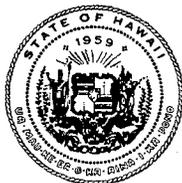


NEIL ABERCROMBIE  
GOVERNOR



HAKIM OUANSAFI  
EXECUTIVE DIRECTOR

**STATE OF HAWAII**  
DEPARTMENT OF HUMAN SERVICES  
HAWAII PUBLIC HOUSING AUTHORITY  
1002 NORTH SCHOOL STREET  
POST OFFICE BOX 17907  
Honolulu, Hawaii 96817

BARBARA E. ARASHIRO  
EXECUTIVE ASSISTANT

IN REPLY PLEASE REFER TO  
13:CPO/274

November 15, 2013

TO: Interested Parties

FROM: Rick T. Sogawa   
Procurement Officer

SUBJECT: Request-for-Proposals, No. PMB-2013-13, Addendum No. 1  
Property Management, Maintenance and Resident Services – MU 42

This Addendum No. 1 is to provide: 1) clarification and 2) additional information as follows:

1. For clarification purposes, **revise** the Start of services under Section 1, Administrative Overview, page 3 as follows

Start of services	Jan 31, 2014, 12:01 p.m., HST
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2. For clarification purposes, **revise** item VI. Submission of Questions under Section 1, Administrative Overview, page 3 as follows:

“Interested offerors may submit questions to the RFP Coordinator identified in Section 1 of this RFP. The deadline for submission of written questions is 4:30 p.m. HST, on November 20, 2013. All written questions will receive a written response from the HPHA. The HPHA does not guarantee receipt of questions submitted via electronic mail. The HPHA’s responses to interested offeror’s written questions will be sent no later than November 22, 2013.”

3. For clarification **revise** item 2.b under Section 2, Scope of Work & Specifications, page 23 as follows:

“The Successful Offeror shall ensure that all personnel meet the minimum qualifications, including State licensing laws and experience requirements. The current wage rates and position class specifications for

management/maintenance personnel are included as Attachment 19 and available at: <http://www.hawaii.gov/hrd/main/eccd>. "

4. For clarification purposes, **delete** item 2.c. Personnel under Section 2, Scope of Work & Specifications, page 23"

"All staff training, such as training required to ensure that the minimum services are provided in compliance with State/Federal laws, rules, and regulations shall be the responsibility of the Successful Offeror. However, should any specific or extraordinary training be required of the Successful Offeror, the HPHA may require attendance at no cost to the Successful Offeror. Interested offerors are strongly encouraged to budget for training related costs."

**Replace with:**

"All staff training, such as training required to ensure that the minimum services are provided in compliance with State/Federal laws, rules, and regulations shall be the responsibility of the Successful Offeror. However, should any specific or extraordinary training be required of the Successful Offeror, the HPHA may require attendance at no cost to the Successful Offeror."

5. For clarification purposes, page 2 lists item 2.g. Personnel under Section 2 twice. The second item 2.g. is revised as follows:

"i. During the performance of this Contract, the Successful Offeror agrees not to discriminate against any employee or applicant for employment. The Successful Offeror will take affirmative action to ensure equal treatment of its employees. Such action shall include but not be limited to the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Successful Offeror shall insert provisions similar to the foregoing in all subcontracts."

6. For clarification purposes, **revise** item 5.e. under Section 2, Scope of Work & Specifications, page 26 as follows:

"Make appropriate purchases for goods and services for the express and specific use for MU 42, within the approved MU 42 budget, following its procurement rules and regulations which promote competition and transparency. The Successful Offeror shall be held responsible for all purchases of goods and services above and beyond the approved MU 42 budget without prior approval of the HPHA."

7. For clarification purposes, **revise** item 3.b under Section 2, Scope of Work & Specifications, page 30 - 31 as follows:

“Conduct a final unit assessment and acknowledge any deficiencies that may require correction, follow proper work order procedures, and address deficiencies within three (3) working days. Referrals of uninhabitable units for repair/ renovation are to be handled by the HPHA’s Construction Management Branch (CMB). Referrals shall be completed within two (2) working days. All requests to the CMB shall be submitted through the Contract Administrator.”

8. For clarification purposes, **revise** item 4.c. under Section 2, Scope of Work & Specifications, page 31 as follows:

“Re-examinations shall be conducted, supervised, reviewed, and/or approved by staff certified in occupancy and rent calculation. Certification in occupancy and rent calculation must be performed by an independent third (3<sup>rd</sup>) party and approved by the HPHA.”

9. For clarification purposes, **revise** section 2.C.7.a., Tenant Relations, page 35 as follows:

“Respond to all tenant requests involving concerns about the conditions or quality of life at MU 42 and resolve all significant or recurring problems.

10. For clarification purposes, **revise** section III.D.2, Forms and Instructions, page 42 as follows:

“Describe in detail how re-examinations, rent collection, and tenant account receivables for each property will be handled to ensure delivery of services are maintained satisfactorily. Additionally, based on the current delinquency rate, describe in detail how the two percent (2%) delinquency rate will be attained and maintained. Include actions to be taken, responsible parties, and timelines for implementation.”

11. For clarification purposes, **revise** section III.D.4, Forms and Instructions, page 42 as follows:

“Based on the current unit turnover rate at each complex, describe in detail how the two percent (2%) vacancy level and the seven (7) day unit turnover will be attained and maintained. Include actions to be taken, responsible parties, and timelines for implementation, quality control.”

12. For clarification purposes, **revise** the footer in section 4, pages 47 through 51 as follows:

“Evaluation & Award

RFP PMB-2013-13 / MU 42”

13. For clarification purposes, **delete** Attachment 6. Grievance Procedures, HAR, Title 17, Subtitle 5, Chapter 2012 as this is not applicable.
14. For clarification purposes, Attachment 17. Price Proposal issued on November 4, 2013 is being **replaced** with Attachment 17a, Price Proposal. Rev. 11/15/13.
15. For clarification purposes, Attachment 20. Examples of Project & Management Fee Costs issued on November 4, 2013 is being **replaced** with Attachment 20a. Examples of Project & Management Fee Costs, Rev. 11/14/13.
16. For clarification purposes, Attachment 21, Competitive Sealed Proposals Application Transmittal Form issued on November 4, 2013 is being **replaced** with Attachment 21a, Competitive Sealed Proposals Application Transmittal Form, Rev. 11/14/13.
17. As additional information, the following section is added as item 10 on page 36:

10. Resident/Maintenance Manager:

Each resident/maintenance manager will be responsible for the following:

- a. Day-to-day on-site general maintenance of the property.
- b. Perform variety of semi-scheduled maintenance repair work;
- c. Upkeep of buildings, dwelling units, and grounds as well as assists tenants in emergency situations;
- d. Provide MU Area Manager with reports, oral or written concerning violations of the Rental Agreement and/or Project Rules as well as maintenance issues; and
- e. Assists police, fire and emergency medical service personnel as needed.

18. As additional information, the following section is being added as item 2.j. Personel, page 24:

“j. The Successful Offeror and its employees shall not be entitled to accrue vacation or sick leave beyond the Contract term or past the Fiscal Year Ending June 30. Vacation and/or sick leave not used during the Contract period shall be forfeited by the Successful Offeror. Vacation and/or sick leave may not be converted to cash by the Successful Offeror at the HPHA’s expense.”

19. As additional information, the following section is being added to item E.1. Management Fee, page 44:

The Successful Offeror's management fee shall be on an earned basis and should be calculated on a per occupied unit basis per month for each MU 42 property for the initial 12-month period and all subsequent option periods. An occupied unit shall be determined as follows:

- a. Units occupied for the entire reporting month;
- b. Units partially occupied for the reporting month;
- c. Vacant units slated by the HPHA for modernization;
- d. Vacant units referred by the Successful Offeror to the HPHA for repair; and
- e. Vacant units approved by the HPHA for special purposes.

The Successful Offeror's management fee shall also be determined and allocated by the completion of six (6) items of the Successful Offeror's management plan. The cost allocation will be used for the purpose of determining the Successful Offeror's management fee to be earned for the month. If the Successful Offeror fails to comply with any of the six (6) criteria of the Successful Offeror's management plan, the following assigned percentage of the management fee will not be earned:

1) Administrative Requirements	10%
2) Re-Examinations, Rent Collection and Tenant Account Receivables	35%
3) Unit, Common Area & Grounds Maintenance	10%
4) Unit Turnover	25%
5) Work Order System	10%
6) Routine and Preventive Maintenance	10%

Notwithstanding the percentage of the management fee not earned as identified above, the STATE shall also retain five percent (5%) from each monthly management fee billing as a withholding until final settlement of the initial 12-month contract period. The STATE shall withhold five percent (5%) from each monthly management fee billing until final settlement of the initial 12-month period and each extension period. The request for payment shall be submitted no later than 30 days from the end of each contract period and include a monthly breakdown of the gross amount requested. Release of the five percent (5%) withholding shall be subject to final settlement of each applicable Contract period. The total withholding amount shall not exceed five percent (5%) of the total Contract amount.

If you have any questions, please call contact Rick Sogawa, RFP Coordinator at (808) 832-6038. Thank you for your attention to this matter.















## Examples of Costs to be Reimbursed and to be Paid from Management Fee

Cost to be Reimbursed by HPHA	Costs to be Paid from Management Fee
Administrative/Maintenance Personnel such as salaries, medical benefits, taxes, GE taxes, etc.	Contractor's indirect supervisory staff salaries, fringe benefits and taxes.
Mileage for Contractor's personnel (administrative/maintenance) for direct administrative/maintenance duties (i.e. travel between properties )	Contractor's indirect overhead expenses (postage, telephone, copying and supplies)
Accounting/Bookkeeping Fees	Training of Contractor's staff
Required General Liability/Automobile/Workers Compensation Expenses of Contractor	Advertising expenses for recruitment of all Contractor's staff
Vacation/Sick Leave Pay	Retirement Pay

## RFP PMB-2013-13

### Competitive Sealed Proposals Application Identification Form

Hawaii Public Housing Authority  
Procurement Office  
1002 North School Street, Bldg. D  
Honolulu, Hawaii 96817

Procurement Officer:

The undersigned has carefully read and understands the terms and conditions specified in the Competitive Sealed Proposals and hereby submits the following proposal to perform the work specified.

That the undersigned further understands and agrees that by submitting this Competitive Sealed Proposal, 1) it is declaring its Proposal is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) it is certifying that the price(s) submitted was (were) independently arrived at without collusion.

Date: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Fax No.: \_\_\_\_\_

Payment address, if other than street  
address at right:

\_\_\_\_\_

\_\_\_\_\_

Hawaii General Excise Tax Lic. I.D. No.:

\_\_\_\_\_

Social Security or Federal I.D. No.:

\_\_\_\_\_

Hawaii Real Estate Broker's License No. :

\_\_\_\_\_

Expiration Date

Respectfully Submitted,

\_\_\_\_\_  
*Legal Name of Offeror*

\_\_\_\_\_  
*Authorized Signature (Original)*

\_\_\_\_\_  
*Title*

\_\_\_\_\_  
*Street Address*

\_\_\_\_\_  
*City, State, Zip Code*

Applicant is:  Individual  Partnership  Corporation  Joint Venture

State of Incorporation:  Hawaii \* Other \_\_\_\_\_

\*If "other", is corporate seal available in Hawaii?  Yes  No

Offeror shall list business firms and/or government agencies to which they have provided similar or identical services to those required by the RFP.

	<u>Firm or Agency</u>	<u>Contact Person</u>	<u>Telephone No.</u>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____

Applicant's Office Address: \_\_\_\_\_  
\_\_\_\_\_

Name of Person to Contact: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Insurance coverage to be provided by:

Commercial General Liability: \_\_\_\_\_

Name of Agent: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Workers Comp: \_\_\_\_\_

Automobile Insurance: \_\_\_\_\_

Umbrella Insurance \_\_\_\_\_

Authorized Representative's Signature \_\_\_\_\_

Name and Title \_\_\_\_\_