October 6, 2021

TO: Interested Offerors

FROM: Rick T. Sogawa
Procurement Officer

SUBJECT: Invitation for Bids No. PMB-2021-36, Addendum No. 1
Security Services at Puuwai Momi Under Asset Management Project
30 and Kamehameha Homes and Kaahumanu Homes Under Asset
Management Projects 33 on Oahu

This Addendum No. 1 is to: 1) inform interested offerors no questions were received
by the October 1, 2021 written question deadline; and 2) provide the Pre-Bid Video
Conference meeting minutes conducted on October 1, 2021.
Pre-Bid Conference Minutes
IFB PMB-2021-36

October 1, 2021
9:00 am

Attendance:
Tiana Kobashigawa – HPHA
Rena Turman – HPHA
Cleo Millare – Professional Security Consultants
Mayura Rao – Professional Security Consultants
Jeffrey Manuel – American Guard Services, Inc.

I. Welcome

A. Introduction of HPHA Staff

1. Tiana Kobashigawa – Contract Specialist/IFB Coordinator, conducts the procurement and is the main point of contact for this procurement; contact info provided on page 2 of IFB.

2. Rena Turman – Property Management Specialist, representing the Property Management and Maintenance Services Branch (PMMSB).

B. This Conference is to highlight the IFB requirements, bidders are responsible for the full content of the IFB. Submission of a bid shall be regarded as the bidder’s assurance that he/she is willing and able to comply with all aspects/requirements of the IFB. All new/additional information will be distributed in the form of an addendum.

II. Section 1 – Administrative Overview

A. Procurement Timeline (Pg. 3)

• **Site Inspection:** 10/01/2021 to thoroughly familiarize themselves with the existing conditions and the nature of the work to be performed;

  o No additional compensation shall be allowed by reason of any misunderstanding or error regarding the conditions/layout or work to be performed at the properties.

  o Pursuant to the Governor’s Executive Order No. 21-07 (Access to State Property) the HPHA’s requires each attendee to provide verification of being fully vaccinated or, if not fully vaccinated, attendee shall produce a negative test result in order to enter the property.

• **Written Questions Due:** Today, 10/01/2021
• Response to written questions received by 10/01 will be issued via Addendum: Wednesday, 10/6/2021
  o questions received after 10/01 may/may not receive a formal response

• **Sealed Bid Offers Due:** 2pm, Friday, 10/15/2021
• Public Bid Opening: 2:15pm, Friday, 10/15/2021
• Notice of Award: October 2021
• Contract Execution: October 2021
• Contract Start Date: 10/31/2021, 12:00 p.m.

The HPHA reserves the right to amend or revise the timetable without prior written notice. Contract execution and start date are subject to the availability of funds.

B. Wage and Labor Law Compliance in accordance with section 103-55, Hawaii Revised Statutes (Pg. 5). Prior to entering into a Contract in excess of $25,000, the successful bidder shall certify that services to be performed shall be performed by employees paid at wages not less than wages paid to public officers and employees for similar work; See Attachment 1 – Wage Certificate.

C. Rejection of Bids (Pg. 8).

  1. The HPHA reserves the right to consider as acceptable only bids submitted in accordance with all requirements set forth in the IFB and demonstrate an understanding of the service specifications.

  2. Bids offering terms and conditions contradictory to those included in the IFB may be rejected.

D. Notice of Award (Pg. 9)

  1. Awarded to the responsive and responsible bidder who submits the lowest Grand Total Bid Price as stated on the Bid Offer Form. See Attachment 2.

  2. In the case of a tie, award shall be made to the current service provided, if they are one of the tied bidders. Otherwise, an award shall be determined by the flip of a coin or other random means of selection.

E. Protests (Pg. 10).

  1. Actual/prospective bidder may protest the solicitation or award of services only for a serious violation of procurement policies and operational procedures.

  2. Protests shall be submitted in writing within 5 business days after the posting of an award.

  3. Awards are posted on the State Procurement Office Hawaii Award and Notices Data System (HANDS). Contact information for protest and website information provided on Pg. 10.
III. Section 2 – Specifications

A. Area of Service (Pg. 13). Services are solicited for Puuwai Momi under Asset Management Project (AMP) 30, Kamehameha Homes and Kaahumanu Homes under AMP 33. (AMP addresses are listed on Pg. 13). See Attachment 15 for property site maps.

B. Qualifying Requirements (Pg. 14)

1. Prior to award of a contract, bidders shall demonstrate compliance with Federal and State laws (IRS, Dept. of Taxation, DCCA, DLIR).

   a. A Certificate of Vendor Compliance issued from the Hawaii Compliance Express may be submitted to satisfy this requirement. Info on the HCE is provided on Pg. 16.

   b. Bidders are advised to apply for the certificate as soon as possible. If a valid certificate is not submitted on a timely basis for award of a Contract, a bid otherwise responsive and responsible may not receive an award.

2. Indemnification (Pg. 16)

   Successful Bidder shall defend, indemnify, and hold harmless the State of Hawaii, the HPHA, its elected and appointed officials, officers, and employees from and against all liability, loss, damage, and demands arising out of or resulting from the acts or omissions of the Successful Bidder or the Successful Bidder’s officers, employees, agents, or subcontractors.

3. Insurance requirements (Pg. 16)

   a. General Liability: $2 mil combined single limit per occurrence for bodily injury and property damage;

   b. Auto Liability: $1 mil bodily injury per person, $1 mil bodily injury per accident, and $1 mil property damage per accident OR combined single limit of $2 mil; and

   c. Workers Compensation: limits as required by applicable State laws.

   An umbrella policy may be used in addition to the mandatory insurance policies to supplement the coverages provided that the HPHA approves and the umbrella policy follows the underlying coverage forms.

4. Business Office (Pg. 17)

   a. Successful Bidder shall have a permanent office in the State where he/she conducts business and have a designated local point of contact in the State of Hawaii where he/she will be accessible in person or via telephone during normal Hawaii State government business hours from 7:45am to 4:30pm HST. See Attachment 18 for Hawaii government observed holidays.

   b. Answering services are not acceptable.
c. A permanent office location and phone number shall be stated in the Bidder’s bid offer.

5. Section 3 of the U.S. Housing Act of 1968 (Pg. 19)
   a. To the greatest extent possible, ensure that employment and other economic opportunities generated by HUD assistance or HUD assisted projects, be directed to low- and very-low income persons, particularly persons who are recipients of HUD assistance for housing.
   
   b. With all things being equal, commit to a hiring preference for low- and very-low income persons, which includes advertising the vacancies to this population.
   
   c. Some of the requirements may include; vacancy/recruitment announcements posted at our public housing offices targeting the low- and very-low income residents, quarterly new hire report.
   
   d. Specific requirements will be provided to the Successful Bidder. Sample recruitment announcements and reports may be provided to the Successful Bidder.

C. Type of Contract (Pg. 20)
   1. Formal written contract based on competitive sealed bids for goods and services; see Sample Contract in Attachments 3 – 10

   2. Subcontracting or assignments are not allowed without the prior written approval of the HPHA.

D. Single contract shall be awarded (Pg. 21)
   1. Initial contract term will be 12 months, effective 10/31/2021; 12:00 p.m., with up to 24 months of options to extend
   
   2. The period shall not exceed 12 months and shall be exercised at the sole discretion of the HPHA.

E. Bid price (Pg. 23), see Attachment 2 – Bid Offer Form.
   1. Unit bid prices shall be submitted for Puuwai Momi, Kaahumanu and Kamehameha Homes.
      a. Unit bid prices solicited include hourly rates for the roving guard, admin/judicial hearing, and emergency hours.
      
      b. Total bid price shall be the all-inclusive price charged to the HPHA to include, without limitation, security, administrative and supervisory personnel costs, benefits, equipment and equipment maintenance, applicable taxes and all other necessary costs to provide the services specified in the IFB.
c. Should also factor in cost increases associated with admin/personnel benefits required by law.

2. Bid prices shall be firm for the duration of the contract period (initial contract period and option year 1).

3. Successful Bidder shall be the responsive and responsible bidder who submitted the lowest Grand Total Bid Price.

4. Bidders should account for any published wage increase in the bid price as the HPHA shall not approve contract adjustment requests due to wage increase during the term of the contract that are known.

5. Contract price adjustment (Pg. 24)
   a. At the release of this solicitation, the wages effective 1/1/2021 for state employees performing similar work are known and published by DHRD, if wages increase after the execution of the contract, the successful bidder may request an increase in Contract price.
   b. The successful bidder shall not be paid for any reimbursement of retroactive pay negotiated by the state.
   c. Request for the increase must meet the criteria listed on pg. 24. Current wage information can be obtained on the DHRD website. Website address listed on pg. 25.

F. Scope of Work (Pg. 26)

1. Work included in the resulting Contract shall consist of furnishing labor, equipment, supplies and all related administrative and supervisory personnel necessary to provide security services at Puuwai Momi under AMP 30, Kamehameha Homes and Kaahumanu Homes under AMP 33, on Oahu in accordance with the provisions, specifications, General Conditions, and procedural requirements, included and/or referenced in this IFB.

2. Service Activities (Minimum and or/mandatory tasks and responsibilities)
   1. The Successful Bidder shall provide the following services for Puuwai Momi under AMP 30:
      a. Roving bike patrol:
         i. Provide roving bike patrol tours seven (7) days a week, including State holidays. The tentative period of coverage shall be as follows:

         Monday thru Thursday [two (2) security officers/shift]
         4:00 p.m. to 11:00 p.m., seven (7) hour shift
         11:00 p.m. to 6:00 a.m., seven (7) hour shift
**Friday thru Sunday (two (2) security officers/shift)**
5:00 p.m. to 12:00 a.m., seven (7) hour shift
8:00 p.m. to 3:00 a.m., seven (7) hour shift
11:00 p.m. to 6:00 a.m., seven (7) hour shift

**State Holidays (two (2) security officers/shift)**
5:00 p.m. to 12:00 a.m., seven (7) hour shift
8:00 p.m. to 3:00 a.m., seven (7) hour shift
11:00 p.m. to 6:00 a.m., seven (7) hours each

The HPHA reserves the right to change the period of coverage, including without limitation to the number of officers per shift and the number of hours per shift.

ii. Conduct a minimum of eight (8) complete rounds of all administrative and community facilities, residential buildings, stairwells, parking lots, common areas, refuse areas and the entire grounds of the property during each seven (7) hour shift period following a pre-approved plan or an alternate plan as determined by the HPHA. Additional rounds shall be based on the Successful Offeror’s assessment and need or as requested by the Officer-in-Charge.

Unusual situations which prevent the security personnel from conducting a minimum of eight (8) complete rounds of the entire grounds of the property shall be recorded in a log book. Any incidents or damages by vandalism, graffiti, and any criminal activity shall be reported to the Officer-in-Charge.

2. The Successful Bidder shall provide security services at Kamehameha Homes and Kaahumanu Homes under AMP 33 as one contiguous property as follows:

a. Roving Foot Patrol:

i. The Successful Bidder shall provide roving foot patrol tours seven (7) days a week, including State holidays at Kamehameha Homes and Kaahumanu Homes. The tentative period of coverage shall be as follows:

**Sunday thru Saturday (two (2) security officers/shift)**
9:00 p.m. to 6:00 a.m., nine (9) hour shift

ii. The Successful Bidder shall provide roving bike patrol tours seven (7) days a week including State holidays at Kamehameha Homes and Kaahumanu Homes. The tentative period of coverage shall be as follows:

**Sunday thru Saturday (one (1) security officers/shift)**
9:00 p.m. to 6:00 a.m., nine (9) hour shift

iii. Conduct a minimum of four (4) complete rounds of all administrative and community facilities, residential buildings, stairwells, parking lots, common areas, refuse areas and the entire grounds of the properties during each shift following a pre-approved plan or an alternate plan as determined by the
HPHA. Additional rounds shall be based on the Successful Bidder’s assessment and need or as request by the Officer-in-Charge.

Unusual situations which prevent the security personnel from conducting a minimum of four (4) complete rounds of the entire grounds of the property shall be recorded in a log book. Any incidents or damages by vandalism, graffiti, and any criminal activity shall be reported to the Officer-in-Charge.

3. The Successful Bidder shall also provide the following services at each property:

b. Investigate all disturbances and incidents that were observed or reported. Endeavor to abate nuisances and disturbances when possible, using tact and judgment to prevent or minimize disorder, quell disturbances and maintain law and order. Investigation and follow up shall include, without limitation:

i. Be alert for suspicious persons and/or vehicles, vandalism to the HPHA property, buildings, and parking areas and resident’s property.

ii. Report all fires to the Honolulu Fire Department and to the Property Management Office.

iii. Enforce project rules and lease provisions pursuant to governing Federal public housing under Chapter 356D, Hawaii Revised Statutes (HRS), Chapter 17-2028 Hawaii Administrative Rules (HAR), and all other applicable HAR rules. See Attachments 16 and 17.

iv. Appropriately respond to HRS criminal violations, including without limitation, possessing or drinking alcoholic beverages in HPHA common area (see HRS section 281-78), engaging in disorderly conduct such as unreasonable noise or fighting/threatening behavior (see HRS section 711-1101), criminal trespass, assault, harassment, and criminal property damage.

v. Enforce traffic and speed limit signs.

c. Determine the need for and to summon the Honolulu Police Department (HPD) when intervention or arrest is necessary. Cooperate with and assist the police, if necessary, and testify in court or administrative hearings when required. Monitor parked vehicles on the property premises and initiate action to tow vehicles from the property as instructed by the Officer-in-Charge. Conduct visual inspection of parking areas for applicable current parking decals and suspicious activities.

d. The Successful Bidder may act on behalf of the Officer-in-Charge to issue a trespass warning, either verbally or in writing as instructed by the Officer-in-Charge. The Successful bidder shall cooperate with the HPD pertaining to issuance and/or enforcement of trespass notices. The Officer-in-Charge shall provide guidelines to the Successful Bidder on issuance of trespass warnings.
e. Maintain confidentiality of all documents viewed or information gathered during the performance of his/her duties, including discussing with the residents the details of incidents on property without the express consent of the Officer-in-Charge.

f. Cooperate with local law enforcement on crime and drug prevention issues in and around the property.

a. Special Events (Pg. 30)

i. The Successful Bidder shall agree to change the security schedules for special events requiring increased security services. Changes to the security schedule may include increased number of hours per day or number of security personnel on a special event basis. Special events may include an increase in criminal activity and increase in gang activity. Projected number of special event hours for each contract period listed on page 30.

b. Administrative and/or judicial hearings (Pg. 30)

i. The Successful Bidder agrees that security personnel shall appear at administrative and/or judicial proceedings to provide testimony when requested. The bid price per hour for appearing at administrative and judicial hearings shall not exceed the bid price per hour for regular scheduled security services. Projected number of administrative and/or judicial hearing hours for each contracted period is listed on page 31.

c. Emergency Services (Pg. 31)

i. The Successful Bidder shall agree to change security schedules in the event of an emergency to accommodate anticipated needs for increased security due to unforeseen circumstances.

d. Community Support (Pg. 31)

i. On a monthly basis, the Successful Bidder shall provide a supervisor to participate in a community walk with the HPHA Officer-in-Charge or designee and/or a tenant community group. The purpose of the walk is to receive input of community concerns from the HPHA management staff, tenants, and/or community volunteers.

e. Reporting Requirements (Pg. 32)

i. Prepare and submit Incident Reports to the HPHA, detailing all disturbances, incidents and violations of site rules.

ii. On a bi-weekly basis, prepare and submit daily check point printouts of Watchman Recording Device, Detex or similar, to the Contract Administrator.
f. Equipment Requirements (Pg. 33)

i. Security officers shall be uniformed bearing the company name and/or logo with their name tags easily visible, without sidearms.

ii. The Successful Bidder shall provide each roving patrol officer with a bicycle, any other applicable equipment, and be responsible for the maintenance of the bicycle and applicable equipment.

iii. The Successful Bidder shall provide each security officer a walkie-talkie with hands-free capability. The Successful Bidder may also provide each security officer with a cellular phone or other appropriate means of communication, flashlight, and appropriate gear for inclement weather.

iv. The Successful Bidder shall be responsible for all equipment costs and maintenance of the cellular phone and/or other appropriate means of communication.

v. The HPHA shall provide a Watchman Recording Device, Detex or equal for control and monitor of roving on the properties. The HPHA reserves the right to change the locations and/or number of check points at each property due to unforeseen circumstances, including without limitation, emergency situations identified criminal hot spots. The HPHA shall be responsible for all costs and maintenance of the recording device.

g. Facilities (Pg. 33)

i. The HPHA shall provide restroom facilities, where possible, within the property and may provide space which may include electricity and telephone. The Successful Bidder shall be responsible for the daily upkeep of all assigned facilities and will be responsible for any damages to the facilities caused by personnel.

h. Management Requirements and Qualifications (Minimum requirements) (Pg. 34)

i. The Successful Bidder shall ensure that all personnel meet the minimum qualifications to include:

1) licensing requirements pursuant to the HRS;
2) at least two (2) years relevant experience in law enforcement and/or security;
3) one (1) year of experience with the Bidder.

The Successful Bidder shall provide documentation with the Bid Offer Form that its personnel have met the licensing requirements and experience requirements. See Attachment 19.
ii. Security officers shall be required to attend an orientation conducted by the HPHA prior to the start of services.

iii. The Successful Bidder shall be solely responsible for the behavior and conduct of their employees or agents on STATE property and shall instruct security personnel to fully cooperate with the Officer-in-Charge. Security personnel shall refrain from socializing or fraternizing with the residents of the property while on duty.

iv. At the request of the HPHA, the Successful Bidder shall remove immediately and not employ any person who does not perform his/her duties and responsibilities in a proper and skillful manner, intoxicated, disorderly, abusive, or unable to demonstrate tact and diplomacy in dealing with the public.

v. The Successful Bidder shall relieve any security officer who is arrested for any major crimes or felony. The HPHA will have final authority to allow the individual to perform security duties pending investigation, resolution or conviction.

vi. The Successful Bidder shall inform the Officer-in-Charge of all security officers employed under this Contract who is a registered sex offender.

vii. The Successful Bidder shall have a properly licensed supervisor to oversee the entire operation. All security officers shall be under the supervision of the Successful Bidder.

viii. Security personnel will refrain from having personal visitors and from socializing while on duty. Telephone calls shall be limited to emergencies.

ix. The Successful Bidder shall select only those individuals capable of demonstrating the following:

1) Ability to exercise good judgement.
2) Maturity in conduct and attitude.
3) Ability to communicate in English both verbally and in writing and read simple instructions.
4) Courteous to members of the public and HPHA employees, tolerant in their interactions with others, as well as neat and groomed in appearance.

x. The following are the minimum physical requirements:

1) Able to hear at a normal conversational level.
2) Able to serve a normal shift walking, riding, standing, manning posts, using stairs or elevators, and operating motor vehicles if required.
3) Correctable vision to 20/20 in each eye.
xi. Each security officer shall comply with HRS, regarding Guards; registration, instruction, training, testing, and required continuing education; renewal of registration and shall meet the following requirements:

1) Be not less than 18 years of age.
2) Possess a high school education or equivalent.
3) Not presently suffering from any psychiatric or psychological disorder directly related and detrimental to a person's performance in the profession.
4) Not convicted in any jurisdiction of a crime reflecting unfavorably on the fitness of the individual to perform services as a guard, unless the conviction was nulled or expunged by court order.
5) Successfully complete eight (8) hours classroom instruction before the first day of services and four (4) hours of classroom instruction annually. Classroom instruction must be provided by an instructor who is approved by the board.

xii. Smoking of tobacco, electronic smoking devises, or any other plant material is strictly prohibited on HPHA properties. Such violation may be considered a breach of the resulting Contract and result in suspension or termination of the Contract.

xiii. Due to the COVID-19 pandemic, the Successful Bidder shall have their employees adhere to the following protocols while doing work at all HPHA properties:

1) Contact with tenants should be avoided with social distancing of a minimum of six (6) feet maintained;
2) Non-essential work that requires close contact should be avoided;
3) Wash or clean hands before entering or leaving the site with soap and water or hand sanitizer with at least 60% alcohol content
4) Wear a face mask covering mouth and nose at all times on HPHA properties; and
5) Employees with a fever, cough or other flu-like symptoms are not allowed on the property.
6) Employees comply with Governor's Executive Order No 21-07 (Access to State Property) COVID-19 vaccination and testing requirements, and HPHA requirements and procedure implementing this Executive Order.

i. Administrative (Pg. 38)

i. The Successful Bidder shall be required to attend quarterly meetings or upon request by the Officer-in-Charge and/or Contract Administrator.

ii. Every four (4) weeks, the Officer-in-Charge and/or Contractor Administrator shall submit a report to the Successful Bidder listing any discrepancies or Contract violation(s) requiring correction. The Successful Bidder shall notify the Officer-in-Charge within five (5) calendar days of the action(s) to be taken to correct the deficiencies.

iii. To comply with the Governor’s Executive Order No 21-07 all Contractors and visitors shall attest to their vaccination status against COVID-19 or be subject to a
testing program mandate, the HPHA is implementing procedures that shall also apply to subcontractors, part time workers and volunteers (non-employees) of the Contractor.

1) The Contractor shall identify all employees accessing the HPHA’s facilities, verify vaccination status, and submit a COVID-19 Vaccination Status Attestation form by hard copy or through encrypted electronic submission to the HPHA’s designated representative. See Attachment 20.

2) Each individual accessing the HPHA’s facilities must indicate whether they are; fully vaccinated for COVID-19, partially vaccinated for COVID-19, or Not vaccinated for COVID-19.

v. The Contractor shall provide their attestation form to the Contract Administrator not later than three (3) business days prior to the Contract start date.

j. Payment (Pg. 41)

i. The Successful Bidder shall submit on a monthly basis one (1) original itemized invoice for services rendered to the HPHA. All invoices shall reference the Contract number assigned to the Contract.

ii. The Successful Bidder shall submit monthly itemized invoices for payment, listing service dates, security officer names, and man-hours of security services rendered for the previous month.

iii. Separate invoices shall be submitted for special events, admin/judicial hearings and emergency services and may be paid through other means such as State purchase orders.

iv. Invoice for the month of June shall be submitted to the HPHA by the 20th of June for work performed for the period from June 1st to June 15th for payment processing in order to comply with the HPHA’s fiscal year-end close out processes. For work performed for the period from June 15th to June 30th, the invoice shall be submitted to the HPHA not later than July 15th for payment processing.

v. For final payment, the Successful Bidder must submit a valid tax clearance certificate.

G. Contract Monitoring & Remedies (Pg. 43)

1. Ongoing monitoring performed by the respective Officer-In-Charge and the Contract Administrator.

2. If the Successful Bidder fails, refuses, or neglects to perform the services in accordance with the IFB requirements, the HPHA reserves the right to purchase in the open market, a
corresponding quantity of services, and deduct from the Successful Bidder the costs from any monies due or that may thereafter become due to the Successful Bidder.

3. Liquidated damages is fixed at the sum of $50 for each calendar day that the Successful Bidder fails to perform in whole or in part any of its obligations under the resulting Contract in accordance with the terms of the General Conditions. See Attachment 9.

4. Damages caused by the Successful Bidder’s equipment or employees to existing utilities and structures, such as water lines, electric conduits, sewer lines, and buildings shall be repaired by the Successful Bidder.

IV. Section 3 – Bid Offer Form and Instructions (Pg. 46)

A. Bid offers shall be submitted using the Bid Offer Form prescribed in the IFB, see Attachment 2; re-created forms or other forms may be rejected and deemed non-responsive.

B. Bidders shall complete the Seal Bid Offer Form in its entirety. A written response is required for each item unless indicated otherwise.

C. No supplemental literature, brochures or other unsolicited information should be included in the bid packet. See Attachment 22 – Bid Submittal Checklist.

V. Section 4 – Bid Evaluation and Award (Pg. 49)

A. Bid offers received by the due date and time will be reviewed.

B. An award shall be made to the responsive and responsible bidder submitting the lowest Grand Total Bid Price on the Bid Offer Form. The Grand Total Bid Price is the sum of the 36-month Total Bid Prices for all properties to include roving patrol, special events, and administrative and/or judicial hearing hours as solicited.

C. To be considered a responsive bid and eligible for an award, the bidder shall submit a bid price for all line items listed, complete the Bid Offer Form in its entirety and conform to all requirements of the IFB.

D. In the event there are no responsive and responsible bid offers, the HPHA may use an alternative procurement method and may re-solicit for the services.

VI. Section 5 – Attachments (Pg. 50)

Please be sure to review all contents and attachments in the IFB. By submitting a bid offer, bidders warrant and represent that they have read and are familiar with the contractual and services requirements in the IFB.

VII. Closing/Questions

Reminders:
- Written questions due today, 10/1/2021
- Bid offers due by 2pm on Friday, 10/15/2021