



STATE OF HAWAII
OFFICE OF HAWAIIAN AFFAIRS
560 NORTH NIMITZ HIGHWAY, SUITE 200
HONOLULU, HAWAII 96817

May 21, 2019

REQUEST FOR QUOTES (RFQ) HR-2019-41

TEMPORARY POSITIONS FOR ADMINISTRATIVE SUPPORT STAFF

The Office of Hawaiian Affairs (hereinafter "OHA") is seeking to expand our resources of temporary staffing services for the following levels:

- A. Level 1: Entry level position limited to no experience and some college.
- B. Level 2: Secondary level requires 2 and/or 4-year college, minimal 2-year working experience, technical and specialized skills preferred.

Positions shall include: 1) temporary full-time, 2) temporary part-time, and 3) temporary to hire positions until such time each position is permanently filled. The candidates are required to have the administrative writing skills, supply management, possess effective communication, process improvement organization, multi-tasking, problem solving and critical thinking skills, presenting technical information, analyzing information, attention to detail, decision making and informing others. Specific requirements shall be based on need provided to the selected vendor when the OHA make it request to temporarily fill a position(s).

The temporary staffing shall be on an as-needed basis and shall vary from 0 to 40 hours per week within a Monday through Friday, 7:45 to 4:30 work schedule. Services shall be provided to the OHA main office on Oahu, located at 560 North Nimitz Highway, Suite 200, Honolulu, Hawai'i 96813.

Submission of Quote

The selection shall be contingent on the lowest, most responsible and responsive quote for the OHA for a contractor and who currently does not have a contract with the OHA. Quotes are due by Thursday, May 30, 2019, 4:00 p.m. Hawai'i Standard Time (hereinafter "HST"). Interested Offerors shall be submitting their quote on HiePRO. The **hourly rate/quote** should be inclusive of wage, withholding, FICA, Medicare, payroll taxes, unemployment insurance, workers compensation insurance, medical insurance (if applicable) and any other taxes, insurance or deductions as required by law or benefits offered by the agency. Interested Offerors shall include a statement addressing the qualification and requirements listed in Section I and II with their submission of quote as an attachment.

The OHA reserves the right to cancel this procurement/award at any time due to funding or non-performance.

Please contact Phyllis Ono-Evangelista at (808) 594-1833 or email me at phylliso@oha.org with

any questions.

I. Job Duties

Administrative Support services shall include, but not be limited to:

1. Experience in programs such as Microsoft Word, Excel & Outlook.
2. Scanning documents and filing in appropriated electronic file folders.

3. Maintaining electronic and paper files including records of forms, reports and letters.
4. Assembling material for distribution as requested by the OHA program staff.
5. Coordinating, printing and distribution of letter and forms via email, fax or United State Postal Service (hereinafter "USPS").
6. Working independently and able to understand direction with follow through to completion.
7. The ability to proof read and accurately enter data.
8. Preparing word processing functions.
9. Professional phone manner and friendly demeanor.
10. Satisfactory written communication.
11. Flexible schedule.

II. Qualification – Staff

A. Knowledge

Basic office practices and procedures, record keeping; the operation and maintenance of common office equipment such as a personal computer, copier, fax machine, calculator, scanner, and proficiency in Microsoft Office and data entry.

B. Skill/Abilities

1. Ability to carry out a wide range of clerical function, including various assignments; maintain an effective work pace under periodic deadlines; learn and apply basic rules, regulations, policies and procedures; learn and apply a variety of instructions furnished in written, oral and diagrammatic, or schedule form; operate and maintain various common office equipment, prepare simple narrative and numerical reports, perform basic arithmetic operation, quickly and accurately.
2. Ability to work in a team and establish and maintain effective working relationships with others.
3. Adhere to professional standard and demonstrate ethical behavior and a professional business attitude.
4. Able to compare and check information accurately.
5. Detail oriented.
6. Able to maintain confidentiality of information.
7. Able to be flexible and effective in a fast-paced working environment.

C. Education

High school diploma or equivalent. College degree preferred.

D. Experience

Twelve months (1 year) of administrative, clerical work experience that involved duties that demonstrated basic budgeting procedures and financial recordkeeping, effective communication (writing and orally) skills with management, peers and the public and common office equipment and computer programs; the ability to read and understand oral and written instructions, carry out procedures in clerical work systems, speak and

write simply and directly in a professional manner, spot discrepancies between different version of the same form (i.e. paper and electronic form versions), and proofread works and numbers quickly and accurately.

E. Tools, Equipment, and Machines

Must be able to operate common office equipment such as computer, scanner, fax, copier, etc.

F. Working Conditions

1. Must be able to lift - up to 30 lbs.
2. Staff will be required to stand walk, push, pull, use hand to handle or feel and lift and reach with hand and arms.

III. Service Provider Requirements

- A. Have and utilize an employee handbook, or something similar, with established protocol, policies and standards to ensure consistency and professionalism.
- B. The vendor shall submit resumes of any data entry candidate to the OHA for selection prior to reporting to work.
- C. The OHA shall have the right, and the Service Provide shall comply with the request immediately, to remove personnel from all work for unsatisfactory services and preplace personnel. If a change in personnel occurs, new personnel must meet the project qualifications. Substitute personnel shall not be used until a resume is received and approved by the OHA.
- D. Require background screening prior to commencing work:
 1. Education verification – highest degree earned;
 2. Third party employment verification – last two (2) employers;
 3. Reference check - two (2) professional references; and
 4. Background check – no conviction of a violation of any law.

IV. Compliance, Documentation, and Hawai'i Compliance Express

The selection shall be contingent on the lowest most responsible and responsive quote for OHA. The interested offeror is required to be compliant with all appropriate state and federal statutes. Proof of compliance/documentation may be obtained from each of the agencies listed below, or may choose to register with Hawai'i Compliance Express.

- Department of Taxation
- Internal Revenue Service
- Department of Commence and Consumer Affairs
- Department of Labor and Industrial Relations

To access the services of Hawai'i Compliance Express (hereinafter "HCE"), the interested offeror shall register in HCE, a program separate from HIePRO. The annual subscription fee to utilize the HCE services is currently \$12.00. Allow two (2) weeks to obtain complete compliance status after initial registration. Should the interested offeror choose to use HCE to verify compliance the interested offeror will need to subscribe to HCE prior to responding to this solicitation. The Vendor Name on the Certificate of Vendor Compliance must exactly match the Vendor Name under which the quote for this solicitation is submitted.

The interested offeror is responsible for maintaining compliance. If the interested offeror does not maintain timely compliance, the offer otherwise deemed responsive and responsible may not be awarded.

NOTE: The OHA may check HCE for compliance at any time. Non-compliance may result in a vendor not receiving an award, delay of payment, or cancellation of award. The interested offeror must be a registered company to do business in the State of Hawai'i. No individuals may apply.

If you have any questions, you may contact me at (808) 594-0273 or by email at phylliso@oha.org. The selection shall be contingent on the lowest most responsible and responsive quote for OHA.