

**HAWAII CONVENTION CENTER  
CONTRACT LABOR SERVICES  
RFP No. 2022-1  
QUESTIONS AND ANSWERS**

1. Section 2.5 “The work week will be based upon a Saturday – Friday schedule.” We have always been working with a Sunday – Saturday schedule. Can we keep the work week “as is”?  
Yes, we would be able to keep the work week as Sunday – Saturday.

2. “Required Regular Hourly Rate of Pay” on the rate cards. Are these minimum pay rates or can we pay the employees more?  
The Required Regular Hourly Rate of pay is the required employee hourly rate of pay maximum.

3. Thought the contract only goes through July 30, 2023, is there a plan on increasing the labor budget for July 2023-2024?  
The Base Period of the contract labor services contract(s) will go through June 30, 2023. Labor budgets will be evaluated each fiscal year thereafter.

4. Does your legal team ever accept proposed changes, or is the contract set in stone?  
Bidders should highlight any contract term deviations and/or proposed changes.

5. Some of these questions may elicit answers that create more questions or require additional clarification. Will there be a chance to address those?  
The Question and Answer period expires on June 24, 2022. Bidders may highlight that their response is based upon an assumption and state the assumption for clarification.

6. The scope includes Janitorial, Landscaping, Setup & Dock, and Security, but I only saw volume requirements for Janitorial. Is this RFP just Janitorial for now?  
The scope of this RFP is for Janitorial, Landscaping, Setup & Dock and Security services. Volume requirements are listed on separate tabs in the excel Appendix B Mandatory Hourly Rates and Proposal Form Rate Card.

7. I read that the vendor provides uniforms for employees. What are the costs?  
The current cost of a uniform shirt for an employee is \$30. The cost of the uniform may be subject to change.

8. What additional PPE would be required for the positions?  
HCC will provide PPE when necessary for the positions.

9. Is there a holiday pay rate?

We will pay a holiday pay rate at time and a half for hours worked on the holiday.

10. Was the parking free for any contract employees/vendor reps?

Yes

11. Is there historical data that shows what volume was like for primary and secondary vendor utilization?

2019 primary vendor spend as follows:

Housekeeping \$580,000  
 Landscaping \$0  
 Facilities \$562,000  
 Security \$291,400

No secondary vendors were used in 2019.

12. Are current service rates by existing vendors available for review?

Yes. The current service rates are as follows:

Category of Labor	Contractor's Regular Hourly Bill Rate*
Janitor I	\$23.45
Janitor II	\$23.85
Janitor III	\$21.66
Housekeeping Lead	\$24.65
Landscape Worker	\$20.83

  

Category of Labor	Contractor's Regular Hourly Bill Rate*
Convention Services Officer	\$25.00
Traffic Control	\$21.66
Parking Cashiers	\$25.00
Elevator Operator	\$21.66
Event Security	\$25.00
Event Monitor	\$21.66

  

Facilities Lead I	\$24.22/\$24.40
Facilities Lead II	\$22.22/\$22.40

13. What was the previous volume for secondary vendors, and how often were they utilized?  
Due to recent staffing shortages, HCC implemented the use of secondary vendors. We do expect staffing shortages to continue in the future, thus the need for multiple vendors.

14. Since the primary vendor has a minimum of 25 people working daily, does that mean that a representative is there every day, and sometimes multiple times in a day?  
Please reference Section 2.6 in the RFP.

15. On average, how many times in a month is the primary and secondary vendor onsite?  
The vendors are on-site based on the labor calls.

16. When a staffing rep is onsite for employee reporting, how long are they usually there?  
Please reference Section 2.6 in the RFP.

17. With minimum wage increasing to \$12/hr. in October 2022, is there a plan to align the pay rate, i.e., percentage, dollar amount, etc.? Currently the wages are 51%-58% above min. wage, in October they'll drop to 27%-33% above min. wage.

Min Wage	Janitor 1	Janitor 2	HK Lead
	\$ 15.25	\$ 15.50	\$ 16.00
\$ 10.10	151%	153%	158%
\$ 12.00	127%	129%	133%

No

18. Could you please provide an example of cleaning at 6' above floor level, e.g., using a 6' ladder to clean a light fixture at 8', etc.  
Using a ladder or lift to clean any surface that is above 6' above the floor.

19. Is there any possibility of overnight work?  
Yes

20. Are lockers available for contract employees?  
Yes

21. Is there an adjudication matrix for background checks?  
No, however vendors should evaluate pre-employment testing (background checks and drug screenings) in accordance with all federal and state regulations.
22. If the current primary vendor is replaced, are the current contract employees replaced, or transferred to the new primary vendor?  
Contract employees are given the opportunity to transfer to the new primary vendor.
23. I recall hearing that missing cash from parking booth cashiers is the responsibility of the vendor agency. Could this please be clarified?  
This will not be the responsibility of the vendor agency, however, missing cash should result in vendor agency disciplinary action up and to and including termination.
24. In the Health and Safety Procedures document on page 4, section III it reads - The contractor MUST appoint a responsible person to coordinate and ensure all safety measures and MUST be present at the project site at all times. Does this apply to staffing vendors?  
The contractor must appoint a responsible person to coordinate and ensure all safety measures, and, the contractor is responsible for providing adequate orientation, supervision and training of all employees working at HCC to ensure they fully understand their job description. This may involve a representative being on-site more than what is noted in Sections 2.6 and 2.11.
25. Does the staffing vendor perform the 1-2 hour orientation? Is this done for every single new contract employee assigned to the position?  
Please reference Section 2.11 in the RFP. It can be scheduled accordingly.
26. 2.11 Orientation Supervision and Training – I cut this from the document. “For Housekeeping services, Manager also requires that the Contractor provide two 4-hour training sessions, scheduled on two separate days. This training is to be conducted by Manager.” When are these trainings?  
Prior to the start of employees first scheduled shift of work.
27. Is this for every new person being assigned?  
Yes. It can be scheduled accordingly.
28. Does this apply to headcount surges for big events?  
Yes.

29. Is the staffing vendor responsible for paying the attendees?

Please reference Section 2.11 in the RFP. For Housekeeping and Facilities, the staffing vendor is responsible for paying attendees for the minimum 1-2 hour orientation and the first 4 hour training.

30. For Facilities services, Manager also requires that the Contractor provide one 4-hour training session. This training is to be conducted by Manager. Manager is not responsible for compensating the Contractor for any expenses related to these trainings, with the exception of the second 4-hour training conducted by Manager for Housekeeping services. Manager also requires that the successful proposer provide any training that directly affects the employee's job as required and described in job descriptions in Appendix A. Is the staffing agency responsible for training everyone?

Please reference Section 2.11 in the RFP. For Facilities services, the staffing vendor is responsible for conducting the minimum 1-2 hour orientation. The Manager (HCC) is responsible for conducting the 4 hour training. The staffing vendor is responsible for paying attendees for these trainings.

The "training that directly affects the employee's job as required"; an example is forklift training. The Manager will coordinate the training, the staffing vendor is responsible for paying the company conducting the training and attendees for these trainings.

31. Since a staffing agency's representative is not always onsite, what is the expectation for supervision and training?

Please reference Section 2.11 in the RFP. The staffing vendor is responsible for providing adequate orientation, supervision and training of all employees working at HCC to ensure they fully understand their job description. This may involve a representative being on-site more than what is noted in Sections 2.6 and 2.11.