August 31, 2021

TO: Interested Parties

FROM: Rick T. Sogawa
Procurement Officer

SUBJECT: Request for Proposals No. FMO-2021-23, Addendum No. 1
Online Tenant Payment Services

This Addendum No. 1 is to: 1) provide the Pre-Proposal Conference minutes conducted on August 25, 2021 and 2) amend the RFP timeline as follows:

**Part I – Pre-Proposal Conference Minutes:**

See attached Pre-Proposal Conference Minutes.

**Part II – Amendment to RFP:**

Article IV. Procurement Timeline on page 3 of the RFP is hereby amended to read as follows:

"IV. Procurement Timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>Scheduled Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public notice announcing RFP</td>
<td>Aug. 18, 2021</td>
</tr>
<tr>
<td>Distribution of proposal specs/proposal form</td>
<td>Aug. 18, 2021</td>
</tr>
<tr>
<td>Pre-Proposal Teleconference</td>
<td>Aug. 25, 2021</td>
</tr>
<tr>
<td>Deadline to submit written questions</td>
<td>Aug. 26, 2021</td>
</tr>
<tr>
<td><strong>State Response to Written Questions</strong></td>
<td><strong>Aug. 31, 2021 Sept. 9, 2021</strong></td>
</tr>
<tr>
<td>Proposal Submittal Deadline</td>
<td>Sept. 20, 2021; 4:00 p.m. HST</td>
</tr>
<tr>
<td>Proposal Evaluation</td>
<td>September/October 2021</td>
</tr>
<tr>
<td>Notice of Award</td>
<td>October 2021</td>
</tr>
<tr>
<td>Contract Execution</td>
<td>November 2021</td>
</tr>
<tr>
<td>Start of Services</td>
<td>December 1, 2021 or upon</td>
</tr>
<tr>
<td></td>
<td>issuance of a Notice to Proceed</td>
</tr>
</tbody>
</table>

The HPHA reserves the right to amend or revise the procurement timeline without prior written notice when it is in the best interest of the State."
August 31, 2021
RFP FMO-2020-23, Addendum No. 1
Page 2

All other terms and conditions of the RFP shall remain the same. Please contact Ms. Tammie Wong, RFP Coordinator, at (808) 832-6071 should you have any questions. Thank you.
Pre-Proposal Conference Minutes (MS Teams)
RFP FMO-2021-23
Provision of Online Tenant Payment Services
August 25, 2021
9:00 a.m. HST

I. Introduction

A. HPHA Staff Roles

1. Rick Sogawa – Procurement Officer
2. Tammie Wong – Contract Specialist/RFP Coordinator
3. Tiana Kobashigawa – Contract Specialist
4. Bennett Liu – Contract Administrator

B. Attendance at this conference is not required in order to submit a proposal.

II. Section 1 – Administrative Overview

A. Procurement Timeline

8/26/2021 - Written Questions Due to the HPHA
8/31/2021 - Written Responses to be issued by the HPHA via an addendum
9/20/2021 @ 4:00 p.m. HST – Proposal submittal deadline; proposals shall be sealed, identified with the RFP No., offeror’s legal name, business address, phone number and address it to the RFP Coordinator

- Must follow format as prescribed in Section 3 of RFP.
- Electronic submission of proposals shall not be accepted.

September/October 2021 – Proposal Evaluation, Best and Final Offer
October 2021 – Notice of Award
November 2021 – Contract Execution
December 1, 2021 or upon issuance the HPHA’s issuance of a Notice to Proceed (NTP)
The HPHA reserves the right to amend or revise the timetable without prior written notice.

B. RFP Amendments - HPHA reserves the right to amend the RFP at any time prior to the closing date.

C. Rejection of Proposals

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

2. Proposals offering terms and conditions contradictory to those included in the RFP may be rejected.

D. Notice of Award - issued to the highest ranked Offeror after proposal evaluation and verification that highest ranked Offeror demonstrates compliance with section 3-122-112, HAR, Responsibility of Offeror.
Successful Offeror will be required to enter into formal written Contracts with the HPHA. See Attachments 3 through 10 for Sample Contract.

E. Protests

1. Actual/prospective offeror 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.

III. Section 2 – Scope of Services

A. Qualifying Requirements

1. No outstanding debt owed to HPHA.

2. Furnish proof of compliance (section 3-122-112, HAR)

Prior to award of a Contract, furnish proof of compliance to include tax clearance, unemployment insurance, workers compensations, temporary disability insurance, prepaid health care and registered to do business in the State of Hawaii.

May utilize the Hawaii Compliance Express (HCE) to furnish proof of compliance. HCE requires a $12 annual subscription fee. Link to HCE provided on page 13 of RFP.

3. Business office where Offeror is accessible in person or via telephone calls during normal Hawaii State government business hours.

4. Indemnification clause: To defend, indemnify, and hold harmless the State of Hawaii, the HPHA, it’s elected and appointed officials, officers, and employees, from and against all liabilities arising out of or resulting from the acts or omissions of the Successful Offer or the Successful Offeror’s officers, employees, agents or subcontractors.

5. Insurance Requirements

a. Commercial General Liability with Personal Injury Liability: $1 mil per occurrence for bodily and personal property damage and $2 mil general aggregate; Personal injury liability limit of $1 mil per occurrence.

b. Auto Liability covering all owned, non-owned and hired autos: $1 mil bodily injury per person, $1 mil per accident and $1 mil property damage per accident; OR $2 mil combined single limit.

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

d. May use an umbrella policy in addition to the mandatory insurance policies to satisfy the minimum coverage limits (i.e. General Liability, Auto, and Workers Compensation) provided that the HPHA approves, and the umbrella policy follows the underlying coverage forms.
e. The State of Hawaii, HPHA shall be named as additional insured.

f. The HPHA is a self-insured State agency. The Successful Offeror’s insurance shall be the primary. Any insurance maintained by the HPHA shall apply in excess of and shall not contribute with insurance provided by the Successful Offeror.

B. Section 3 of the U.S. Housing Act of 1968

1. 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.

2. With all things being equal, commit to a hiring preference for low- and very-low persons, which includes advertising the vacancies to this population.

C. Administrative policies requirements listed on page 17 of RFP. Provide written documentation not later than 15 days after the notice to proceed that all staff are informed of the requirements and agree to comply with said policies.

D. Type of Contract

1. Sample Contract include General Conditions and Special conditions required of the Contractor. See Attachments 3 through 10.

2. Subcontracting or assignment of services require prior written approval of the HPHA.

3. Single contract award: Initial 12-Month Term; Maximum term of 60-months.

E. Scope of Services

1. Management Requirements

   a. Provide access to online payment system through a secured hyperlink on HPHA website.

   b. Set up and testing of the system beginning 12/1/2021 or upon the HPHA’s issuance of a Notice to Proceed and end not later than 12/27/2021.

   c. Online payment system shall:

      1) Be available to accept payments starting 12/28/2021
      2) Accessible to HPHA tenants statewide, 24/7
      3) Compatible with commonly used online platforms (web browsers and mobile devices)
      4) Allow for one-time payment authorization AND allow for recurring monthly automatic payment options; and
      5) Capable of accepting payments made from any U.S. financial institutions.

   d. Process payments via ACH.
e. Deposit payments collected into a designated HPHA bank account.

f. Provide training and technical support to HPHA Admin User(s) to utilize the functionalities of the online payment system efficiently for reporting and tenant account reconciliation purposes.

2. Administrative Requirements & Qualifications

a. Been in business for five (5) or more years with minimum two (2) years of experience in providing online payment services.

b. Treat all applications and personal information as confidential and maintain information in a secured location.

c. Designate a Management Representative who will be the contract person and responsible for oversight of the online payment services and ensure Contract performance.

3. Payment

a. Requirements for advance payment must conform to the common business practice for making such payments as determined by the HPHA and in accordance with section 40-57, HRS.

b. 30-day payment period for all invoices.

c. Invoices shall be itemized.

IV. Section 3 – Proposal Forms and Instructions

A. General Instructions

1. Submission of a proposal shall constitute the Offeror’s indisputable representation of compliance with every requirement of the RFP.

2. Submit one (1) original proposal marked “ORIGINAL” and four (4) copies of the proposal marked “COPY”, and an electronic copy of the proposal on an USB drive.

3. Proposals shall be submitted in the prescribed format outlined in the RFP.

B. Proposal forms and proposal application instruction provided on Pages 27 thru 30. Proposal Submittal Checklist; see Attachment 14.

V. Section 4 – Proposal Evaluation and Award

A. All proposals received will be reviewed for overall compliance with RFP requirements and evaluated by Evaluation Committee.

B. Evaluation criteria and assigned scores provided on page 31, total possible is 100 points.
C. Award will be made to the responsive and responsible offeror whose proposal conforms to the solicitation and determined to be most advantageous to the HPHA with consideration to price and other evaluation criteria set forth in the RFP.

D. If there is only one responsible offeror submitting an acceptable proposal, an award may be made to the single offeror, rejected and a new request for proposals may be solicited if certain conditions are not met; the proposed RFP cancelled, or an alternative procurement method may be conducted pursuant to chapter 3-122-59, HAR.

E. The HPHA reserves the right to award a Contract on the basis of the initial offers received without discussion.

VI. Section 5 – Attachments

VII. Closing/Reminders

- 8/26/2021 – Written Questions Due
- 8/30/2021 – Response to Written Questions
- 9/20/2021 4pm – Proposal Deadline