



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

June 7, 2017

REQUEST FOR PROPOSAL No. FAC 2017-07

QUESTIONS AND ANSWERS

The Pre-Bid Conference for Janitorial and Maintenance Services for five (5) OHA Offices located Statewide questions and answers are as follows:

1. Where is parking for Honolulu office?
A: Contractor shall park in the Nimitz lot in any of the non-reserved stalls at 4:30 or later. Contractors are allowed to utilize either loading zone for loading/unloading only.
2. Q: What is an un-paid personnel? Would it be a relative?
A: Not necessarily. It could be a volunteer or intern. This is for liability purposes.
3. Q: Do you require letters of recommendation?
A: Yes. See page 3 of the Bid Offer Form.
4. Q: What kind of consumables? Do you have a quantity?
A: The following consumables shall be included in this contract for the Honolulu office: tri-fold paper towels for restroom receptacles, toilet paper for restrooms, toilet seat covers for restroom receptacles, soap for installed dispensers, non-see through trash liners for all trash receptacles, and bags for the shredders. The following consumables shall be included in this contract for all neighbor island offices: trash liners for all trash receptacles and bags for shredders. See below for itemized breakdown of trash receptacles.
5. Q: What if we don't know how many hours it will require for cleaning? Do we adjust hours to the amount of people?
A: Please use all available information to submit your bid. All office square footage is available in the IFB, along with the scope of services for each office. The Bid Offer form has been updated to detail square footage by floor type.

6. Q: Do we have a preference on consumables? Not specific in IFB.
A: The OHA does not have a preferred brand, but we do expect that all consumables are economical and consistent with the OHA's current receptacles.
7. Q: Do the trash liners need to be changed every day?
A: Trash liners shall be changed as needed, but emptied as scheduled.
8. Q: Can we visit the neighbor islands on our own time if we cannot make the scheduled site visits.
A: It is dependent on the neighbor island office schedules, as some of them are by appointment only. Please contact Miki Lene to arrange for site visits to be scheduled. Please request 48 hours in advance.
9. Q: Do the neighbor island offices have storage space?
A: Yes, all neighbor islands have a limited amount of unsecured storage space.
10. Q: Holiday schedule?
A: The holiday schedule is provided in the RFP, but it does not include the Election Day holiday every other year. There may be other Administrative holidays or special circumstances scheduled and the Contract Coordinator will work with the awardee if this occurs.
11. Q: Do offices have a janitorial schedule that they want to stick to?
A: Yes, they have a schedule. Once awarded, the contractor will work with the Contract Coordinator to finalize a schedule.
12. Q: What would be an emergency maintenance call? Walking into 6" of water?
A: That would be an emergency, but all emergency work shall be approved by the Contract Coordinator if your team should encounter any type of emergency. All emergency work requires approval by the Contract Coordinator. Some examples of an emergency would include, but not be limited to: fixing broken door knobs or glass, immediate repair of a toilet with a slow leak.
13. Q: What is the current contract total?
A: The current contract total is for \$367,007.84 for forty (40) months.
14. Q: Do microwaves and refrigerators need thorough cleaning?
A: Staff does weekly cleaning of microwaves and refrigerators, but the contract will call for a thorough wipe down and cleaning of all microwaves and refrigerators monthly.
15. Q: Is the carpeted stairs leading up to the 3rd Floor included in the square footage that needs cleaning?
A: Yes, the stairs are included as carpeted area that needs to be cleaned as appropriate.

16. Q: Will the Contractor be expected to refill/replace all hand soap in the restrooms?
A: The Contract calls for the Contractor to refill/replace all current soap dispensers in the restrooms. The third party soaps are not required to be replaced.
17. Q: For the Honolulu office, will there be a need to refill newly installed soap dispensers in the future?
A: Possibly, but we will address this if needed. At this time, your bid shall include refilling current soap dispensers (total of 2).
18. Q: For the bulbs that need replacing, is there a circuit breaker to turn off the power?
A: There will be no need to touch circuit breakers. All lights are connected to regular switches that operate the lights.
19. Q: Who provides the lightbulbs and does the OHA have a specific vendor for them?
A: The Contractor shall provide the replacement lightbulbs and obtain them from their preferred vendor. The OHA does not have a specific or preferred vendor, but we do expect that all purchases are fiscally responsible and in the best interest of the OHA.
20. Q: On average, how often does the current Contractor provide maintenance services?
A: The Contract Coordinator accumulates work orders that amount to at least a couple hours of work at a time, usually between 1-2 times per month for the Honolulu office and once every other month for the neighbor island offices.
21. Q: Do you have a square footage estimate for the carpeted area vs. the wood flooring vs. the vinyl/linoleum vs. tile flooring?
A: Yes. The Bid Offer Form has been updated. See Updated Attachment 1: Bid Offer Form and itemized breakdown below.
22. Q: Are we able to get floor plans?
A: Floor plans for each office will be provided to the awardee(s).
23. Q: Who waters the plants? Is that a part of this contract?
A: We currently have another Contractor that takes care of the plants, and that service is not a part of this Contract.
24. Q: How often does the NHRLF/Land office A/C ducts need cleaning?
A: Semi-Annually.
25. Q: Should we dust the artwork in Maui Ola (the Boardroom)?
A: No. Dusting should only occur on regular shelves, not actual pieces, unless authorized by the Contract Coordinator. The Contractor shall not move things to dust any surface, even if requested by staff. The Contractor may dust empty desks or clear surfaces.
26. Q: Number of trash cans and sizes for each office?
A: See itemized breakdown below.

27. Q: What type of trash liners are required?

A: Only the Honolulu Office requires non-see through trash liners for the trash cans. The paper shredders do not require non-see through trash liners. Clear trash liners are acceptable for all other office locations. See itemized breakdown below for the estimated number of trash cans per office.

28. Q: What is total number of paper shredders that need to be emptied in the Honolulu office? The neighbor island offices?

A: The Honolulu office currently has a total of seven (7) shredders that need to be emptied when full. If not full, they may be left until next work day. The neighbor island offices each have one (1) shredder.

**OHA JANITORIAL AND MAINTENANCE CONTRACT
SQUARE FOOTAGE BY FLOOR TYPE AND TRASH CAN COUNT**

Space	Carpet	Wood	Untreated Black Wood	Tile	Linoleum	Total Sq Ft.
HONOLULU OFFICE - 560 N. NIMITZ HWY, STE 200; HONOLULU, HI 96817						
Board of Trustees	7,926 SF		838 SF	91 SF		8,555 SF
Human Resources	769 SF					769 SF
Land Office	2,455 SF					2,455 SF
Native Hawaiian Revolving Loan Fund Office	576 SF					576 SF
Main Office / Conf. Rooms / Lobby / Mezzanine	20,241 SF	575 SF				20,816 SF
3rd Floor Executive	3,125 SF	1,250 SF		220 SF	35 SF	4,630 SF
Board Room / Conf. Rooms / Lumi 'Aina	4,385 SF		295 SF		850 SF	5,530 SF
Hale Noelo (NLK 117C)	967 SF					967 SF
Total Square Feet						44,295 SF
HILO COC & LPM OFFICE - 399 HUALANI ST, STE 20 CD; HILO, HI 96720						
Main Office	1,520 SF					
Total Square Feet						1,520 SF
KONA COC OFFICE - 75-1000 HENRY ST, STE 205; KAILUA-KONA, HI 96740						
Main Office	1,001 SF					
Total Square Feet						1,001 SF
MOLOKA'I COC OFFICE - 600 MAUNALOA HWY, STE D1; KAUNAKAKAI, HI 96748						
Main Office	1,212 SF				125 SF	1,337 SF
Conference Room				589 SF		589 SF
Total Square Feet						1,926 SF
KAUA'I COC OFFICE - 4405 KUKUI GROVE ST, STE 103; LIHUE, HI 96766						
Main Office	851 SF				225 SF	
Total Square Feet						1,076 SF

TRASH CAN COUNT PER OFFICE	Hilo	Kona	Moloka'i	Honolulu	Kaua'i
7 Gallon	5	5	5	170	5
23 Gallon	1	1	3	8	1
MINIMAL STORAGE AREA FOR SUPPLIES	YES	YES	YES	YES	YES