time (HST). All interested Offerors shall meet at the OHA Hilo office, located at 484 Kalanikoa Street, Hilo, Hawai'i 96720. Please contact Kamaile Puluole-Mitchell by email at [kamailep@oha.org](mailto:kamailep@oha.org) no later than 1:00 p.m. HST on June 3, 2022 to RSVP for the site inspection.

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 attendance to only one representative per Offeror.

The term of this Contract shall be for twenty-four (24) months, anticipated to start from July 1, 2022 through and including June 30, 2024, with the option to extend subject to the availability of funds.

**Quotes must be received through the HiePRO website by 2:00 p.m. HST on Wednesday, June 15, 2022. All applicable fees and tax must be included in the price submitted.**

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 Services**

- 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 maintenance services for the OHA Hilo office located at 484 Kalanikoa Street, Hilo, Hawai'i 96720. The services shall include, but may not be limited to, the following:
  1. Weekly Janitorial Service (one (1) time per week on Fridays after 4:30 p.m. HST)
    - a. The Offeror shall clean and disinfect kitchen sinks, countertops, tabletops, and the interior and exterior of microwaves.
    - b. The Offeror shall vacuum all carpeted areas and spot clean sections as necessary.
    - c. The Offeror shall vacuum all interior partitions and windowsills and spot clean sections as necessary.
    - 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 as necessary.
    - f. The Offeror shall dust and wipe clean all flat surfaces, desks, countertops, office furniture, and equipment. Dusting shall be performed only where there are no objects upon the surface. Items on 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, hand sanitizers, toilet seat covers, and plastic trash bags. It shall be the Offeror's responsibility to replenish these supplies and/or refill these supplies in the proper receptacles, fixtures, and dispensers.
    - h. The Offeror shall clean and disinfect the bathroom toilet.
    - i. The Offeror shall clean and disinfect all doorknobs within the office.
    - j. The Offeror shall clean and disinfect all handrails.
  2. Monthly Janitorial Service
    - a. The Offeror shall perform all monthly janitorial 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 Administrator of the delay and the projected time when services shall resume.
    - c. The Offeror shall clean all doors, windows (interior and exterior, as needed), louvers, screens, blinds, and window coverings.
    - d. The Offeror shall deep clean kitchen appliances including the interior and exterior of 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 Janitorial Services

- a. The Offeror shall perform all semi-annual janitorial services one (1) time every six (6) months, established by Janitorial Service Work Schedule.
  - b. If services are delayed, the Offeror shall notify the OHA Contract Administrator of the delay and the projected time when services shall resume.
  - c. The Offeror shall deep clean all air conditioner 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 the OHA bathrooms which shall include, but may not be limited to, floors, counters, toilets and urinals, mirrors, and walls.
  - i. The Offeror shall dust and clean areas above eight (8) feet in height (e.g. pipe fixtures, lights, air conditioner vents, building structures, and similar areas).
4. On-Call Maintenance Services – To be scheduled as needed during the OHA business hours (Monday through Friday, 7:45 a.m. – 4:30 p.m. HST)
- a. The Offeror shall be available to perform maintenance services on an on-call basis, as requested by the OHA Contract Administrator. All maintenance services shall be performed during normal business hours, unless otherwise approved by the OHA.
  - b. The following services shall be performed by the Offeror as requested by the OHA Contract Administrator and shall include, but may not be limited to:
    - 1) Painting and drywall repair;
    - 2) Lighting and light bulb replacement;
    - 3) Installation and/or changing of faucet water filters;
    - 4) Furniture assembly, repair, adjustment;
    - 5) Basic installation of office equipment and furniture;
    - 6) Mechanical adjustment of doors and windows;
    - 7) Window screen repair, blind installation, 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 replacements, repair, and replacement;
    - 10) Maintaining the office with periodic pest control treatment as needed including replacing roach and ant traps in kitchen areas periodically;
    - 11) Plumbing repairs for restrooms and kitchen sinks including leaks, spills and odors;
    - 12) Minor handyman repair work not exceeding ONE THOUSAND AND NO/100 DOLLARS (\$1,000.00); and
    - 13) Performing emergency work as requested by the OHA Contract Administrator due to the risk of the health and safety of individuals and/or property.
5. Equipment & Supplies
- a. The Offeror shall furnish all labor, equipment, cleaning supplies, materials, and supervision to satisfactorily perform all janitorial services required under this Scope of Services.

- 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 all on-call maintenance services 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/or 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 that are compliant with CDC recommendations which shall include, but may not be limited to: disinfectants, toilet tissues, hand towels, liquid soap, hand sanitizers, toilet seat covers and plastic trash liners.
  - e. The Offeror shall be responsible for replenishing disposable supplies in the proper receptacles or fixtures in the OHA spaces included in this Scope of Services.
  - 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 services.
  - g. The OHA reserves the right to disapprove any cleaning chemical or equipment which in its determination is unsatisfactory.
- C. The Offeror shall perform all janitorial services after 4:30 p.m., Hawai'i Standard Time. Monthly & semi-annual janitorial services shall be performed on Saturdays as approved by the OHA Contract Administrator to minimize interruption of services. The Offeror shall perform all maintenance services during the OHA business hours of Monday through Friday, 7:45 a.m. to 4:30 p.m. HST. 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. General Election Day
  - 12. Veteran's Day
  - 13. Thanksgiving Day
  - 14. Christmas Day

- D. The Offeror shall require advanced notice if the janitorial and maintenance services are required on any holiday noted under Item C. above.
- E. The Offeror shall furnish an adequate number of properly trained personnel, together with competent supervision, to provide the janitorial and maintenance services.
- F. The Offeror 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 required to be performed under the scope of work. 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.
- G. 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.
- H. The Offeror shall comply with applicable safety, hygiene, and physical distancing guidance from the Centers for Disease Control and Prevention (CDC), as well as with State, county, industry, and regulatory practices for safety, hygiene, and physical distancing, including standards and requirements adopted and issued by Hawaii Department of Health (DOH) or required by State and county emergency orders, rules, or proclamations related to COVID-19 (novel coronavirus).
- I. No person shall enter an OHA worksite if they have: (i) a fever, cough, shortness of breath or difficulty breathing, or other symptoms of respiratory illness or of COVID-19 as set forth by the CDC; (ii) had close contact with a person who has or is suspected to have COVID-19; or (iii) traveled outside of Hawai'i in the past ten (10) days and have not satisfied the negative test exception to the mandatory self-quarantine period, subject to any subsequent out-of-state travel restrictions imposed through Statewide or county emergency orders, rules, or proclamations related to COVID-19 (novel coronavirus).

### **General Requirements**

- A. The Successful Offeror shall comply with HRS, Chapter 103D, as amended, and all State, Federal, and County requirements.
- B. The Successful Offeror shall also comply with the General Terms and Conditions appended hereto as Attachment 1 and by reference incorporated herein and made part of this RFQ. Additionally, the Successful Offeror shall also comply with any Special Conditions that the OHA may require. The OHA also reserves the right to make appropriate modifications to the quantity of items or reporting requirements contingent upon unforeseen conditions.
- C. 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:

<u>Coverage</u>	<u>Limits</u>
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

- D. 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.

- E. 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 Geena Chau, Procurement Agent, by email at [geenac@oha.org](mailto:geenac@oha.org).