



State of Hawai'i

560 North Nimitz Highway
Honolulu, Hawai'i 96817

August 13, 2019

Request for Quotes ("RFQ") No. FAC 2020-02

Custodial and Office Maintenance Services for
the Office of Hawaiian Affairs' Maui 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 custodial and office maintenance services for the OHA's Maui office located at 737 Lower Main Street, Unit B-2, Wailuku, HI 96793 totaling 1,316 square feet.

The term of this Contract shall be for ten (10) months from October 1, 2019 through and including July 31, 2020 with the option to extend up to twelve (12) months subject to the availability of funds.

Interested Offerors are strongly encouraged to attend the site inspection that will be held on Friday, August 23, 2019, 1:00 p.m. Hawaii Standard Time at the OHA's Maui office. If you are planning to attend the site inspection, please contact Farah Cabrera at (808) 594-0230 by Thursday, August 22, 2019, Noon Hawaii Standard Time.

Quotes shall be received through the HIEPRO website by 2:00 p.m. HST on Friday, September 6, 2019. Electronic mail and facsimile transmission of the offer shall not be accepted and shall automatically be rejected.

Pursuant to HAR §3-122-75 the award shall be made to the lowest most responsible and responsive quote for 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

The successful Offeror shall satisfactorily provide the custodial and office maintenance services that shall include, but may not be limited to, the following:

A. Weekly Services

The successful Offeror shall perform all weekly services one (1) time per week. The successful Offeror shall work with the Contract Administrator to establish the day of the week that the services shall occur that shall include, but may not be limited to, the following:

1. Clean and disinfect kitchen sinks, countertops, tabletops and microwaves.
2. Vacuum and spot clean all carpeted areas as necessary.
3. Vacuum and spot clean all interior partitions and windowsills.
4. Sweep and mop all non-carpeted floors with appropriate cleaning materials.
5. Spot clean all doors, glass windows and all walls to the height of eight (8) feet.
6. 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.
7. Restock restroom paper products in dispensers.
8. 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.

B. Monthly Services

The successful Offeror shall perform all monthly services one (1) time per month as established by the Janitorial Service Work Schedule that shall include, but may not be limited to the following:

1. Clean all doors, windows (interior and exterior, as appropriate), louvers, screens, blinds, and window coverings.
2. Deep clean kitchen appliances including microwaves and refrigerators.
3. Provide pest control services to include spraying of the interior of the office and laying of bait locations throughout the office.

If services are delayed the successful Offeror shall notify the OHA Contract Administrator of the delay and the projected time when services shall resume.

C. Semi-Annual Cleaning Services

The successful Offeror shall perform all semi-annual services one (1) time every six (6) months as established by the Janitorial Service Work Schedule that shall include, but may not be limited to the following:

1. Deep clean all air conditioning unit vents.
2. Deep clean and/or shampoo all carpeted areas.
3. Strip, wax and/or buff all non-carpeted floors.
4. Remove and clean light fixture diffusers.

5. Clean all building walls from floor to ceiling, glass windows, and all front doors (interior and exterior).
6. Disinfect tenant-space bathrooms that shall include, but may not be limited to, floors, counters, toilets, urinals, mirrors, and walls.
7. Dust and clean areas above eight (8) feet in height (e.g. pipe fixtures, lights, air conditioner vents, building structures, etc.).

If services are delayed, the successful Offeror shall notify the OHA Contract Coordinator of the delay and the projected time when services shall resume.

D. On-Call Maintenance Services – To be scheduled as needed during Business Hours

1. The successful Offeror shall be available to perform maintenance services on an on-call basis, as requested by the OHA Contract Administrator. All service shall be performed during business hours, unless otherwise approved by the OHA.
2. The following shall be performed by the successful Offeror as requested by the OHA Contract Administrator that shall include, but may not be limited to, the following:
 - a. Painting and drywall repair.
 - b. Lighting and/or light bulb replacement.
 - c. Install and/or change faucet water filter.
 - d. Furniture assembly, repair and adjustment.
 - e. Basic installation of office equipment and furniture.
 - f. Mechanical adjustment of doors and windows.
 - g. Screen repair, blind installation and ceiling tile replacement.
 - h. Hanging pictures, white boards and drilling into walls.
 - i. Maintain all on-site fire extinguishers and smoke detectors including, but may not be limited to certification, batteries, repair, and replacement. All aforementioned equipment shall remain in compliance with State and Federal fire codes by coordination with the appropriate agencies. Additional expenses shall be reimbursed upon receipt of invoices.
 - j. Periodically replace roach and/or ant traps in kitchen areas. Maintain OHA Offices free of insects with periodic pest control treatment as determined by the OHA.
 - k. Plumbing repairs for restrooms, kitchen sinks that shall include, but may not be limited to, leaks, spills and odors in the OHA offices as assigned by OHA Contract Administrator.
 - l. Minor handyman repair work as requested by the OHA Contract Administrator and not in excess of ONE THOUSAND AND NO/100 DOLLARS (\$1,000.00).
 - m. Emergency work, as requested by the OHA Contract Administrator that is performed due to the risk of the health and safety of individuals and/or property.
3. Equipment and Supplies
 - a. Furnish all labor, equipment, cleaning supplies, materials, and supervision to satisfactorily perform janitorial services as outlined in this scope of work.

- b. Invoices shall be submitted 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 on a separate invoice attached to the monthly invoice. Receipts for all equipment and materials used to perform the services shall be submitted with the invoice.
 - c. Invoices shall be submitted for all emergency work performed by the office maintenance staff, and as requested by the OHA Contract Administrator, 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 the monthly invoice. Receipts for all associated materials used to perform the service shall be submitted with the invoice.
 - d. Provide all cleaning supplies that shall include, but may not be limited to, disinfectants, toilet tissues, hand towels, liquid soap, toilet seat covers and plastic trash liners.
 - e. Replenish disposable supplies in the proper receptacles or fixtures as stated in section A.1.8.
 - f. 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 successful Offeror whenever the successful Offeror's employees are performing services including, but may not be limited to: window cleaning, carpet shampooing, wet mopping or waxing floors, replacing diffusers, and or whenever a ladder is being used. Safety devices shall be set-up in a manner that restricts access to the area to prevent accidents to office personnel, as well as the general public.
 - g. The OHA reserves the right to disapprove any cleaning chemical or equipment, which in its determination is unsatisfactory.
- E. The successful Offeror shall perform all services after 4:30 p.m. Monthly & 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 CONTRACTOR:
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

- F. The successful Offeror shall require advance notice if janitorial services are required on any holiday as noted.
- G. The successful Offeror will furnish an adequate number of properly trained personnel, together with competent supervision, to provide these services.
- H. The successful Offeror shall provide all janitorial supplies and equipment necessary to perform the work.
- I. The successful Offeror further agrees that for access to the OHA office, the successful Offeror will be assigned a key. This key is a property of the OHA and shall be returned to OHA upon termination of this Contract.
- J. The successful Offeror shall agree 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 successful Offeror and/or its employees' negligence will be charged to the successful Offeror.
- K. The successful Offeror shall submit to the OHA, Material Safety Data Sheets as required by the State of Hawaii, Department of Labor and Industrial Relations, Department of Occupational Safety and Health (DOSHS), Occupational Safety and Health Standards, Title 12, Subtitle, 8, Part 8, Health Standards, Section 12-203.1, HAR.
- L. The Contract Administrator listed below will act as the contract monitor and principal liaison between the successful Offeror and the OHA. The Contract Administrator shall assist in resolving policy questions expediting decisions and the review of the work performed.

The successful Offeror must be registered as a business in the State of Hawai'i and be compliant with Hawaii Compliance Express, submit a current copy of your Certificate of Liability Insurance, and complete the OHA W-9 form.

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. If you have any questions, please contact Charmaine Matsuura, Procurement Specialist at (808) 594-0273 or by email: charmainem@oha.org.