



State of Hawai'i

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

August 20, 2020

Request for Quotes ("RFQ") No. FAC 2021-03

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, September 1, 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 Friday, August 28, 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 October 1, 2020 through and including September 30, 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, September 8, 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. 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 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 all flat surfaces, desk, countertops, office furniture, and equipment. Dusting shall be performed only where there are no objects upon the surface. Items on desk(s) shall not be moved or dusted.
 - g. 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 and/or refill these supplies in the proper receptacles, fixtures, and dispensers.
 - h. The OFFEROR shall clean and disinfect frequently touched surfaces in the bathroom, including but not limited to, the sinks, countertops, paper product dispensers, soap dispensers, door knobs, and 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 Cleaning Services
 - a. The OFFEROR shall perform all monthly services established by the Janitorial Service Work Schedule once a month.
 - 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 exterior and interior 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 stations throughout the office.
3. Semi-Annual Cleaning Services
- a. The OFFEROR shall perform all semi-annual services established by the Janitorial Service Work Schedule once every SIX (6) months.
 - 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 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 the OHA bathrooms which shall include, but may not be limited to, floors, countertops, toilets and urinals, mirrors, and walls.
 - i. The OFFEROR shall dust and clean all 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 all janitorial services required under 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/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 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/or 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. 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 list are in short supply or unavailable, the OFFEROR shall use alternative disinfectants 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 (Monday through Friday, 7:45 a.m. – 4:30 p.m. Hawai‘i Standard Time)
- 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:
 - Painting, drywall repair.
 - Light/light bulb replacement.
 - Install/change faucet water filter.
 - Furniture assembly, repair, adjustment.
 - Basic installation of office equipment, furniture.
 - Mechanical adjustment of doors and windows.
 - Screen repair, blind installation, ceiling tile replacement.
 - Hanging pictures, white boards and drilling into walls.
 - Maintaining all on-site fire extinguishers and smoke detectors, to include certification, batteries, repair, and replacement.
 - Periodically replace roach/ant traps in kitchen areas.
 - Maintain the OHA offices to ensure that the workplace is free of insects through periodic pest control treatment as needed.
 - Plumbing repairs for restrooms, kitchen sinks, leaks, spills and odors in the OHA offices as assigned by the OHA Contract Administrator.
 - Minor handyman repair work not exceeding ONE THOUSAND AND NO/100 DOLLARS (\$1,000.00).
 - c. 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.

- 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 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 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 a 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 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 subcontractor 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.