

**REQUEST FOR PROPOSALS  
FOR  
EVENT AUDIO VISUAL SERVICE PROVIDER**

**RFP No. 2025-7**

**HONOLULU, HAWAII**

**MARCH 2025**

**Proposal Due Date: May 7, 2025**

**For Information, Contact Noelle Liew,  
Manager's Contracting Officer  
at [hccrfp@hccasm.com](mailto:hccrfp@hccasm.com)**

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## NOTICE TO OFFERORS

AEG Management HCC, LLC, a wholly owned subsidiary of ASM Global (“Manager”) is requesting proposals (“Proposals”) from qualified companies (“Offerors/Contractors”) for event audio visual services at the Hawai’i Convention Center (“HCC”).

Thank you for your interest in submitting a proposal for this solicitation. The purpose of this request for proposals is to identify and select the best qualified provider(s) that will provide superior services to meet the scope of services at competitive rates. The rationale for this request for proposals (“RFP”) is to promote and ensure the fairest, most efficient means to obtain the benefits of the most qualified responsive and responsible proposal. In order for the Manager to evaluate your proposal in a timely manner, please follow the instructions presented in each section of this document.

This RFP does not commit Manager to award a contract, nor to pay any costs incurred in the preparation and submission of Proposals in anticipation of a contract. Manager also reserves the right to unilaterally cancel this solicitation at any time without any liability.

Forms and information are available by contacting:

Contracting Officer – Noelle Liew  
AEG Management HCC, LLC/HCC  
1801 Kalakaua Avenue  
Honolulu, Hawaii 96815  
Email: [hccrfp@hccasm.com](mailto:hccrfp@hccasm.com)

Offerors should carefully read the entire RFP documents. Proposals must comply with all instructions herein provided. Interested parties should email the Contracting Officer (as defined in Section 1.2 below) at [hccrfp@hccasm.com](mailto:hccrfp@hccasm.com) to register by **April 11, 2025**.

Written questions regarding this RFP may be submitted via email to [hccrfp@hccasm.com](mailto:hccrfp@hccasm.com) by **4:00 p.m. Hawaii Standard Time (“HST”) on April 18, 2025**.

Offerors must submit their complete proposal no later than **4:00 p.m., HST, on May 7, 2025** via email to [hccrfp@hccasm.com](mailto:hccrfp@hccasm.com).

## SECTION 1 - GENERAL INSTRUCTIONS TO OFFERORS

### 1.1 DEADLINE FOR PROPOSALS

Proposals **MUST** be submitted via email to [hccrfp@hccasm.com](mailto:hccrfp@hccasm.com) no later than **4:00 p.m., HST, on May 7, 2025.**

**Facsimile proposals are not acceptable.**

**Proper delivery of the proposal is the sole responsibility of the Offeror.**

### 1.2 CONTRACTING OFFICER

The Contracting Officer is responsible for administrating/facilitating all requirements of the RFP solicitation process. The Contracting Officer will also be responsible for "contractual actions" throughout the term of the contract. The Contracting Officer is:

Contracting Officer -- Noelle Liew  
AEG Management HCC, LLC/HCC  
1801 Kalakaua Avenue  
Honolulu, HI 96815  
[hccrfp@hccasm.com](mailto:hccrfp@hccasm.com)

The Contracting Officer shall be the primary point of contact for procurement and contract-related issues.

### 1.3 COMPANY OVERVIEW

ASM Global is the world's leading venue management and services company. The company was formed by the combination of AEG Facilities and SMG, global leaders in venue and event strategy and management. The company's elite venue network spans five continents, with a portfolio of more than 300 of the world's most prestigious arenas, stadiums, convention and exhibition centers, and performing arts venues. For more information, please visit [www.asmglobal.com](http://www.asmglobal.com).

#### **Facility Overview**

The HCC opened to the public in June 1998 and is used for a variety of events, including conventions, trade shows, public shows, meetings and sporting events. The HCC offers approximately 350,000 square feet of rentable space, including 51 meeting rooms.

AEG Management HCC, LLC, a part of the ASM Global collection of companies, is the manager of the HCC pursuant to a Contract for Professional Services effective as of January 1, 2014, as may have been amended, with the Hawai'i Tourism Authority ("HTA"), a duly organized authority of the State of Hawai'i (the "State").

For more information on Manager, please visit [www.meethawaii.com/convention-center](http://www.meethawaii.com/convention-center)



**1.4 PROCUREMENT TIMETABLE and SIGNIFICANT DEADLINES**

The timetable set out herein represents Manager's best estimate of the schedule that will be followed in the RFP process. If an activity of the timetable, such as "Proposal Due Date for Receipt of Proposals" is delayed, the rest of the timetable dates may be shifted by the same number of days. Offerors will be advised, by addendum to the RFP, of any changes to the proposed timetable.

<u>Activity</u>	<u>Scheduled Date</u>
RFP Issued .....	March 31, 2025
Register Date .....	April 11, 2025
Pre-Proposal Conference/Site Visit (Mandatory).....	April 14, 2025, 10:00 a.m. HST
Closing Date for Receipt of Questions.....	April 18, 2025, 4:00 p.m. HST
Manager's Response to Offeror's Questions.....	April 25, 2025
Proposal Due Date.....	May 7, 2025, 4:00 p.m. HST
Proposal Negotiations/Presentations (If necessary).....	May 23, 2025
Best and Final Offers (if necessary) .....	May 30, 2025
Contractor Selection/Award of Contract (tentative).....	June 2025
Contract Execution Date (tentative).....	June 2025
Contract Tentative Commencement Date (tentative).....	July 1, 2025

**1.5 PRE-PROPOSAL CONFERENCE/SITE VISIT (Mandatory)**

A mandatory pre-proposal conference – site visit will be held on **April 14, 2025 from 10:00 a.m. HST** at the HCC. The purpose of the conference is to review Manager's requirements; answer questions pertaining to the RFP; and, provide additional information that may assist in the preparation of proposals. Additionally, an escorted "familiarization tour" of the HCC will be conducted for interested Offerors.

Pre-Proposal Conference proceedings will not be formally documented unless changes in the RFP are required. RFP changes will be implemented by issuing an Addendum (to the RFP). Addenda will be provided to all Offerors registered to receive the RFP. The proceedings, at Manager's option, may be audio and/or videotaped by Manager. Attendees cannot audio and/or videotape the proceeding.

Offerors interested in attending the conference should contact the Contracting Officer. Attendees are to check-in at the HCC Lobby street level of the HCC and await further direction. Costs relating to attendance at the Pre-Proposal Conference/Site Visit shall be the responsibility of the attendee and shall not be reimbursed by Manager.

The conference shall be cancelled at the election of Manager if no or little interest in conference participation is received.

## **1.6 SUBMISSION OF QUESTIONS**

Offerors are encouraged to submit written questions pertaining to the RFP. Impromptu (unwritten questions) are permitted and verbal answers will be provided at the Pre-Proposal Conference and other occasions but are only intended as general direction and will not represent official Manager position.

Questions must be submitted in writing via email. All relevant written questions will receive an official written response from Manager and become addendums to the RFP. The only official position of Manager is that which is stated in writing and issued in the RFP as addenda thereto. No other means of communication, whether oral or written, shall be construed as a formal or official response/statement and may not be relied upon.

## **1.7 SOLICITATION REVIEW**

Offerors should carefully review this solicitation for defects and questionable or objectionable matter. Comments concerning defects and questionable or objectionable matter must be made in writing and should be received by the Contracting Officer by **4:00 p.m., HST, on April 18, 2025**. This will allow issuance of any necessary amendments to the RFP. It will also assist in preventing the opening of proposals upon which award may not be made due to a defective solicitation package. Offerors may not raise any issues with the contents of the RFP after Proposals have been submitted.

## **1.8 RFP AMENDMENTS AND ADDENDA**

Manager reserves the right to amend the RFP any time prior to the ending date for proposal review/evaluation period. Such changes shall come in the form of amendments or Addenda.

## **1.9 CANCELLATION OF RFP**

The RFP may be unilaterally canceled by Manager at any time if such cancellation is determined by HCC in its sole discretion to be in the best interests of Manager.

## **1.10 CONDITIONS AND LIMITATIONS**

The proposal and any information made a part of the proposal will become part of HCC's official files without obligation on Manager's or HCC's part to return them to the original Offeror(s).

This RFP and the selected Offeror's response will, by reference, become part of the formal Contract between Manager and the selected Offeror resulting from this solicitation.

Offeror(s) shall not offer any gratuities, favors, or anything of monetary value to any official or employee of Manager or the State for the purpose of influencing consideration of a proposal.

## **1.11 RULES OF CONTACT AND COMMUNICATIONS**

As stated in Section 1.2, the Contracting Officer shall be the primary point of contact for procurement and work-related issues throughout the term of the contract. Contact with Manager officials, employees, or representatives concerning this RFP while the solicitation process is in progress, except as expressly required or permitted by these General Instructions, the RFP Documents, or other instruction from Manager may result in disqualification. The solicitation process begins when the RFP is issued and will be completed with the award of the contract. Any contact determined to be improper, at the sole discretion of Manager, may result in disqualification.

## SECTION 2 – SCOPE OF SERVICES

### 2.1 SCOPE OF SERVICES

As part of its ongoing commitment to enhancing customer service, the Company is seeking proposals from qualified and experienced audio-visual providers for event-related audio and visual services. The selected provider will collaborate with event organizers to provision all audio and visual services at the HCC. Responsibilities will include designing, deploying, and support services, as well as invoicing clients and users. Additionally, the provider will manage, maintain, and upgrade audio-visual equipment and inventory that supports event services. The provider shall be responsible for all costs associated with delivering these services. Unless otherwise noted, all costs associated with this scope of service shall be borne by the Contractor.

The Contractor shall be responsible for delivering state-of-the-art technology and services to the Facility's clients, visitors, users, exhibitors, and permanent tenants (collectively, "Service Users"). These services shall include audio-visual services in accordance with the demands of the current convention center environment. The Contractor shall provide AV services, including the necessary equipment, set-up, operation, and dismantling. The Contractor shall be a Preferred Provider of these services at the HCC. If a client brings in their own audio video broadcast & production service provider, there will be no compensation to the Preferred Provider.

#### A. General Scope of Services

The Contractor shall have the obligation to provide all labor, materials, equipment, supervision, and other necessary elements to furnish audio-visual services to the HCC's Service Users. This includes, but is not limited to, the provision of video equipment, including tape playback and monitors, as well as the recording of both audio and video sessions. The Contractor will also be responsible for the provision of audio equipment, including setup, operation, and maintenance, as well as theatrical lighting for productions, ensuring proper setup, operation, and adjustments as needed. Additionally, the Contractor shall provide data projection and similar equipment to support event presentations and ensure full functionality. Audio enhancement services, including the operation of in-house audio systems, will also be provided by the Contractor. Provision of computers and printers for event support will be included as necessary. Podium spotting will be required, even if an external AV provider is contracted for the event. The Contractor shall ensure that all solutions provided are commercially viable and meet the needs of both the HCC and its event clients, offering high-quality service, timely support, and professional execution at all times.

#### B. Preferred Provider Status

The Company shall designate the Contractor as the "Preferred Audio-Visual Provider" for all audio-visual services, including but not limited to, video and audio equipment, theatrical lighting, data projection, and audio enhancement services at the HCC. The Contractor shall own and maintain audio-visual equipment necessary for these services. While the Contractor will be a preferred provider, clients will still have the option to choose other providers if desired. The Contractor shall prohibit third-party vendors from accessing or utilizing the HCC's audio-visual infrastructure, equipment, or systems without prior approval from the Company. Additionally, the Company shall grant the Contractor preferred rights to utilize the audio-visual systems and equipment within the facilities. The Company shall allow the Contractor to place marketing materials in approved location(s) promoting its preferred audio-visual services within the HCC.

Such marketing materials shall be subject to approval by the Company, which approval shall not be unreasonably withheld.

### **C. Complimentary Services**

The Contractor shall provide complimentary equipment and labor for HCC meetings, HTA monthly board meetings, and HTA sub-committee meetings located within the executive boardrooms. HTA meetings, conferences, and partner events that occur outside of the executive boardrooms may be billed at a courtesy discount.

### **D. Staffing Requirements**

The Contractor shall employ sufficient qualified personnel to market, sell, implement, and support services for Service Users. Staff shall be scheduled to meet event demands and must be available during all contracted event days, including weekends and holidays. Normal business hours for staffing shall be 8:00 a.m. - 5:00 p.m., Monday through Friday.

### **E. Service Standards**

The Contractor shall submit to the Company service standards which they shall uphold to the highest degree. These standards shall align with duty of care, customer service, and the "aloha" spirit.

### **F. Audio-Visual Service Rates**

The Contractor shall provide proposed service rates that support both offshore and local accounts. The structure of the proposed service rates may be tiered to at a minimum cover the following:

Offshore business, citywide events, building-wide events, and similar functions.

Local business, with flexible pricing and/or discounting to support and retain local clients.

### **G. Technical Scope of Services**

1. Contractor shall install, maintain, service, operate, and troubleshoot event-related AV services, at its sole expense, at the HCC. All costs associated with such installation and maintenance shall be the responsibility of Contractor. The contractor will be responsible for coordination of requirements, installation and management of AV services in relation to provisioning services.
2. Provide 24-hour technical support for all rented equipment.
3. Provide quality sales effort and collateral materials for HCC users at no additional cost.
4. Maintain a list of rates for services and equipment rental; any price changes require advance notification to HCC.
5. Submit any suggested repairs or replacements of in-house systems for consideration. Company and/or the State shall be responsible for the cost of major repairs and replacement parts for in-house AV system.

6. Provide training regarding HCC audio-visual systems to other AV service providers permitted to operate in the facility.
7. Provide pre-printed order forms/contracts for HCC users.
8. CONTRACTOR must use equipment, systems and services that are compliant with section 889 of the National Defense Authorization Act.
9. Maintain a minimum inventory of high-quality equipment of \$250,000 with resources to upgrade accordingly based on need and demand.
10. Provide an inventory list at a minimum annually, including make, model, and year purchased, to HCC.
11. Yearly evaluation between contractor and HCC, and as requested.

#### **H. Administrative and Technical Support**

1. A minimum of one representative must be available to attend client site visits, weekly event briefings, and event pre-convention meetings.
2. Provide onsite support/technician during all move-in and show hours.
3. Maintain a detailed written trouble ticket system for each event.
4. Propose ideas for the technology outlook and direction anticipated over the next several years that can be implemented in the HCC. Communicate any problems or disruptions to the HCC within 30 minutes of problem/disruption discovery.
5. Provide sales effort and collateral materials for users of the HCC at no additional cost.
6. Cooperate, in a commercially reasonable manner, with other technical service providers which are permitted to operate in the HCC.
7. Employees working at the HCC must be able to speak, write and have a working understanding of the English language and will use commercially reasonable efforts to communicate with clients that do not speak or understand English.
8. For tenants at HCC, Contractor shall provide AV related services at mutually agreed to pricing with HCC in writing. Contractor shall invoice monthly and collect and retain all monies for its billable Services provided to permanent tenants.

#### **I. Requirements**

1. Report directly to the assigned staff at the HCC. One single point of contact must be designated for overall account, and one for each event show ("**Point of Contact**").
2. Check in with each client prior to and during the show to ensure the AV equipment is working properly for the client as well as provide contact information for the help desk.
3. Show equipment must be designed by a qualified technician.
4. Upon request of the Company, Contractor shall discuss with Company the engineering and design plans used to provide the Services.
5. Provide procedures for introduction of Services to client, ensuring that the equipment is correctly configured and compatible with the client's equipment as necessary.



6. Maintain a customer billing and tracking system that is accessible by assigned staff at HCC.
7. Maintain a system performance tracking system that is accessible by assigned staff at HCC.
8. Periodic review meetings with the Point of Contact.
9. Current and any future products, service offerings and pricing shall be based on economic viability and driven by market necessity. All pricing and services will be submitted to HCC for approval, which approval shall not be unreasonably withheld.
10. Contractor shall be responsible for maintaining all equipment pertaining to provisioning event services, licensing fees and replacement parts associated with normal wear and tear.
11. Contractor will provide all tools, proprietary software, computers, etc., necessary to deliver the agreed upon Services.
12. Contractor will be responsible for the delivery of all AV services to users of the HCC. That includes maintenance, sales and marketing programs, and billing and collections.
13. The Contractor shall be responsible for the delivery, maintenance, sales, marketing, billing, and collections related to AV services at HCC.
14. The Contractor must use equipment, systems and services that are compliant with section 889 of the National Defense Authorization Act.

#### **J. Compensation Proposal**

A compensation/commission schedule shall be proposed by Contractor in the Appendix A - Rate Card.

#### **K. Financial Reporting; Payment to Company**

No later than the 5th day of each month, a report of the prior month's Revenues and Commission due to the Company shall be provided to the Company's Director of Finance. The Commission payment for the month shall be made to the HCC by the end of the following month.

#### **L. Capital Investment**

In addition to the above services, the Contractor shall commit to capital investments to enhance the facilities offerings to clients as determined by the Facility Manager. These improvements shall be executed at the Contractor's sole expense and in accordance with terms set forth by the Facility Manager. Additional improvements proposed by the Contractor may be considered for review.

#### **Project Scope**

The Contractor shall upgrade aspects of their audio-visual inventory to align with State-of-the-Art AV technology. At a minimum, this project includes the installation of advanced AV equipment, systems, and technologies to enhance the functionality of the HCC. The Contractor shall supply all additional equipment necessary for the project, including but not limited to AV racks, mounting systems, control panels, audio and video devices, cables, connectors, and related infrastructure. The Contractor shall be responsible for the installation, configuration, servicing, and ongoing management of these systems and technologies. It will be the Contractor's responsibility to maintain an up-to-date inventory of all equipment, ensuring maximum functionality and

performance at all times. The Hawaii Convention Center requires the completion of this project by October 31st, 2026. The facilities event and project calendar shall be considered when scheduling work, and any scheduled work must be approved by the Company prior to commencement.

### **Digital Display Lecterns Requirements**

The Contractor shall replace the existing HCC lectern inventory on a one-to-one (1:1) basis with high-quality digital display lecterns. The new lecterns must incorporate integrated audio and visual capabilities to support a variety of event needs. The Contractor shall ensure that its technicians are fully trained and proficient in the setup, deployment, and troubleshooting of the digital display lecterns. The Contractor is responsible for configuring and maintaining the units on an event-by-event basis to ensure seamless operation. Additionally, the Contractor may rent the digital display lecterns to events that do not utilize the Contractor's audiovisual (AV) services. Any revenue generated from such rentals shall be subject to the revenue-sharing model outlined in this agreement. HCC's current lectern inventory consists of fifty-five (55) units. Final approval of the make and model of the upgraded technology must be provided by the HCC.

### **LED Wall Technology Requirements**

The Contractor shall facilitate the transition from traditional projector-based display systems to high-quality LED wall technology throughout the Hawaii Convention Center (HCC). This upgrade is intended to enhance the visual experience for events by providing superior image clarity, brightness, and reliability compared to conventional projection systems. The Contractor shall propose and implement a phased replacement plan that ensures seamless integration of LED walls into HCC's event spaces. The selected LED wall technology must be of commercial-grade quality, offering high resolution, scalability, and flexibility to accommodate various event configurations. The Contractor shall be responsible for the installation, maintenance, and ongoing support of the LED walls. Technicians must be fully trained in the proper deployment, calibration, and troubleshooting of the equipment. The Contractor shall also ensure that the LED walls are configured appropriately on an event-by-event basis to meet the specific needs of clients. Additionally, the Contractor may offer LED wall rentals to events that do not utilize the Contractor's full AV services. Any revenue generated from such rentals shall be subject to the revenue-sharing model outlined in this agreement. HCC seeks to modernize its display technology to remain competitive in the convention and event industry. The Contractor is expected to provide recommendations on the latest advancements in LED technology and ensure that the deployed systems align with industry best practices and emerging trends. Final approval of the replacement plan must be provided by the HCC.

## **2.2 USE OF SUPPLIES AND EQUIPMENT**

The HCC is a facility that contains material, furniture and equipment that the Contractor may not be familiar with. To maintain the validity of warranties and to ensure proper care of the facility, furnishings, and equipment, the Contractor shall seek pre-approval before any use of HCC supplies and equipment.

Contractor employees are responsible to notify Manager's Point of Contact of any damages to materials, furnishings and equipment noticed during their shift.



## **2.3 WORK CONDUCT**

Contractor and its employees are expected to conduct themselves in a responsible and professional manner that is lawful, reflects good judgment and the needs of the business environment. Unlawful behavior or demonstration of acts that interfere with the efficient operation of business or detracts from the Company's reputation or welfare is prohibited.

## **2.4 WORK PERFORMANCE**

The Contractor shall be solely responsible for the satisfactory completion and quality of all work performed as determined by Manager.

- a. All work and services must comply with All applicable City and County, State, and Federal rules, regulations, codes, and guidelines.
- b. Manager will hold the Contractor liable for all the acts of its employees and/or company representatives which shall also include any form of damage to any property on, about or within the HCC.
- c. Contractor shall ensure compliance with the HCC Health & Safety Procedures provided as Appendix E.
- d. Contractor agrees to remove any of its employees from services rendered, and to be rendered, to Manager, upon written request by Manager. Manager reserves the right to ask the Contractor to remove and replace any employee who conducts himself or herself in a manner detrimental to the operation of the HCC. Such conduct would include, but is not limited to, inappropriate behavior toward clients or staff of the HCC, consuming alcoholic beverages on the premises, taking of unauthorized HCC or client property from premises and unauthorized or illegal activity.
- e. Once the contract is awarded, the Contractor shall communicate directly with Manager's Point of Contact and Contractor shall cooperate fully with Manager's Point of Contact in every way.
- f. When a disagreement arises between the Contractor and Manager in regard to work performance of specific service requirements within the contract specifications, the directives of Manager shall prevail. Contractor's failure to comply with Manager's directives shall be deemed cause for corrective action and subject to contractual remedies.
- g. The Contractor shall immediately notify Manager's Point of Contact regarding any damages and defects caused by negligence of the Contractor or its employees.
- h. Contractor Meetings. The Contractor is required to attend HCC Contractor meetings. A minimum of one company representative must sign-in for attendance. Notification of the meeting schedule will be sent via email to the Contractor.

- i. Emergency Policies and Procedures. The Contractor is required to submit Emergency Policies and Procedures that may affect order fulfillment (i.e., hurricane, tsunami, etc.). The Contractor is responsible for notifying Manager's Point of Contact if a labor order is not able to be fulfilled.

## **2.5 SAFE PERFORMANCE OF WORK**

- a. The Contractor shall exercise care and shall provide all necessary protection to prevent injury and/or damage.
- b. The Contractor shall be required to protect the occupants and the general public from any unsafe conditions during the performance of services and/or as a result of the services.
- c. The Hawaii Occupational Safety and Health Law, Chapter 396, Hawaii Revised Statutes, effective May 16, 1972, as amended, is applicable and made a part of this solicitation by reference. The Contractor shall carefully read and strictly comply with its requirements.
- d. The Contractor shall comply with all OSHA (Occupational Safety and Health Administration) and HIOSH (Hawai'i Occupational Safety and Health Division all Occupational Safety and Health) including any required reporting. This includes, but may not be limited to, OSHA 300 and 300A. All OSHA 300A Reports shall include The Contractor employees who were on assignment at the HCC during a respective calendar year. The Contractor is required to post the OSHA 300A, at the HCC, each year on February 1<sup>st</sup> and then remove it April 30<sup>th</sup> . The OSHA 300A summary must be displayed in a common area wherever notices to employees are usually posted

## **2.6 ORIENTATION, SUPERVISION AND TRAINING**

The Contractor is responsible for providing adequate orientation, supervision and training of all employees working at the HCC to ensure they fully understand their responsibilities. Manager will require that the Contractor conduct a minimum 1 hour, 2-hour maximum orientation session for new employees to be held at the Center. All employees must be familiar with the layout of HCC and Appendix E – HCC Health and Safety Procedures after this orientation. Manager or a Manager's representative may attend all or part of any training.

Manager also requires that the Contractor provide any training that directly affects the employee's job as required and described in the Scope of Services.

Manager's representative may attend all or part of any training.

## **2.7 IDENTIFICATION**

Contractor is required to maintain a photo of their employees and company representatives.

## **2.8 KEY ISSUANCE**

All employees are required to sign-out an access cards keys and equipment keys at Security Base. Employees will be required to submit their personal identification card (driver's license, State ID card), which will be returned when the keys are returned at the end of their use or shift.

## **2.9 MANDATORY CLEARANCES**

The Contractor will be responsible for a felony and misdemeanor criminal record clearance and drug-screening test for all employees prior to assignment at HCC. The drug-screening test shall be for Marijuana, Cocaine, Amphetamines, Opiates, Propoxyphene, PCP, Barbiturates, Benzodiazepines and Methadone. The Contractor shall also ensure that all employees possess all necessary medical clearances, training and/or licenses that may be required by federal, state and municipal laws, rules, ordinances or regulations. The Contractor is responsible for the cost of such mandatory clearances. The Contractor agrees to conduct such mandatory clearances in compliance with any and all applicable Federal and State laws.

## **2.10 PERFORMANCE AND DISCIPLINE**

The performance of Contractor employees who serve HCC clients reflects directly upon the HCC. The Contractor is to conduct periodic employee evaluations. If Contractor employee behaves improperly or are not properly attired or groomed, Manager will require that the Contractor discipline the employee. Contractor must communicate with HCC Human Resources to discuss specific situations and provide immediate follow-up when such instances occur. In some cases, it may be necessary for the Contractor to remove the employee from the facility as described in Section 2.9.d.

## **2.11 MANAGER RESPONSIBILITIES**

Manager may provide the Contractor the following:

- Monthly parking at a nominal charge
- Office space at a nominal charge

Any charges owed to Manager will be offset against any payments for services due to Contractor if not paid within thirty (30) days.

## **2.12 PERFORMANCE START DATE**

The start of performance under the contract shall be immediately upon execution of the contract (the "Performance Start Date").

The Contractor shall NOT begin work before the Performance State Date without written approval. Should the Contractor begin work, including the purchase of materials and supplies, before the Performance Start Date, any work performed and any materials and supplies purchased in advance of the Performance Start Date will be considered as having been done by the Contractor at his volition and at his risk.

## **2.13 TERM OF CONTRACT**

The term of the contract shall be as follows:

- **Base Period**

July 1, 2025 through June 30, 2030

- **Option Period** (if exercised by the Company)

July 1, 2030 – June 30, 2035

Options may be exercised solely at the option of the Company.

## **2.14 EXERCISE OF OPTION**

During the final 90-day period of the base period and at similar times prior to the expiration of each option period (if exercised), the Company will review the overall performance of the Contractor. This agreement, at the Company's option, will default to a month-to-month status until the Company extends, cancels or exercises its option.

## **2.15 INSURANCE**

The successful Offeror shall be required to obtain and maintain insurance coverage continuously during the term of the agreement, as provided in the anticipated contract document, included in Appendix B. The successful Offeror shall be solely responsible for the cost of insurance. Such coverage shall be obtained from an insurance company licensed and authorized to do business in the State of Hawaii. The successful Offeror must furnish a Certificate of Insurance with proper named additional insured parties as provided in the anticipated contract document, included in Appendix B, prior to contract execution.

Proof of insurance coverage shall be provided to the Manager as part of the RFP documents.

## **2.16 RESERVATION OF RIGHTS**

Manager reserves the right to reduce, amend, or expand the Scope of Services as provided herein.

## **2.17 FORM OF CONTRACT AND PRECEDENCE OF DOCUMENTS**

A sample form of the Agreement for Goods and Services for this project is provided as Appendix B. The order of precedence for the Contract Documents shall be as follows: (1) Contract, (2) Special Conditions, (3) General Conditions, (4) this RFP, including all addenda, attachments and amendments, and (5) the Contractor's Proposal, including the BAFO if required and/or submitted.

## **2.18 GENERAL TERMS AND CONDITIONS**

At all times, the Contractor shall comply with the General Terms and Conditions provided herein as Appendix C.

## **2.19 SPECIAL CONDITIONS**

At all times, the Contractor shall comply with the Special Conditions provided herein as Appendix D. Note that the Special Conditions amend, replace, and add to the terms within the Contract and the General Conditions.

## SECTION 3 – PROPOSAL SUBMITTAL REQUIREMENTS

### 3.1 INTRODUCTION

One of the objectives of the RFP is to make proposal preparation easy and efficient, while giving Offerors ample opportunity to highlight their proposal. When an Offeror submits a proposal, it shall be considered a complete plan for accomplishing the requirements described in this RFP.

### 3.2 PROPOSAL PREPARATION

Each Proposal must include a completed Rate Card similar to the ones attached to this RFP in Appendix A – Rate Card. Offerors shall submit all data and information specified/requested in this Section to qualify its proposal for evaluation and consideration for award. Non-compliance may be deemed sufficient cause for disqualification of the Proposal.

### 3.3 DISQUALIFICATION OF PROPOSALS

Manager reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in the RFP and which demonstrate an understanding of the Scope of Services. Any proposal offering any other set of terms and conditions contradictory to those included in the RFP may be disqualified without further notice. Manager reserves the right to ask for clarification of any item in the proposal.

An Offeror will be disqualified and the proposal automatically rejected for anyone or more of the following reasons:

Proof of collusion among Offerors, in which case all proposals involved in the collusive action will be rejected.

The Offeror's lack of responsibility and cooperation as shown by past work or services.

The proposal shows any noncompliance with applicable law.

The proposal is conditional, incomplete, or irregular in such a way as to make the proposal incomplete, indefinite, or ambiguous as to its meaning.

The proposal has any provision reserving the right to accept or reject award, or to enter into a contract pursuant to an award, or provisions contrary to those required in the solicitation.

### 3.4 SUBMISSION OF PROPOSALS

Each Offeror may submit only one (1) written proposal, addressed to the Contracting Officer via email to [hccrfp@hccasm.com](mailto:hccrfp@hccasm.com) no later than 4:00 p.m., HST, on May 7, 2025, the "Proposal Due Date", identified in paragraph 1.4 of Section 1. **Proposals received after this time/date may be rejected.**

### **3.5 PUBLIC INSPECTION**

Proposals shall not be opened publicly, but shall be opened in the presence of two or more Manager officials. The register of proposals and Offeror's proposals shall only be provided to the public pursuant to a valid request made pursuant to the Hawaii Uniform Information Practices Act, chapter 92F of the Hawaii Revised Statutes ("UIPA") to the Hawaii Tourism Authority. Such requests can only be made after an awarded contract has been executed by Manager and the selected Offeror.

Offerors shall request in writing nondisclosure of designated trade secrets or other proprietary data to be confidential. Such data shall accompany the proposal and shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal. Manager cannot guarantee that designated data will be kept confidential. The proposals are subject to disclosure rules set forth in the UIPA and as indicated above. The Offeror bears the burden of establishing that the designated data is exempted from the disclosure requirements set forth in the UIPA.

All proposals and other material submitted by Offerors become the property of Manager and may be returned only at Manager's option.

### **3.6 PROPOSAL**

The PROPOSAL shall include the following categories:

COVER LETTER  
SUMMARY OF PROPOSAL  
BACKGROUND, QUALIFICATIONS AND EXPERIENCE  
PERSONNEL ORGANIZATION AND STAFFING  
IMPLEMENTATION of SCOPE OF SERVICES INCLUDING MINIMUM INVENTORY  
SCHEDULE OF SERVICE RATES  
RATE CARD  
CAPITAL INVESTMENT  
CERTIFICATE OF VENDOR COMPLIANCE via Hawaii Compliance Express  
(<http://vendors.ehawaii.gov>)

#### **3.6.1 PROPOSAL COVER LETTER**

The proposal cover letter must be on the Offeror's official business letterhead; signed by an individual authorized to legally bind the Offeror. If the Offeror is a corporation, the cover letter must be signed by an authorized officer of the corporation. Authorized representatives must show proof of their authority to bind the Offeror.

#### **3.6.2 SUMMARY OF PROPOSAL**

Clearly, concisely and briefly summarize and highlight the contents of the proposal in such a way to provide Manager with a broad understanding and aspects of the proposal.



### **3.6.3 BACKGROUND, QUALIFICATIONS AND EXPERIENCE**

The Contractor must be in good standing with the Manager and provide explicit details on Contractor's background, qualifications and experience relative to performing requirements set forth in the "Scope of Services", including but not limited to:

- A. Background of the Contractor, i.e. services offered, size, resources, years in business, location, State of Hawaii presence, State of incorporation, etc.
- B. Description of Contractor's qualifications to perform Scope of Services requirements.
- C. List relevant similar contracts undertaken within the past five (5) years, indicating at a minimum: owner, owner's representative, contract name, and type of operations.
- D. A statement indicating whether any of your service contracts have been terminated prior to their expiration date. If so, an explanation of the circumstances of the termination.
- E. A description of your training program for employees and an explanation of any special training intended for employees assigned to the HCC.
- F. Describe your safety record over the past five (5) years.
- G. A reference from a financial institution (name, title and telephone number).
- H. Three (3) references who can be contacted and provide name, title, organization, phone number, and e-mail address.

### **3.6.4 PERSONNEL ORGANIZATION AND STAFFING**

Provide explicit details on the Contractor's personnel organization and staffing relative to performing requirements set forth in the "Scope of Services", including but not limited to:

- A. Contractor's managerial organizational chart and resumes of key positions and their respective role for this project, if any.
- B. List key personnel who will be assigned to this contract and indicate their role and their experience for the past five (5) years.

### **3.6.5 IMPLEMENTATION OF SCOPE OF SERVICES INCLUDING MINIMUM INVENTORY**

Offeror must describe how they will implement the scope of services and provide a listing of minimum inventory.

### **3.6.6 SCHEDULE OF RATES**

Offeror must provide a schedule of proposed service rates.



### **3.6.7 COMPENSATION PROPOSAL**

Offeror must prepare and submit an all-inclusive Compensation proposal for the proposed Scope of Services required by the RFP included as Appendix A – Rate Card.

### **3.6.8 CAPITAL INVESTMENT**

Offeror must prepare and submit an Capital Investment proposal for the proposed Scope of Services required by the RFP included as Appendix A – Rate Card.

### **3.6.9 CERTIFICATE OF VENDOR COMPLIANCE**

Provide a current Certificate of Vendor Compliance via Hawai'i Compliance Express (<http://vendors.ehawaii.gov>) issued by the State of Hawai'i.

### **3.6.10 ADDITIONAL QUESTIONS/REQUESTS FOR INFORMATION**

In addition to the above, the Offeror must prepare and submit information and/or answers to any additional questions or requests that Manager requires.

## **3.7 CONTRACTOR'S LICENSE**

If a Hawai'i contractor's license or any other license is required by law for the performance of the work which is called for in this RFP, the Offeror must have the required license, and the license shall be in good standing, before commencement of work on this contract.

## **3.8 CERTIFICATION OF INDEPENDENT COST DETERMINATION**

By submission of a proposal in response to this RFP, the Offeror certifies as follows:

- a. The compensation proposal and costs in this RFP have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such costs with any other Offeror.
- b. Unless otherwise required by law, the compensation proposal and costs which have been quoted in this RFP have not been knowingly disclosed by the Offeror prior to award, directly or indirectly, to any other Offeror or competitor prior to the award of the contract.
- c. No other attempt has been made or will be made by the Offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

## **3.9 MODIFICATION OR WITHDRAWAL OF PROPOSALS**

A modification of a proposal already received will be accepted by Manager only if the modification is received prior to the proposal due date. All modifications shall be made in writing and executed and submitted in the same form and manner as the original proposal.

An Offeror may withdraw a proposal already received prior to the due date by submitting

to Manager a written request for withdrawal executed by the Offeror's authorized representative. The withdrawal of a proposal does not prejudice the right of an Offeror to submit another proposal within the time set for receipt of proposals.

## SECTION 4 – EVALUATIONS

### 4.1 INTRODUCTION

Evaluation of proposals will be conducted comprehensively, fairly, and impartially. A quantitative scoring system will be utilized to maximize the objectivity of the evaluation.

### 4.2 PROPOSAL EVALUATION COMMITTEE

An evaluation committee will be selected by Manager to perform all evaluation requirements. The committee will be composed of individuals with knowledge of the requirements identified in the RFP. Manager reserves the right to request information (from Offerors) to clarify Offeror's proposal.

### 4.3 EVALUATION PHASES

Evaluation phases will be conducted as follows:

- Phase 1 Initial Proposal Evaluation
- Phase 2 Establishment of Priority-List of Offerors **(optional)**
- Phase 3 Discussions with Offerors/Presentations **(optional)**
- Phase 4 Best and Final Offers **(optional)**
- Phase 5 BAFO Evaluation, if necessary
- Phase 6 Recommendation for Contract Award

#### 4.3.1 INITIAL PROPOSAL EVALUATION

Manager shall conduct an initial review of Offeror's proposal. The review will determine if Offeror adequately addressed the "Scope of Services" requirements, and if the proposal contains all the requirements of this RFP. The initial review will also determine if discussions with the Offerors is necessary. Evaluation of the proposals will be conducted using the evaluation criteria and weight percentages in paragraph 4.4 and, the scoring system in paragraph 4.5.

#### 4.3.2 ESTABLISHMENT OF PRIORITY-LIST OF OFFERORS **(optional)**

The evaluation committee shall rank order Offerors by evaluating and scoring the proposals using the value weight percentages and the evaluation criteria and scoring system in paragraphs 4.4 and 4.5. A priority-list of acceptable Offerors shall be established and limited to no more than the three (3) Offerors, who received the highest scores for their proposals.

#### 4.3.3 DISCUSSIONS WITH OFFERORS **(optional)**

Manager may require presentations and/or conduct discussions with Offerors regarding the Offeror's proposals. Offeror's proposal may be accepted without discussions.

**4.3.4 BEST AND FINAL OFFERS (optional)**

Offerors may be requested to submit a "Best and Final" offer ("BAFO"). The BAFO's shall be evaluated, and Offeror's proposal "ranking" adjusted, accordingly. If a BAFO offer is requested but not submitted, the previous submittal shall be construed as the Offeror's BAFO.

**4.3.5 EVALUATION OF BEST AND FINAL OFFERS (if necessary)**

If Offerors are requested to submit a BAFO, the BAFO offers shall be evaluated pursuant to the evaluation criteria and scoring system in paragraph 4.4.

**4.3.6 RECOMMENDATION FOR CONTRACT AWARD**

The Evaluation Committee shall prepare a report summarizing proposal evaluation findings/rankings and provide recommendation for award of contract.

**4.4 EVALUATION CRITERIA AND VALUE WEIGHT PERCENTAGES**

<u>Evaluation Criteria</u>	<u>Value/Weight</u>
Offeror's Background, Qualification, Experience, and References.....	20%
Offeror's Implementation of Scope of Services.....	15%
Offeror's Service Rates.....	20%
Offeror's Compensation Proposal .....	25%
Offeror's Capital Investment.....	20%

**4.5 EVALUATION SCORING SYSTEM**

The evaluation categories are assigned a value weight percentage, as determined by Manager, totaling 100%. Each category will be rated between one (1) and five (5), with five (5) being the highest (the best rating) by each member of the evaluation committee. The Offeror's total score (see **note** below) will be determined by: a) multiplying the assigned weight value of each category by the numerical rating provided by the evaluation committee member to determine the score for each category; b) totaling the score for all categories of each evaluation committee member; and c) totaling the score of all evaluators.

**Note:** In determining the total score, the Offeror's compensation proposal with the highest compensation will receive the highest available rating. Each proposal that has a lower compensation will have a lower rating for compensation.

## SECTION 5 – AWARD OF CONTRACT

### 5.1 AWARD OF CONTRACT

Award of the contract shall be made to the most responsible and responsive Offeror whose proposal is judged/determined, by the Evaluation Committee, to be the most advantageous to the HCC, considering all evaluation reviews and results.

### 5.2 CONTRACT AWARD NOTIFICATION

The Contracting Officer will inform the successful Offeror of contract award selection within 48 hours of confirmation. Additionally, an official "contract award notification letter" will be executed by Manager and provided at the earliest date.

### 5.3 CONTRACT EXECUTION REQUIREMENTS

#### 5.3.1 AGREEMENT (CONTRACT) DOCUMENTS

The Agreement for Goods and Services shall be executed by Manager and the successful Offeror. This document will serve as the official and legal contractual instrument between both parties. This document will incorporate (by attachments or reference) the RFP, with any and all addendums; the General Conditions and Special Conditions; and the Offeror's accepted proposal, with any and all addendums/changes/negotiated agreements/etc.; all of which together will constitute the "Contract Documents".

A sample of the anticipated Agreement for Goods and Services is attached hereto as Appendix B. **Do not complete or execute the "sample" contract.**

#### 5.3.2 GENERAL CONDITIONS

The General Conditions are attached hereto as Appendix C and shall be part of the Contract Documents.

#### 5.3.3 SPECIAL CONDITIONS

The Special Conditions are attached as Appendix D and shall be part of the Contract Documents.

#### 5.3.4 CERTIFICATES REQUIRED BY HRS § 103D-310(c)

In its proposal the Offeror shall furnish proof of compliance with the requirements of HRS § 103D-310(c) including the following:

- a. Chapter 237, tax clearance;
- b. Chapter 383, unemployment insurance;
- c. Chapter 386, workers' compensation;
- d. Chapter 392, temporary disability insurance;
- e. Chapter 393, prepaid health care; and
- f. One of the following:
  - a. Registered and incorporated or organized under the laws of the State, hereinafter referred to as a "Hawaii business"; or

- b. Registered to do business in the State, hereinafter referred to as a “compliant non-Hawaii business”.

Offerors may choose to use the Hawaii Compliance Express (“HCE”), which allows businesses to register online (<http://vendors.ehawaii.gov>) to acquire a single, printable electronic “Certificate of Vendor Compliance.” The HCE provides current compliance status as of the certificate issuance date. The “Certificate of Vendor Compliance,” indicating that the Offeror’s status is compliant with the requirements of HRS Section 103D-310(c), will be accepted for both contracting purposes and final payment.

### **5.3.5 CONTRACT EXECUTION**

Subsequent to contract award, Manager will present the contract to the successful Offeror for execution. The successful Offeror shall return the signed contract within ten (10) calendar days from the date upon which the contract was presented for signature by Manager, or within such time as Manager shall otherwise allow. The signed contract shall be returned to the Contracting Officer.

The successful Offeror shall provide evidence of the required insurance coverages when returning the signed contract to Manager.

## **5.4 PROTESTS**

Bid protests, as described in Chapter 7 of HRS 103D, will not be considered by Manager. Offeror(s) may object to an award to another Offeror by sending the Contracting Officer a written objection letter which contains the basis of the objection. The written objection letter must be received by the Contracting Officer within five (5) business days after the notice of award is sent to all Offerors. The objection will be reviewed by the Chief Procurement Officer (“CPO”) for the Manager, and a written decision will be issued in response to the written objection letter within ten (10) business days. The decision of the CPO is final and binding on the Offeror objecting to the award.

## **5.5 ACCEPTANCE OF TERMS AND CONDITIONS**

By submitting a proposal, an Offeror expressly agrees to all of the terms, conditions, provisions, and requirements set forth in this RFP, the contract, the General Conditions, and the Special Conditions.

**APPENDIX A**  
RATE CARD

## Appendix A - Rate Card

Please complete highlighted cells in the Rate Card

<b>Company Name</b>	
<b>Revenue Type</b>	<b>Proposed Revenue%</b>
Commission to HCC	0%
<b>Capital Investment</b>	<b>Value of Capital Investment \$</b>
<b>Digital Display Lecterns*</b>	\$
<b>LED Wall Technology*</b>	\$
<b>Other Improvements*</b>	\$
<b>Other Improvements*</b>	\$
<b>Total Capital Investment (sum of 1-4)</b>	\$

\*Itemize/provide details



**APPENDIX B**  
**AGREEMENT FOR GOODS AND SERVICES**

## AGREEMENT FOR GOODS AND SERVICES

**THIS AGREEMENT FOR GOODS AND SERVICES** (this "Agreement") is made effective as of DATE by and between, AEG Management HCC, LLC ("**Company**") and NAME OF COMPANY ("**Contractor**").

### RECITALS

A. Company is the manager of the Hawaii Convention Center in Honolulu, Hawaii (the "Facility") pursuant to that certain Contract for Professional Services (the "Management Agreement") effective as of December 30, 2024 between the Hawai'i Tourism Authority ("HTA"), a duly organized authority of the State of Hawai'i (the "State") and Company.

B. Contractor provides the following goods and services: DESCRIBE. Company desires to engage Contractor for goods and services, and Contractor desires to provide such goods and services, on the terms and conditions set forth in this Agreement.

### AGREEMENT

In consideration of the mutual covenants that are contained in this Agreement, the parties hereby agree as follows:

1. **SCOPE OF GOODS AND SERVICES.** Company hereby engages Contractor, and Contractor hereby agrees, to provide the goods and services as set forth more fully on Exhibit TBD attached hereto (the "Goods and Services"). With regard to the provision of the Goods and Services, Contractor shall:

1.1 Provide all goods set forth in the Goods and Services to the Facility (the "Goods").

1.2 Perform all services set forth in the Goods and Services at the Facility (the "Services").

1.3 Provide all personnel required in order to provide the Goods and Services at the Facility.

1.4 Except for those items, if any, expressly required by this Agreement to be furnished by Company, Contractor shall furnish or provide all of the materials (including equipment and supplies, uniforms, communication equipment and any other equipment) and all other items necessary to perform and provide the Goods and Services and to carry out and perform all of Contractor's obligations under or pursuant to this Agreement.

1.5 Upon request from Company, Contractor shall immediately reassign or remove from the performance of the Goods and Services hereunder any of its employees or personnel supplied by Contractor, including any supervisory personnel, who, in the sole judgment of Company, engage in improper conduct, are not suitably attired or neatly groomed, do not conduct themselves in an ethical, businesslike or professional manner, or are not otherwise, in the reasonable judgment of Company, suitable or acceptable to perform the Goods and Services or any tasks assigned to them.

1.6 Comply with and conform to all rules, regulations and directives issued by Company or their designees from time to time, and shall cause all of its employees, personnel, agents, independent Contractors (if any) and invitees at all times to abide by and conform to all of the same.

1.7 Comply with all terms and conditions of this Agreement applicable to the Goods and Services, as such this Agreement may be modified, amended or superseded from time to time.

1.8 At all times and in all situations, Contractor shall act in the best interests of HTA and the State of Hawai'i, commensurate with the highest standards of its profession and industry and in a manner that promotes and supports the public images, policies, programs and goals of the HTA and the State of Hawai'i, and their working relationships with all other persons, and with a long term view toward fulfilling the mission and objectives of the HTA.

1.9 Contractor shall keep and preserve for at least three (3) years following the final payment under this Agreement, all financial and accounting books, records and reports, including any personal information, and any cost or pricing related to the performance of the Goods and Services at the Facility. Personal information shall continue to be confidential and shall only be disclosed as permitted or required by law. After the retention period as set forth above, the files, book, and records that contain personal information shall be destroyed pursuant to chapter 487R, HRS, or returned to the State at the request of the State.

1.10 AEG, the State of Hawai'i and/or HTA may audit the books and records of Contractor relating specifically to its performance of Service s under this Agreement, related to cost or pricing data, or any state contract, including subcontractors, other than a firm fixed-price contract.

1.11 No person performing work under this Agreement shall engage in any discrimination that is prohibited by any applicable federal, state or county law.

1.12 To the extent applicable to the Goods and Services, Contractor shall comply with the provisions of the Hawai'i Convention Center Health and Safety Procedures Section 1 – Contractor Policy as set forth on Exhibit TBD attached hereto and made a part hereof.

1.13 Prior to the execution of the Agreement, Contractor must furnish proof of compliance with the requirements of HRS § 103D-310(c), including, without limitation, the following:

- a. Chapter 237, tax clearance;
- b. Chapter 383, unemployment insurance;
- c. Chapter 386, workers' compensation;
- d. Chapter 392, temporary disability insurance;
- e. Chapter 393, prepaid health care; and
- f. Proof that Contractor is:
  - i. Registered and incorporated or organized under the laws of the State, hereinafter referred to as a "Hawaii business"; or
  - ii. Registered to do business in the State, hereinafter referred to as a "compliant non-Hawaii business".

**Contractor must furnish a Certificate of Vendor Compliance and a certificate of insurance demonstrating compliance with any HRS vendor insurance requirements.**

2. **TERM.** The term of this Agreement shall commence as of the effective date hereof and shall terminate on DATE ("Term"), unless extended by the written agreement of the parties or this Agreement is sooner terminated in accordance with the terms and conditions of this Agreement.

3. **COMPENSATION.** As full and complete compensation and consideration for all of the Goods and Services to be provided by Contractor under or pursuant to this Agreement, Company shall pay to Contractor the compensation as set forth on Exhibit TBD attached hereto.

All sums due to Contractor under this Agreement shall be paid by Company to Contractor within thirty (30) days following receipt by Company of an invoice from Contractor fully describing the work performed, including the number of hours worked by Contractor personnel, if applicable, rates pursuant to this Agreement, taxes, if any, and the compensation due to Contractor.

4. **SAFETY AND LEGAL REQUIREMENTS; AUTHORITY; WARRANTIES.** Without in any way limiting any other term or provision of this Agreement or any obligation of Contractor hereunder, Contractor shall do or cause to be done all of the following:

(a) perform all services set forth in the Goods and Services in a first-class manner that shall protect the health and safety of all patrons, employees and other users of the Facility; (b) adhere to all laws, policies, rules, and regulations applicable to the Contractor and to the Services to be provided by Contractor pursuant to this Agreement; (c) if an authorized management person of Company is not available, then contact the proper local authorities for assistance at the Facility when such assistance is appropriate for safety; (d) obtain, maintain and comply with all licenses, permits and franchises or approvals from any governmental authority that may be required to enable Contractor to perform all of the requirements set forth in the Goods and Services and fulfill all of its obligations under this Agreement, which may include a Certificate of Vendor Compliance and (e) comply with the provisions of the Hawai'i Convention Center Health and Safety Procedures Section 1 – Contractor Policy as set forth on Exhibit TBD.

Contractor further represents and warrants that (A) it is a licensed contractor; (B) it holds all requisite licenses to perform the work contemplated hereby in the jurisdiction in which the Facility is located; (C) it has the full right and authority to enter into and fully perform this Agreement in accordance with its terms; (D) this Agreement constitutes a valid, binding and enforceable agreement of Contractor; and (E) the execution, delivery and performance of this Agreement by Contractor will not violate the provisions of any agreement to which it is a party or by which it is bound.

All Goods shall be owned by Company and any and all warranties applicable to such Goods shall be enforceable by Company or shall be transferred by Contractor to Company. If applicable.

Contractor warrants to Company the following:

(a) **General Warranty.** All Goods and Services furnished under this Agreement shall be of good quality, free from faults and defects and in conformance with this Agreement and all plans, specifications, drawings or other supplements concerning the Goods and Services approved in writing by Company. Contractor shall promptly make good at its cost any and all defects that appear during the Term (or

such longer time as may be set forth Agreement from the date of final completion, including any punch list work. The terms of this warranty shall not be construed to limit any other remedies available to Company at law or in equity, under specific warranties, or under this Agreement. Contractor certifies that it has reviewed, observed and accepted as suitable for its work the existing conditions at Facility and the Agreement, and warrants that the Compensation (as defined in Exhibit TBD) includes all sums necessary to perform the Goods and Services under the conditions indicated by Contractor's review and observation of Facility and the Agreement.

(b) Equipment Warranty. If the furnishing or provision of equipment is part of the Goods and Services, Contractor hereby represents, warrants and covenants to Company that: (a) all equipment and materials will be free from defects in workmanship and material and conform in all material respects to all specifications provided by Company, (b) all equipment and materials shall be new and of high quality material and shall be free of faults, defects, liens and encumbrances except for liens or encumbrances arising in the normal course of business by operation of law that are not at the particular time in question due and delinquent, (c) the equipment and materials shall comply with all laws and regulations applicable to the same, and (d) the equipment and materials are fit for its intended purpose.

5. **INDEMNIFICATION.** Contractor agrees to indemnify, defend and forever save and hold harmless Company, AEG Management HCC, LLC, AEG Venue Management Holdings, LLC, ASM Global Parent, Inc., State of Hawaii, Hawaii Tourism Authority (HTA), and their respective affiliates, licensees, lenders and contractors, as well as each of their respective officers, directors, partners, members, shareholders, employees, agents, representatives, successors and assigns, (sometimes collectively referred to herein as the "Company Indemnitees" and individually as a "Company Indemnitee"), from and against any and all damages, claims, losses, demands, costs, expenses (including attorneys, fees and costs), obligations, liens, liabilities, actions and causes of action, threatened or actual, which any one of the Company Indemnitees may suffer or incur arising directly or indirectly out of or in connection with the Goods, performance of the Services or the failure of Contractor to perform the Services in accordance with the terms of this Agreement or any act or omission of the Contractor, including its employees, officers, agents or subcontractors. The foregoing indemnification shall survive any termination or the expiration of the term of this Agreement.

6. **INSURANCE.** Without in any way limiting or altering the indemnification requirements of Contractor under or pursuant to this Agreement, Contractor shall, at its sole expense, procure and at all times maintain during the term of this Agreement all of the following insurance:

- (a) Contractor agrees, at its sole expense, to procure and maintain during the Term of this Agreement: (i) Commercial General Liability insurance, on an occurrence form, including blanket contractual liability, products and completed operations coverage, fire legal liability coverage, personal & advertising injury coverage (including but not limited to libel, slander, defamation of character, and discrimination) for the mutual benefit of Contractor, Company and their Contractors, successors and assigns, against all claims for personal injury, death or property damage in or about the Areas arising in the amount of \$1,000,000 per occurrence, \$5,000,000 in the aggregate, (ii) Commercial Automobile Liability insurance, on an occurrence basis covering all owned, non-owned, hired and leased vehicles with a limit of not less than \$1,000,000 per occurrence covering bodily injury and property and physical damage; and (iii) following form Umbrella or Excess Liability coverage with a limit of \$4,000,000 per occurrence in excess of \$1,000,000;
- (b) The insurance policies set forth in (a) above shall name as Additional Insureds each of the Company Indemnitees (as set forth in Section 5 above), their respective affiliates, vendors, lenders and Contractors, as well as each of their respective officers, directors, partners, members, shareholders, employees, agents, representatives, successors and assigns. All such insurance shall be primary and non-contributing to insurance maintained by Company.
- (c) Contractor agrees, at its sole expense, to procure and maintain during the term of this Agreement, Workers Compensation insurance in accordance with statutory limits and Employers Liability at a limit of \$1 million per occurrence covering all employees, performers, participants and other personnel of Contractor (other than such persons as are employed by Company and its respective affiliates), which shall be evidenced on the certificate of insurance required to be provided in accordance with Section 10(f & g) below. Such insurance shall include a waiver of subrogation in favor of Company.
- (d) To the extent applicable, Contractor shall obtain and maintain a Personal Property Floater and/or Miscellaneous Equipment insurance coverage on all of Contractor's personal property, trade fixtures, and Contractor's owned alterations, utility installations and third party property damage. Such insurance shall be full replacement cost coverage with a deductible of not more than \$2,500.00 per occurrence. The proceeds from any such insurance shall be used by Contractor for the replacement of personal property, tools & equipment. Contractor shall provide Company with written evidence that such insurance is in force and shall causes its insurers to a waiver of subrogation in favor of Company.
- (e) Company makes no representation that the limits or terms of coverage of insurance specified herein are adequate to cover Contractors property, business operations or obligations under this Agreement.
- (f) The insurance shall provide for coverage from commencement of work or occupancy of the premises. There will be no charge to Company for such coverage and a certificate of insurance evidencing such coverage shall be furnished to Company. Said policy of insurance and endorsements shall provide that the policy of insurance



cannot be canceled without 15 days prior written notification to Company. Said insurance shall not restrict or limit the coverage of the additional insureds. If Contractor fails to provide Company with the required certificate of insurance at least five (5) business days prior to the commencement of work or occupancy of premises, Company may, in its sole and absolute judgment, either (i) acquire, at Contractor's expense, such insurance as Company determines in its sole judgment to be necessary in order to protect the Company Indemnitees from any of the matters to be covered under subparagraph (a) above, or (ii) treat such failure as a default by Contractor and terminate the Agreement.

- (g) All insurance shall be effected by valid and enforceable policies issued by insurers of responsibility, licensed to do business in the Hawaii, such responsibility and the insuring agreements to meet with the reasonable approval of Company. An insurer with a current A.M. Best rating of at least AVI or better shall be deemed to be acceptable. Receipt by Company of a certificate of insurance, endorsement or policy of insurance which is more restrictive than the contracted for insurance shall not be construed as a waiver or modification of the insurance requirements above or an implied agreement to modify same nor is any verbal agreement to modify same permissible or binding. Any agreement to amend this provision of this Agreement must be in writing signed by the parties.
- (h) At the request by Company, Contractor shall promptly furnish loss information concerning all liability claims brought against Contractor (or any other insured under Contractor's required policies), that may affect the amount of liability insurance available for the benefit and protection of the Company Indemnitees under this Agreement. Such loss information shall include such specifics and be in such form as Company.
- (i) Contractor shall require and verify that all subcontractors maintain insurance meeting all the requirements as broad as stated herein and that they name Contractor and Company Indemnitees as Additional Insureds.
- (j) All insurance coverage available to Contractor and any available proceeds in excess of specified minimum limits shall be available to Company.

7. **LIENS.** Contractor shall be responsible for the satisfaction or payment of any liens for any provider of, among other things, work, labor, material or services claiming by, through or under Contractor. Contractor shall also indemnify, hold harmless and defend the Company Indemnitees against any such liens, including attorneys' fees and costs. Contractor shall not cause, suffer or authorize any lien, claim, or other encumbrance to be filed against the Facility or underlying property in connection with Contractor's Services or the exercise of any right or privilege of Contractor under this Agreement. If Company notifies Contractor that such a lien has been filed against the Facility or underlying property by Contractor or any Contractor performing work at the Facility at Contractor's request, then Contractor shall promptly have the lien bonded or removed and released of record at Contractor's sole cost and expense, no later than ten (10) days after notice thereof.

If Contractor fails to do so, Company has the right to retain out of any payment then due or thereafter to become due, an amount sufficient to discharge the lien and reimburse Company for all of its costs and expenses in connection therewith, including reasonable attorneys' fees and costs. Notwithstanding the foregoing, Contractor shall defend, indemnify and hold harmless Company and all other Company Indemnitees from all such mechanic's or similar liens, claims and encumbrances arising out of Contractor's performance of the Services. Upon request of Company, Contractor shall furnish evidence satisfactory to Company regarding payment of all of Contractor's obligations under this Agreement by supplying Company with appropriate releases of liens executed by all applicable materialmen, suppliers and subcontractors and proof of payment of all Federal, state and local taxes and other required fees. Company reserves the right to check with the materialmen, suppliers and subcontractors to determine the current status of indebtedness, and may, upon reasonable evidence of a claim of non-payment by a subcontractor, supplier or materialman, make checks jointly payable to Contractor and the materialmen, subcontractor or supplier, said sums to be deducted from amounts owing to Contractor. This contractual right of Company to pay Contractor by joint check is solely to protect Company from mechanics' lien rights and shall not be construed to create any rights in third parties against Company, or any obligations of Company to any third parties. Contractor shall furnish from time to time, upon request of Company, an affidavit specifying the names of all materialmen, suppliers and subcontractors furnishing labor, services or materials in connection with the Goods and Services.

8. **WAIVER BY CONTRACTOR.** Contractor agrees that Company shall not be responsible for any loss or damage to any property of Contractor resulting from fire, theft or any other cause unless due to the gross negligence or willful misconduct of Company and, except to the extent expressly provided herein, Contractor expressly assumes all risks of loss, damage or destruction of or to any of its property resulting from any such causes.

9. **TERMINATION.** This Agreement may be terminated by (i) Company at any time, with or without cause, upon 30 days' written notice to Contractor, (ii) Company immediately upon notice to Contractor if Company determines, in its sole discretion, that Contractor has failed to deliver any of the Goods required by this Agreement, any of the Services performed or to be performed by Contractor are unsatisfactory, or if Contractor fails, refuses or neglects to perform each and every one of the Services to be performed by Contractor under or pursuant to this Agreement or upon the breach by or failure of Contractor to perform any of its obligations or covenants under this Agreement, or (iii) Contractor upon the failure of Company to perform any of its material covenants and conditions hereunder which has not been cured within 30 days following written notice from Contractor to Company, or, if cure is not possible within said 30-day period, if Company has not taken meaningful steps within such time period to cure such default. Further, if the Management Agreement is terminated, this Agreement shall automatically terminate. Following any termination of this Agreement,

Company shall only be required to pay to Contractor any compensation earned by Contractor for any Goods and Services satisfactorily delivered or performed by Contractor prior to the date of such termination.

10. **INDEPENDENT CONTRACTOR STATUS.** Contractor is engaged hereunder as an independent Contractor and as such shall be solely responsible for full compliance with all requirements under all laws and regulations now or in the future applicable to Contractor, its business affairs and its performance of its duties under or pursuant to this Agreement, including, without limitation, state and federal taxes applicable to this Agreement (including payroll taxes), unemployment insurance and other insurance applicable and necessary with respect to its employees and all of its duties and obligations as an employer. The relationship created by this Agreement is that of independent Contractors, and nothing contained in this Agreement shall be deemed or construed as creating any partnership, joint venture, employment relationship, agency or other relationship between the parties or to make Company liable for the debts or obligations of Contractor. No officer, employee, agent, or servant of Contractor shall be deemed at any time to be an employee, servant, or agent of Company for any purpose whatsoever. Contractor shall require all of its personnel to refrain from making any representation by word or conduct whereby any other person might understand or believe that such persons are employees, agents, or servants of Company.

11. **INTELLECTUAL PROPERTY.** Contractor agrees that (i) nothing in this Agreement is intended to convey any ownership or other rights in the trademarks, service marks, copyrights or other intellectual property rights of Company, its affiliates' intellectual property rights or to the Facility or any of the events taking place at the Facility (the "Trademarks"), (ii) ownership of all such Trademarks shall remain the property of Company, its affiliates, or the Trademark owner, as the case may be, and (iii) Contractor will not use any Trademarks under any circumstances without the prior written consent of Company or Trademark owner, which consent Company or Trademark owner may withhold in its sole and absolute discretion.

Contractor hereby irrevocably assigns to Company all of his right, title, and interest in and to the products and results of the Services and all other obligations furnished or rendered by Contractor hereunder of whatever kind and nature, including all audio, audiovisual and photographic materials produced by Contractor in connection herewith, all underlying elements and versions thereof, and all works of authorship of whatever kind and nature contained therein or created in connection therewith (the "Works") created by Contractor pursuant to this Agreement (the "Copyrights"), together with all extensions and renewals of the Copyrights, throughout the world. Contractor represents and warrants to Company that it is the sole author of all Works created pursuant to this Agreement and the sole owner of the Copyrights therein, and that to the extent that it uses any employees or other personnel to provide the Services under Section 1 of this Agreement, such persons will have no interest in and to any of the Copyrights. Contractor agrees to provide to Company, at Company's request, any further and separate assignments of the Copyrights in the Works or other documents, and to take such other and further actions, as may be necessary or useful to confirm, record, or otherwise manifest Company's sole ownership of the Copyrights in the Works. Contractor agrees that any invoice sent to Company pursuant to Exhibit TBD to this Agreement shall contain no language inconsistent with Company's sole ownership of the Copyrights in the Works. Company shall be deemed for all purposes the author of the Works and shall own all rights, title and interests therein (including, without limitation, all Copyrights and all renewals and extensions thereof) and the exclusive right, throughout the universe in perpetuity, to distribute, perform, exhibit and otherwise use and exploit any and all such rights in any and all media by any and all methods now known or hereafter devised.

12. **CONFIDENTIAL INFORMATION.** During the Term of this Agreement, Contractor and its officers, directors, shareholders, employees, agents, Contractors and representatives may gain access or be exposed to certain confidential and proprietary information relating to the business of Company or its affiliates. Contractor agrees, for itself and its officers, directors, shareholders, employees, agents and representatives, that all such confidential and proprietary information shall remain and be kept in strictest confidence and shall not be disclosed to or used by any person or entity without the prior written consent of Company, which consent may be withheld by Company in its sole and absolute discretion. The obligation to maintain confidentiality provided herein shall survive any termination or expiration of the Term of this Agreement and may be enforced by injunctive relief or other equitable or legal remedies without the necessity of proving inadequacy of legal remedies and without proving that Company or any of its affiliates or any of their respective officers, directors, shareholders, partners, employees, agents, Contractors or representatives would suffer irreparable harm as a result of a violation of such confidentiality obligation.

Pursuant to 18 USC § 1833(b), an individual may not be held liable under any criminal or civil federal or state trade secret law for disclosure of a trade secret: (a) made in confidence to a government official, either directly or indirectly, or to an attorney, solely for the purpose of reporting or investigating a suspected violation of law or (b) in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. Additionally, an individual suing an employer for retaliation based on the reporting of a suspected violation of law may disclose a trade secret to his or her attorney and use the trade secret information in the court proceeding, so long as any document containing the trade secret is filed under seal and the individual does not disclose the trade secret except pursuant to court order.

13. **EFFECT OF AGREEMENT/ASSIGNMENT.** This Agreement shall be binding upon and shall inure to the benefit of the parties hereto and to their respective permitted successors and assigns; provided, however, that this Agreement may not be assigned by Contractor, nor may any of Contractor's duties hereunder be delegated, without the prior written consent of Company. Notwithstanding any other term or provision of this Agreement, it is expressly understood and agreed by Contractor that Company shall have the right to

designate another entity, including, without limitation, one of its affiliated or related entities, the State of Hawai'i, or HTA, to manage, direct and control the Goods and Services to be provided by Contractor hereunder, and Contractor agrees to fully cooperate with and comply with all directives and directions of any such other entity.

14. **NOTICES.** Except as otherwise expressly provided in this Agreement, any and all notices or other communication required or permitted under or pursuant to this Agreement shall be in writing and shall be delivered either by personal delivery or by certified or registered mail, return receipt requested, postage prepaid by United States mail, addressed as follows:

*Company:* Hawaii Convention Center  
1801 Kalakaua Avenue  
Honolulu, HI 96813  
Attention: General Manager

*Contractor:* COMPANY  
ADDRESS  
Attention: COMPANY CONTACT

All notices shall be deemed delivered either upon actual receipt thereof if personally delivered or, if mailed, on the third day following deposit in the United States mails as provided above. Either party may change the address at which it receives notices by notifying the other party of such change in the manner provided herein.

15. **WAIVER.** No course of dealing or delay by either party to this Agreement in exercising any right, power or remedy under this Agreement will operate as a waiver of any right, power or remedy of that party, and no waiver by a party of a breach of any provision of this Agreement will not be considered or constitute a waiver of any succeeding breach of the provision or a waiver of the provision itself.

16. **CHOICE OF LAW.** The validity, interpretation, construction and enforcement of this Agreement shall be governed and controlled by the laws of the State of Hawai'i, without regard to that State's rules with respect to choice of law. Any action at law or in equity shall be brought in a state court of competent jurisdiction in Honolulu, HI.

17. **ENTIRE AGREEMENT / MISC.** This Agreement, including any exhibits and schedules, expresses and contains the entire agreement and understanding between the parties hereto with respect to the subject matter hereof and supersedes and replaces any and all prior agreements and understandings, either oral or written, with respect to the subject matter hereof. If any covenant, term or provision of this Agreement is deemed to be contrary to law, that covenant, term or provision will be deemed separable from the remaining covenants, terms and provisions of this Agreement and will not effect the validity, interpretation or effect of the remainder of this Agreement. This Agreement may not be modified, altered or amended-except by a written instrument signed by both parties. This Agreement may be executed in counterparts, each of which shall be an original, but all of which together shall constitute one and the same agreement. The parties agree to take such further acts and to execute such further documents that may be necessary or convenient to carry out the intents and purposes of this Agreement. Should either party to this Agreement commence any legal action or proceeding to enforce or interpret any term or provision of this Agreement, the prevailing party in such action or proceeding shall be entitled to collect and recover from the losing party the prevailing party's reasonable attorneys' fees and costs incurred in connection therewith, in addition to any other remedy or damages to which the prevailing party may be entitled or awarded.

18. **DOCUMENTS AND REPORTS.** Company shall have all ownership rights in all written, recorded, photographic, or visual materials, and all computation, sketches, reports, test data, survey results, photographs, renderings, and other materials pertaining to the Goods and Services, whether prepared by Contractor or Contractor's agents, produced in performance of this Agreement (collectively, the "Documents and Reports"). To the extent there are any Documents and Reports to which all rights are not deemed to be owned by Company, Contractor hereby assigns and transfers to Company all right, title and interest of Contractor and any of its employees, vendors, subcontractors or any third party engaged by Contractor in connection with the Goods and Services, in all projects and matters which embody all or part of the Documents and Reports. All Documents and Reports shall be for Company's exclusive use and re-use at any time without further compensation to Contractor and without any restrictions. Contractor shall retain no ownership, interest, or title in the Documents and Reports. Contractor shall not use any Documents and Reports for any purposes not necessary to the performance of the Goods and Services without the prior written consent of Company. Contractor agrees to execute such further documents and take such additional actions, which are consistent with the terms of this Agreement, as are necessary or required in order to perfect the rights granted herein.

**IN WITNESS WHEREOF**, the parties have executed this Agreement and have made it effective as of the day and year first above written.

**CONTRACTOR:**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**COMPANY:**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_



Exhibit A

Goods and Services and Compensation

Goods

DESCRIBE

Services

DESCRIBE

Compensation

For full and complete compensation for the Goods and Services, Company shall pay Contractor:

DESCRIBE

SCHEDULE. Time is of the essence.

COMMENCEMENT. Contractor agrees to begin providing the Goods and Services as soon as possible after the execution of this Agreement, and to complete the Goods and Services according to Company's work schedule, as may be amended from time to time.

(i) SUBSTANTIAL COMPLETION. Unless otherwise expressly agreed to in writing, Contractor shall achieve substantial completion of the Goods and Services no later than end of business on DATE (the "Substantial Completion Date"). Substantial completion of the Goods and Services shall occur upon Contractor's completion of the Goods and Services in good and workmanlike manner; in compliance with all applicable laws, this Agreement and all plans, specifications, drawings or other supplements concerning the Goods and Services approved in writing by Company; subject only to punch list items which do not impair the use of the improvements constructed as part of the Goods and Services; upon receipt of all applicable governmental approvals and sign-offs permitting the legal use and occupancy of the improvements constructed as part of the Goods and Services; and upon the Contractor causing Facility to be free from all construction debris, materials and other waste, as well as all tools, construction equipment and machinery

(ii) DELAY DAMAGES. Contractor shall not be entitled to monetary or consequential damages of any kind for delay in the project, regardless of cause, however, Contractor shall be responsible to Company for damages resulting from delay caused by Contractor or any of Contractor's subcontractors or materials. Contractor shall pay Company as liquidated damages the amount of revenue lost by Company by reason of failure to provide seating for paid, ticketed guests (the "Liquidated Damages") if Contractor does not complete the Goods and Services by the Substantial Completion Date or Final Completion Date, as applicable.

SUBMITTALS. Contractor shall prepare, review, stamp with approval (or obtain such stamped approval as required) and submit all samples, structural calculations, plans, shop drawings and product data (the "Submittal") as may be directed by Company and shall not perform Goods and Services without approved/stamped Submittals. Contractor shall submit the Submittal to Company prior to commencement of installation.

CHANGES IN THE GOODS AND SERVICES. Contractor shall provide additional Goods and Services only with prior written authorization from Company. Contractor shall not modify the Goods and Services without the prior written authorization of Company. Contractor shall not perform any additional work without express written approval of Company.

EXHIBIT B

HAWAI'I CONVENTION CENTER

HEALTH & SAFETY PROCEDURES – SECTION 1 – CONTRACTOR POLICY

(See Attached)

**SCHEDULE 1**

**See attached**

**APPENDIX C**  
GENERAL TERMS AND CONDITIONS

## GENERAL CONDITIONS

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## GENERAL CONDITIONS

1. Coordination of Services by the STATE. The head of the purchasing agency ("HOPA") (which term includes the designee of the HOPA) shall coordinate the services to be provided by the CONTRACTOR in order to complete the performance required in the Contract. The CONTRACTOR shall maintain communications with HOPA at all stages of the CONTRACTOR'S work, and submit to HOPA for resolution any questions which may arise as to the performance of this Contract. "Purchasing agency" as used in these General Conditions means and includes any governmental body which is authorized under chapter 103D, HRS, or its implementing rules and procedures, or by way of delegation, to enter into contracts for the procurement of goods or services or both.
2. Relationship of Parties: Independent Contractor Status and Responsibilities, Including Tax Responsibilities.
  - a. In the performance of services required under this Contract, the CONTRACTOR is an "independent contractor," with the authority and responsibility to control and direct the performance and details of the work and services required under this Contract; however, the STATE shall have a general right to inspect work in progress to determine whether, in the STATE'S opinion, the services are being performed by the CONTRACTOR in compliance with this Contract. Unless otherwise provided by special condition, it is understood that the STATE does not agree to use the CONTRACTOR exclusively, and that the CONTRACTOR is free to contract to provide services to other individuals or entities while under contract with the STATE.
  - b. The CONTRACTOR and the CONTRACTOR'S employees and agents are not by reason of this Contract, agents or employees of the State for any purpose, and the CONTRACTOR and the CONTRACTOR'S employees and agents shall not be entitled to claim or receive from the State any vacation, sick leave, retirement, workers' compensation, unemployment insurance, or other benefits provided to state employees.
  - c. The CONTRACTOR shall be responsible for the accuracy, completeness, and adequacy of the CONTRACTOR'S performance under this Contract. Furthermore, the CONTRACTOR intentionally, voluntarily, and knowingly assumes the sole and entire liability to the CONTRACTOR'S employees and agents, and to any individual not a party to this Contract, for all loss, damage, or injury caused by the CONTRACTOR, or the CONTRACTOR'S employees or agents in the course of their employment.
  - d. The CONTRACTOR shall be responsible for payment of all applicable federal, state, and county taxes and fees which may become due and owing by the CONTRACTOR by reason of this Contract, including but not limited to (i) income taxes, (ii) employment related fees, assessments, and taxes, and (iii) general excise taxes. The CONTRACTOR also is responsible for obtaining all licenses, permits, and certificates that may be required in order to perform this Contract.
  - e. The CONTRACTOR shall obtain a general excise tax license from the Department of Taxation, State of Hawaii, in accordance with section 237-9, HRS, and shall comply with all requirements thereof. The CONTRACTOR shall obtain a tax clearance certificate from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of the Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid and submit the same to the STATE prior to commencing any performance under this Contract. The CONTRACTOR shall also be solely responsible for meeting all requirements necessary to obtain the tax clearance certificate required for final payment under sections 103-53 and 103D-328, HRS, and paragraph 17 of these General Conditions.
  - f. The CONTRACTOR is responsible for securing all employee-related insurance coverage for the CONTRACTOR and the CONTRACTOR'S employees and agents that is or may be required by law, and for payment of all premiums, costs, and other liabilities associated with securing the insurance coverage.

- g. The CONTRACTOR shall obtain a certificate of compliance issued by the Department of Labor and Industrial Relations, State of Hawaii, in accordance with section 103D-310, HRS, and section 3-122-112, HAR, that is current within six months of the date of issuance.
- h. The CONTRACTOR shall obtain a certificate of good standing issued by the Department of Commerce and Consumer Affairs, State of Hawaii, in accordance with section 103D-310, HRS, and section 3-122-112, HAR, that is current within six months of the date of issuance.
- i. In lieu of the above certificates from the Department of Taxation, Labor and Industrial Relations, and Commerce and Consumer Affairs, the CONTRACTOR may submit proof of compliance through the State Procurement Office's designated certification process.

3. Personnel Requirements.

- a. The CONTRACTOR shall secure, at the CONTRACTOR'S own expense, all personnel required to perform this Contract.
- b. The CONTRACTOR shall ensure that the CONTRACTOR'S employees or agents are experienced and fully qualified to engage in the activities and perform the services required under this Contract, and that all applicable licensing and operating requirements imposed or required under federal, state, or county law, and all applicable accreditation and other standards of quality generally accepted in the field of the activities of such employees and agents are complied with and satisfied.

4. Nondiscrimination. No person performing work under this Contract, including any subcontractor, employee, or agent of the CONTRACTOR, shall engage in any discrimination that is prohibited by any applicable federal, state, or county law.

5. Conflicts of Interest. The CONTRACTOR represents that neither the CONTRACTOR, nor any employee or agent of the CONTRACTOR, presently has any interest, and promises that no such interest, direct or indirect, shall be acquired, that would or might conflict in any manner or degree with the CONTRACTOR'S performance under this Contract.

6. Subcontracts and Assignments. The CONTRACTOR shall not assign or subcontract any of the CONTRACTOR'S duties, obligations, or interests under this Contract and no such assignment or subcontract shall be effective unless (i) the CONTRACTOR obtains the prior written consent of the STATE, and (ii) the CONTRACTOR'S assignee or subcontractor submits to the STATE a tax clearance certificate from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR'S assignee or subcontractor have been paid. Additionally, no assignment by the CONTRACTOR of the CONTRACTOR'S right to compensation under this Contract shall be effective unless and until the assignment is approved by the Comptroller of the State of Hawaii, as provided in section 40-58, HRS.

a. Recognition of a successor in interest. When in the best interest of the State, a successor in interest may be recognized in an assignment contract in which the STATE, the CONTRACTOR and the assignee or transferee (hereinafter referred to as the "Assignee") agree that:

- (1) The Assignee assumes all of the CONTRACTOR'S obligations;
- (2) The CONTRACTOR remains liable for all obligations under this Contract but waives all rights under this Contract as against the STATE; and
- (3) The CONTRACTOR shall continue to furnish, and the Assignee shall also furnish, all required bonds.

b. Change of name. When the CONTRACTOR asks to change the name in which it holds this Contract with the STATE, the procurement officer of the purchasing agency (hereinafter referred to as the "Agency procurement officer") shall, upon receipt of a document acceptable or satisfactory to the



Agency procurement officer indicating such change of name (for example, an amendment to the CONTRACTOR'S articles of incorporation), enter into an amendment to this Contract with the CONTRACTOR to effect such a change of name. The amendment to this Contract changing the CONTRACTOR'S name shall specifically indicate that no other terms and conditions of this Contract are thereby changed.

- c. Reports. All assignment contracts and amendments to this Contract effecting changes of the CONTRACTOR'S name or novations hereunder shall be reported to the chief procurement officer (CPO) as defined in section 103D-203(a), HRS, within thirty days of the date that the assignment contract or amendment becomes effective.
  - d. Actions affecting more than one purchasing agency. Notwithstanding the provisions of subparagraphs 6a through 6c herein, when the CONTRACTOR holds contracts with more than one purchasing agency of the State, the assignment contracts and the novation and change of name amendments herein authorized shall be processed only through the CPO's office.
7. Indemnification and Defense. The CONTRACTOR shall defend, indemnify, and hold harmless the State of Hawaii, the contracting agency, and their officers, employees, and agents from and against all liability, loss, damage, cost, and expense, including all attorneys' fees, and all claims, suits, and demands therefore, arising out of or resulting from the acts or omissions of the CONTRACTOR or the CONTRACTOR'S employees, officers, agents, or subcontractors under this Contract. The provisions of this paragraph shall remain in full force and effect notwithstanding the expiration or early termination of this Contract.
  8. Cost of Litigation. In case the STATE shall, without any fault on its part, be made a party to any litigation commenced by or against the CONTRACTOR in connection with this Contract, the CONTRACTOR shall pay all costs and expenses incurred by or imposed on the STATE, including attorneys' fees.
  9. Liquidated Damages. When the CONTRACTOR is given notice of delay or nonperformance as specified in paragraph 13 (Termination for Default) and fails to cure in the time specified, it is agreed the CONTRACTOR shall pay to the STATE the amount, if any, set forth in this Contract per calendar day from the date set for cure until either (i) the STATE reasonably obtains similar goods or services, or both, if the CONTRACTOR is terminated for default, or (ii) until the CONTRACTOR provides the goods or services, or both, if the CONTRACTOR is not terminated for default. To the extent that the CONTRACTOR'S delay or nonperformance is excused under paragraph 13d (Excuse for Nonperformance or Delay Performance), liquidated damages shall not be assessable against the CONTRACTOR. The CONTRACTOR remains liable for damages caused other than by delay.
  10. STATE'S Right of Offset. The STATE may offset against any monies or other obligations the STATE owes to the CONTRACTOR under this Contract, any amounts owed to the State of Hawaii by the CONTRACTOR under this Contract or any other contracts, or pursuant to any law or other obligation owed to the State of Hawaii by the CONTRACTOR, including, without limitation, the payment of any taxes or levies of any kind or nature. The STATE will notify the CONTRACTOR in writing of any offset and the nature of such offset. For purposes of this paragraph, amounts owed to the State of Hawaii shall not include debts or obligations which have been liquidated, agreed to by the CONTRACTOR, and are covered by an installment payment or other settlement plan approved by the State of Hawaii, provided, however, that the CONTRACTOR shall be entitled to such exclusion only to the extent that the CONTRACTOR is current with, and not delinquent on, any payments or obligations owed to the State of Hawaii under such payment or other settlement plan.
  11. Disputes. Disputes shall be resolved in accordance with section 103D-703, HRS, and chapter 3-126, Hawaii Administrative Rules ("HAR"), as the same may be amended from time to time.
  12. Suspension of Contract. The STATE reserves the right at any time and for any reason to suspend this Contract for any reasonable period, upon written notice to the CONTRACTOR in accordance with the provisions herein.
    - a. Order to stop performance. The Agency procurement officer may, by written order to the CONTRACTOR, at any time, and without notice to any surety, require the CONTRACTOR to stop all or any part of the performance called for by this Contract. This order shall be for a specified



period not exceeding sixty (60) days after the order is delivered to the CONTRACTOR, unless the parties agree to any further period. Any such order shall be identified specifically as a stop performance order issued pursuant to this section. Stop performance orders shall include, as appropriate: (1) A clear description of the work to be suspended; (2) Instructions as to the issuance of further orders by the CONTRACTOR for material or services; (3) Guidance as to action to be taken on subcontracts; and (4) Other instructions and suggestions to the CONTRACTOR for minimizing costs. Upon receipt of such an order, the CONTRACTOR shall forthwith comply with its terms and suspend all performance under this Contract at the time stated, provided, however, the CONTRACTOR shall take all reasonable steps to minimize the occurrence of costs allocable to the performance covered by the order during the period of performance stoppage. Before the stop performance order expires, or within any further period to which the parties shall have agreed, the Agency procurement officer shall either:

- (1) Cancel the stop performance order; or
- (2) Terminate the performance covered by such order as provided in the termination for default provision or the termination for convenience provision of this Contract.

b. Cancellation or expiration of the order. If a stop performance order issued under this section is cancelled at any time during the period specified in the order, or if the period of the order or any extension thereof expires, the CONTRACTOR shall have the right to resume performance. An appropriate adjustment shall be made in the delivery schedule or contract price, or both, and the Contract shall be modified in writing accordingly, if:

- (1) The stop performance order results in an increase in the time required for, or in the CONTRACTOR'S cost properly allocable to, the performance of any part of this Contract; and
- (2) The CONTRACTOR asserts a claim for such an adjustment within thirty (30) days after the end of the period of performance stoppage; provided that, if the Agency procurement officer decides that the facts justify such action, any such claim asserted may be received and acted upon at any time prior to final payment under this Contract.

c. Termination of stopped performance. If a stop performance order is not cancelled and the performance covered by such order is terminated for default or convenience, the reasonable costs resulting from the stop performance order shall be allowable by adjustment or otherwise.

d. Adjustment of price. Any adjustment in contract price made pursuant to this paragraph shall be determined in accordance with the price adjustment provision of this Contract.

### 13. Termination for Default.

a. Default. If the CONTRACTOR refuses or fails to perform any of the provisions of this Contract with such diligence as will ensure its completion within the time specified in this Contract, or any extension thereof, otherwise fails to timely satisfy the Contract provisions, or commits any other substantial breach of this Contract, the Agency procurement officer may notify the CONTRACTOR in writing of the delay or non-performance and if not cured in ten (10) days or any longer time specified in writing by the Agency procurement officer, such officer may terminate the CONTRACTOR'S right to proceed with the Contract or such part of the Contract as to which there has been delay or a failure to properly perform. In the event of termination in whole or in part, the Agency procurement officer may procure similar goods or services in a manner and upon the terms deemed appropriate by the Agency procurement officer. The CONTRACTOR shall continue performance of the Contract to the extent it is not terminated and shall be liable for excess costs incurred in procuring similar goods or services.

b. CONTRACTOR'S duties. Notwithstanding termination of the Contract and subject to any directions from the Agency procurement officer, the CONTRACTOR shall take timely, reasonable, and

necessary action to protect and preserve property in the possession of the CONTRACTOR in which the STATE has an interest.

- c. Compensation. Payment for completed goods and services delivered and accepted by the STATE shall be at the price set forth in the Contract. Payment for the protection and preservation of property shall be in an amount agreed upon by the CONTRACTOR and the Agency procurement officer. If the parties fail to agree, the Agency procurement officer shall set an amount subject to the CONTRACTOR'S rights under chapter 3-126, HAR. The STATE may withhold from amounts due the CONTRACTOR such sums as the Agency procurement officer deems to be necessary to protect the STATE against loss because of outstanding liens or claims and to reimburse the STATE for the excess costs expected to be incurred by the STATE in procuring similar goods and services.
- d. Excuse for nonperformance or delayed performance. The CONTRACTOR shall not be in default by reason of any failure in performance of this Contract in accordance with its terms, including any failure by the CONTRACTOR to make progress in the prosecution of the performance hereunder which endangers such performance, if the CONTRACTOR has notified the Agency procurement officer within fifteen (15) days after the cause of the delay and the failure arises out of causes such as: acts of God; acts of a public enemy; acts of the State and any other governmental body in its sovereign or contractual capacity; fires; floods; epidemics; quarantine restrictions; strikes or other labor disputes; freight embargoes; or unusually severe weather. If the failure to perform is caused by the failure of a subcontractor to perform or to make progress, and if such failure arises out of causes similar to those set forth above, the CONTRACTOR shall not be deemed to be in default, unless the goods and services to be furnished by the subcontractor were reasonably obtainable from other sources in sufficient time to permit the CONTRACTOR to meet the requirements of the Contract. Upon request of the CONTRACTOR, the Agency procurement officer shall ascertain the facts and extent of such failure, and, if such officer determines that any failure to perform was occasioned by any one or more of the excusable causes, and that, but for the excusable cause, the CONTRACTOR'S progress and performance would have met the terms of the Contract, the delivery schedule shall be revised accordingly, subject to the rights of the STATE under this Contract. As used in this paragraph, the term "subcontractor" means subcontractor at any tier.
- c. Erroneous termination for default. If, after notice of termination of the CONTRACTOR'S right to proceed under this paragraph, it is determined for any reason that the CONTRACTOR was not in default under this paragraph, or that the delay was excusable under the provisions of subparagraph 13d, "Excuse for nonperformance or delayed performance," the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to paragraph 14.
- f. Additional rights and remedies. The rights and remedies provided in this paragraph are in addition to any other rights and remedies provided by law or under this Contract.

#### 14. Termination for Convenience.

- a. Termination. The Agency procurement officer may, when the interests of the STATE so require, terminate this Contract in whole or in part, for the convenience of the STATE. The Agency procurement officer shall give written notice of the termination to the CONTRACTOR specifying the part of the Contract terminated and when termination becomes effective.
- b. CONTRACTOR'S obligations. The CONTRACTOR shall incur no further obligations in connection with the terminated performance and on the date(s) set in the notice of termination the CONTRACTOR will stop performance to the extent specified. The CONTRACTOR shall also terminate outstanding orders and subcontracts as they relate to the terminated performance. The CONTRACTOR shall settle the liabilities and claims arising out of the termination of subcontracts and orders connected with the terminated performance subject to the STATE'S approval. The Agency procurement officer may direct the CONTRACTOR to assign the CONTRACTOR'S right, title, and interest under terminated orders or subcontracts to the STATE. The CONTRACTOR must still complete the performance not terminated by the notice of termination and may incur obligations as necessary to do so.

c. Right to goods and work product. The Agency procurement officer may require the CONTRACTOR to transfer title and deliver to the STATE in the manner and to the extent directed by the Agency procurement officer:

- (1) Any completed goods or work product; and
- (2) The partially completed goods and materials, parts, tools, dies, jigs, fixtures, plans, drawings, information, and contract rights (hereinafter called "manufacturing material") as the CONTRACTOR has specifically produced or specially acquired for the performance of the terminated part of this Contract.

The CONTRACTOR shall, upon direction of the Agency procurement officer, protect and preserve property in the possession of the CONTRACTOR in which the STATE has an interest. If the Agency procurement officer does not exercise this right, the CONTRACTOR shall use best efforts to sell such goods and manufacturing materials. Use of this paragraph in no way implies that the STATE has breached the Contract by exercise of the termination for convenience provision.

d. Compensation.

- (1) The CONTRACTOR shall submit a termination claim specifying the amounts due because of the termination for convenience together with the cost or pricing data, submitted to the extent required by chapter 3-122, HAR, bearing on such claim. If the CONTRACTOR fails to file a termination claim within one year from the effective date of termination, the Agency procurement officer may pay the CONTRACTOR, if at all, an amount set in accordance with subparagraph 14d(3) below.
- (2) The Agency procurement officer and the CONTRACTOR may agree to a settlement provided the CONTRACTOR has filed a termination claim supported by cost or pricing data submitted as required and that the settlement does not exceed the total Contract price plus settlement costs reduced by payments previously made by the STATE, the proceeds of any sales of goods and manufacturing materials under subparagraph 14c, and the Contract price of the performance not terminated.
- (3) Absent complete agreement under subparagraph 14d(2) the Agency procurement officer shall pay the CONTRACTOR the following amounts, provided payments agreed to under subparagraph 14d(2) shall not duplicate payments under this subparagraph for the following:
  - (A) Contract prices for goods or services accepted under the Contract;
  - (B) Costs incurred in preparing to perform and performing the terminated portion of the performance plus a fair and reasonable profit on such portion of the performance, such profit shall not include anticipatory profit or consequential damages, less amounts paid or to be paid for accepted goods or services; provided, however, that if it appears that the CONTRACTOR would have sustained a loss if the entire Contract would have been completed, no profit shall be allowed or included and the amount of compensation shall be reduced to reflect the anticipated rate of loss;
  - (C) Costs of settling and paying claims arising out of the termination of subcontracts or orders pursuant to subparagraph 14b. These costs must not include costs paid in accordance with subparagraph 14d(3)(B);
  - (D) The reasonable settlement costs of the CONTRACTOR, including accounting, legal, clerical, and other expenses reasonably necessary for the preparation of settlement claims and supporting data with respect to the terminated portion of the Contract and for the termination of subcontracts thereunder, together with reasonable storage, transportation, and other costs incurred in connection with the protection or disposition of property allocable to the terminated portion of this Contract. The total sum to be paid the CONTRACTOR under this subparagraph shall not exceed the

total Contract price plus the reasonable settlement costs of the CONTRACTOR reduced by the amount of payments otherwise made, the proceeds of any sales of supplies and manufacturing materials under subparagraph 14d(2), and the contract price of performance not terminated.

- (4) Costs claimed, agreed to, or established under subparagraphs 14d(2) and 14d(3) shall be in accordance with Chapter 3-123 (Cost Principles) of the Procurement Rules.

15. Claims Based on the Agency Procurement Officer's Actions or Omissions.

- a. Changes in scope. If any action or omission on the part of the Agency procurement officer (which term includes the designee of such officer for purposes of this paragraph 15) requiring performance changes within the scope of the Contract constitutes the basis for a claim by the CONTRACTOR for additional compensation, damages, or an extension of time for completion, the CONTRACTOR shall continue with performance of the Contract in compliance with the directions or orders of such officials, but by so doing, the CONTRACTOR shall not be deemed to have prejudiced any claim for additional compensation, damages, or an extension of time for completion; provided:
- (1) Written notice required. The CONTRACTOR shall give written notice to the Agency procurement officer:
- (A) Prior to the commencement of the performance involved, if at that time the CONTRACTOR knows of the occurrence of such action or omission;
- (B) Within thirty (30) days after the CONTRACTOR knows of the occurrence of such action or omission, if the CONTRACTOR did not have such knowledge prior to the commencement of the performance; or
- (C) Within such further time as may be allowed by the Agency procurement officer in writing.
- (2) Notice content. This notice shall state that the CONTRACTOR regards the act or omission as a reason which may entitle the CONTRACTOR to additional compensation, damages, or an extension of time. The Agency procurement officer, upon receipt of such notice, may rescind such action, remedy such omission, or take such other steps as may be deemed advisable in the discretion of the Agency procurement officer;
- (3) Basis must be explained. The notice required by subparagraph 15a(1) describes as clearly as practicable at the time the reasons why the CONTRACTOR believes that additional compensation, damages, or an extension of time may be remedies to which the CONTRACTOR is entitled; and
- (4) Claim must be justified. The CONTRACTOR must maintain and, upon request, make available to the Agency procurement officer within a reasonable time, detailed records to the extent practicable, and other documentation and evidence satisfactory to the STATE, justifying the claimed additional costs or an extension of time in connection with such changes.
- b. CONTRACTOR not excused. Nothing herein contained, however, shall excuse the CONTRACTOR from compliance with any rules or laws precluding any state officers and CONTRACTOR from acting in collusion or bad faith in issuing or performing change orders which are clearly not within the scope of the Contract.
- c. Price adjustment. Any adjustment in the price made pursuant to this paragraph shall be determined in accordance with the price adjustment provision of this Contract.

16. Costs and Expenses. Any reimbursement due the CONTRACTOR for per diem and transportation expenses under this Contract shall be subject to chapter 3-123 (Cost Principles), HAR, and the following guidelines:



- a. Reimbursement for air transportation shall be for actual cost or coach class air fare, whichever is less.
- b. Reimbursement for ground transportation costs shall not exceed the actual cost of renting an intermediate-sized vehicle.
- c. Unless prior written approval of the HOPA is obtained, reimbursement for subsistence allowance (i.e., hotel and meals, etc.) shall not exceed the applicable daily authorized rates for inter-island or out-of-state travel that are set forth in the current Governor's Executive Order authorizing adjustments in salaries and benefits for state officers and employees in the executive branch who are excluded from collective bargaining coverage.

17. Payment Procedures; Final Payment; Tax Clearance.

- a. Original invoices required. All payments under this Contract shall be made only upon submission by the CONTRACTOR of original invoices specifying the amount due and certifying that services requested under the Contract have been performed by the CONTRACTOR according to the Contract.
- b. Subject to available funds. Such payments are subject to availability of funds and allotment by the Director of Finance in accordance with chapter 37, HRS. Further, all payments shall be made in accordance with and subject to chapter 40, HRS.
- c. Prompt payment.
  - (1) Any money, other than retainage, paid to the CONTRACTOR shall be disbursed to subcontractors within ten (10) days after receipt of the money in accordance with the terms of the subcontract; provided that the subcontractor has met all the terms and conditions of the subcontract and there are no bona fide disputes; and
  - (2) Upon final payment to the CONTRACTOR, full payment to the subcontractor, including retainage, shall be made within ten (10) days after receipt of the money; provided that there are no bona fide disputes over the subcontractor's performance under the subcontract.
- d. Final payment. Final payment under this Contract shall be subject to sections 103-53 and 103D-328, HRS, which require a tax clearance from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid. Further, in accordance with section 3-122-112, HAR, CONTRACTOR shall provide a certificate affirming that the CONTRACTOR has remained in compliance with all applicable laws as required by this section.

18. Federal Funds. If this Contract is payable in whole or in part from federal funds, CONTRACTOR agrees that, as to the portion of the compensation under this Contract to be payable from federal funds, the CONTRACTOR shall be paid only from such funds received from the federal government, and shall not be paid from any other funds. Failure of the STATE to receive anticipated federal funds shall not be considered a breach by the STATE or an excuse for nonperformance by the CONTRACTOR.

19. Modifications of Contract.

- a. In writing. Any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract permitted by this Contract shall be made by written amendment to this Contract, signed by the CONTRACTOR and the STATE, provided that change orders shall be made in accordance with paragraph 20 herein.
- b. No oral modification. No oral modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract shall be permitted.

- c. Agency procurement officer. By written order, at any time, and without notice to any surety, the Agency procurement officer may unilaterally order of the CONTRACTOR:
    - (A) Changes in the work within the scope of the Contract; and
    - (B) Changes in the time of performance of the Contract that do not alter the scope of the Contract work.
  - d. Adjustments of price or time for performance. If any modification increases or decreases the CONTRACTOR'S cost of, or the time required for, performance of any part of the work under this Contract, an adjustment shall be made and this Contract modified in writing accordingly. Any adjustment in contract price made pursuant to this clause shall be determined, where applicable, in accordance with the price adjustment clause of this Contract or as negotiated.
  - e. Claim barred after final payment. No claim by the CONTRACTOR for an adjustment hereunder shall be allowed if written modification of the Contract is not made prior to final payment under this Contract.
  - f. Claims not barred. In the absence of a written contract modification, nothing in this clause shall be deemed to restrict the CONTRACTOR'S right to pursue a claim under this Contract or for a breach of contract.
  - g. Head of the purchasing agency approval. If this is a professional services contract awarded pursuant to section 103D-303 or 103D-304, HRS, any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract which increases the amount payable to the CONTRACTOR by at least \$25,000.00 and ten per cent (10%) or more of the initial contract price, must receive the prior approval of the head of the purchasing agency.
  - h. Tax clearance. The STATE may, at its discretion, require the CONTRACTOR to submit to the STATE, prior to the STATE'S approval of any modification, alteration, amendment, change, or extension of any term, provision, or condition of this Contract, a tax clearance from the Director of Taxation, State of Hawaii, and the Internal Revenue Service, U.S. Department of Treasury, showing that all delinquent taxes, if any, levied or accrued under state law and the Internal Revenue Code of 1986, as amended, against the CONTRACTOR have been paid.
  - i. Sole source contracts. Amendments to sole source contracts that would change the original scope of the Contract may only be made with the approval of the CPO. Annual renewal of a sole source contract for services should not be submitted as an amendment.
20. Change Order. The Agency procurement officer may, by a written order signed only by the STATE, at any time, and without notice to any surety, and subject to all appropriate adjustments, make changes within the general scope of this Contract in any one or more of the following:
- (1) Drawings, designs, or specifications, if the goods or services to be furnished are to be specially provided to the STATE in accordance therewith;
  - (2) Method of delivery; or
  - (3) Place of delivery.
- a. Adjustments of price or time for performance. If any change order increases or decreases the CONTRACTOR'S cost of, or the time required for, performance of any part of the work under this Contract, whether or not changed by the order, an adjustment shall be made and the Contract modified in writing accordingly. Any adjustment in the Contract price made pursuant to this provision shall be determined in accordance with the price adjustment provision of this Contract. Failure of the parties to agree to an adjustment shall not excuse the CONTRACTOR from proceeding with the Contract as changed, provided that the Agency procurement officer promptly and duly makes the provisional adjustments in payment or time for performance as may be reasonable. By



proceeding with the work, the CONTRACTOR shall not be deemed to have prejudiced any claim for additional compensation, or any extension of time for completion.

- b. Time period for claim. Within ten (10) days after receipt of a written change order under subparagraph 20a, unless the period is extended by the Agency procurement officer in writing, the CONTRACTOR shall respond with a claim for an adjustment. The requirement for a timely written response by CONTRACTOR cannot be waived and shall be a condition precedent to the assertion of a claim.
- c. Claim barred after final payment. No claim by the CONTRACTOR for an adjustment hereunder shall be allowed if a written response is not given prior to final payment under this Contract.
- d. Other claims not barred. In the absence of a change order, nothing in this paragraph 20 shall be deemed to restrict the CONTRACTOR'S right to pursue a claim under the Contract or for breach of contract.

21. Price Adjustment.

- a. Price adjustment. Any adjustment in the contract price pursuant to a provision in this Contract shall be made in one or more of the following ways:
  - (1) By agreement on a fixed price adjustment before commencement of the pertinent performance or as soon thereafter as practicable;
  - (2) By unit prices specified in the Contract or subsequently agreed upon;
  - (3) By the costs attributable to the event or situation covered by the provision, plus appropriate profit or fee, all as specified in the Contract or subsequently agreed upon;
  - (4) In such other manner as the parties may mutually agree; or
  - (5) In the absence of agreement between the parties, by a unilateral determination by the Agency procurement officer of the costs attributable to the event or situation covered by the provision, plus appropriate profit or fee, all as computed by the Agency procurement officer in accordance with generally accepted accounting principles and applicable sections of chapters 3-123 and 3-126, HAR.
- b. Submission of cost or pricing data. The CONTRACTOR shall provide cost or pricing data for any price adjustments subject to the provisions of chapter 3-122, HAR.

22. Variation in Quantity for Definite Quantity Contracts. Upon the agreement of the STATE and the CONTRACTOR, the quantity of goods or services, or both, if a definite quantity is specified in this Contract, may be increased by a maximum of ten per cent (10%); provided the unit prices will remain the same except for any price adjustments otherwise applicable; and the Agency procurement officer makes a written determination that such an increase will either be more economical than awarding another contract or that it would not be practical to award another contract.

23. Changes in Cost-Reimbursement Contract. If this Contract is a cost-reimbursement contract, the following provisions shall apply:

- a. The Agency procurement officer may at any time by written order, and without notice to the sureties, if any, make changes within the general scope of the Contract in any one or more of the following:
  - (1) Description of performance (Attachment 1);
  - (2) Time of performance (i.e., hours of the day, days of the week, etc.);
  - (3) Place of performance of services;

- (4) Drawings, designs, or specifications when the supplies to be furnished are to be specially manufactured for the STATE in accordance with the drawings, designs, or specifications;
  - (5) Method of shipment or packing of supplies; or
  - (6) Place of delivery.
- b. If any change causes an increase or decrease in the estimated cost of, or the time required for performance of, any part of the performance under this Contract, whether or not changed by the order, or otherwise affects any other terms and conditions of this Contract, the Agency procurement officer shall make an equitable adjustment in the (1) estimated cost, delivery or completion schedule, or both; (2) amount of any fixed fee; and (3) other affected terms and shall modify the Contract accordingly.
  - c. The CONTRACTOR must assert the CONTRACTOR'S rights to an adjustment under this provision within thirty (30) days from the day of receipt of the written order. However, if the Agency procurement officer decides that the facts justify it, the Agency procurement officer may receive and act upon a proposal submitted before final payment under the Contract.
  - d. Failure to agree to any adjustment shall be a dispute under paragraph 11 of this Contract. However, nothing in this provision shall excuse the CONTRACTOR from proceeding with the Contract as changed.
  - e. Notwithstanding the terms and conditions of subparagraphs 23a and 23b, the estimated cost of this Contract and, if this Contract is incrementally funded, the funds allotted for the performance of this Contract, shall not be increased or considered to be increased except by specific written modification of the Contract indicating the new contract estimated cost and, if this contract is incrementally funded, the new amount allotted to the contract.
24. Confidentiality of Material.
- a. All material given to or made available to the CONTRACTOR by virtue of this Contract, which is identified as proprietary or confidential information, will be safeguarded by the CONTRACTOR and shall not be disclosed to any individual or organization without the prior written approval of the STATE.
  - b. All information, data, or other material provided by the CONTRACTOR to the STATE shall be subject to the Uniform Information Practices Act, chapter 92F, HRS.
25. Publicity. The CONTRACTOR shall not refer to the STATE, or any office, agency, or officer thereof, or any state employee, including the HOPA, the CPO, the Agency procurement officer, or to the services or goods, or both, provided under this Contract, in any of the CONTRACTOR'S brochures, advertisements, or other publicity of the CONTRACTOR. All media contacts with the CONTRACTOR about the subject matter of this Contract shall be referred to the Agency procurement officer.
26. Ownership Rights and Copyright. The STATE shall have complete ownership of all material, both finished and unfinished, which is developed, prepared, assembled, or conceived by the CONTRACTOR pursuant to this Contract, and all such material shall be considered "works made for hire." All such material shall be delivered to the STATE upon expiration or termination of this Contract. The STATE, in its sole discretion, shall have the exclusive right to copyright any product, concept, or material developed, prepared, assembled, or conceived by the CONTRACTOR pursuant to this Contract.
27. Liens and Warranties. Goods provided under this Contract shall be provided free of all liens and provided together with all applicable warranties, or with the warranties described in the Contract documents, whichever are greater.

28. Audit of Books and Records of the CONTRACTOR. The STATE may, at reasonable times and places, audit the books and records of the CONTRACTOR, prospective contractor, subcontractor, or prospective subcontractor which are related to:
- a. The cost or pricing data, and
  - b. A state contract, including subcontracts, other than a firm fixed-price contract.
29. Cost or Pricing Data. Cost or pricing data must be submitted to the Agency procurement officer and timely certified as accurate for contracts over \$100,000 unless the contract is for a multiple-term or as otherwise specified by the Agency procurement officer. Unless otherwise required by the Agency procurement officer, cost or pricing data submission is not required for contracts awarded pursuant to competitive sealed bid procedures.

If certified cost or pricing data are subsequently found to have been inaccurate, incomplete, or noncurrent as of the date stated in the certificate, the STATE is entitled to an adjustment of the contract price, including profit or fee, to exclude any significant sum by which the price, including profit or fee, was increased because of the defective data. It is presumed that overstated cost or pricing data increased the contract price in the amount of the defect plus related overhead and profit or fee. Therefore, unless there is a clear indication that the defective data was not used or relied upon, the price will be reduced in such amount.

30. Audit of Cost or Pricing Data. When cost or pricing principles are applicable, the STATE may require an audit of cost or pricing data.
31. Records Retention.
- (1) Upon any termination of this Contract or as otherwise required by applicable law, CONTRACTOR shall, pursuant to chapter 487R, HRS, destroy all copies (paper or electronic form) of personal information received from the STATE.
  - (2) The CONTRACTOR and any subcontractors shall maintain the files, books, and records that relate to the Contract, including any personal information created or received by the CONTRACTOR on behalf of the STATE, and any cost or pricing data, for at least three (3) years after the date of final payment under the Contract. The personal information shall continue to be confidential and shall only be disclosed as permitted or required by law. After the three (3) year, or longer retention period as required by law has ended, the files, books, and records that contain personal information shall be destroyed pursuant to chapter 487R, HRS or returned to the STATE at the request of the STATE.
32. Antitrust Claims. The STATE and the CONTRACTOR recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the purchaser. Therefore, the CONTRACTOR hereby assigns to STATE any and all claims for overcharges as to goods and materials purchased in connection with this Contract, except as to overcharges which result from violations commencing after the price is established under this Contract and which are not passed on to the STATE under an escalation clause.
33. Patented Articles. The CONTRACTOR shall defend, indemnify, and hold harmless the STATE, and its officers, employees, and agents from and against all liability, loss, damage, cost, and expense, including all attorneys fees, and all claims, suits, and demands arising out of or resulting from any claims, demands, or actions by the patent holder for infringement or other improper or unauthorized use of any patented article, patented process, or patented appliance in connection with this Contract. The CONTRACTOR shall be solely responsible for correcting or curing to the satisfaction of the STATE any such infringement or improper or unauthorized use, including, without limitation: (a) furnishing at no cost to the STATE a substitute article, process, or appliance acceptable to the STATE, (b) paying royalties or other required payments to the patent holder, (c) obtaining proper authorizations or releases from the patent holder, and (d) furnishing such security to or making such arrangements with the patent holder as may be necessary to correct or cure any such infringement or improper or unauthorized use.

34. Governing Law. The validity of this Contract and any of its terms or provisions, as well as the rights and duties of the parties to this Contract, shall be governed by the laws of the State of Hawaii. Any action at law or in equity to enforce or interpret the provisions of this Contract shall be brought in a state court of competent jurisdiction in Honolulu, Hawaii.
35. Compliance with Laws. The CONTRACTOR shall comply with all federal, state, and county laws, ordinances, codes, rules, and regulations, as the same may be amended from time to time, that in any way affect the CONTRACTOR'S performance of this Contract.
36. Conflict Between General Conditions and Procurement Rules. In the event of a conflict between the General Conditions and the procurement rules, the procurement rules in effect on the date this Contract became effective shall control and are hereby incorporated by reference.
37. Entire Contract. This Contract sets forth all of the agreements, conditions, understandings, promises, warranties, and representations between the STATE and the CONTRACTOR relative to this Contract. This Contract supersedes all prior agreements, conditions, understandings, promises, warranties, and representations, which shall have no further force or effect. There are no agreements, conditions, understandings, promises, warranties, or representations, oral or written, express or implied, between the STATE and the CONTRACTOR other than as set forth or as referred to herein.
38. Severability. In the event that any provision of this Contract is declared invalid or unenforceable by a court, such invalidity or unenforceability shall not affect the validity or enforceability of the remaining terms of this Contract.
39. Waiver. The failure of the STATE to insist upon the strict compliance with any term, provision, or condition of this Contract shall not constitute or be deemed to constitute a waiver or relinquishment of the STATE'S right to enforce the same in accordance with this Contract. The fact that the STATE specifically refers to one provision of the procurement rules or one section of the Hawaii Revised Statutes, and does not include other provisions or statutory sections in this Contract shall not constitute a waiver or relinquishment of the STATE'S rights or the CONTRACTOR'S obligations under the procurement rules or statutes.
40. Pollution Control. If during the performance of this Contract, the CONTRACTOR encounters a "release" or a "threatened release" of a reportable quantity of a "hazardous substance," "pollutant," or "contaminant" as those terms are defined in section 128D-1, HRS, the CONTRACTOR shall immediately notify the STATE and all other appropriate state, county, or federal agencies as required by law. The Contractor shall take all necessary actions, including stopping work, to avoid causing, contributing to, or making worse a release of a hazardous substance, pollutant, or contaminant, and shall promptly obey any orders the Environmental Protection Agency or the state Department of Health issues in response to the release. In the event there is an ensuing cease-work period, and the STATE determines that this Contract requires an adjustment of the time for performance, the Contract shall be modified in writing accordingly.
41. Campaign Contributions. The CONTRACTOR is hereby notified of the applicability of 11-355, HRS, which states that campaign contributions are prohibited from specified state or county government contractors during the terms of their contracts if the contractors are paid with funds appropriated by a legislative body.
42. Confidentiality of Personal Information.
  - a. Definitions.

"Personal information" means an individual's first name or first initial and last name in combination with any one or more of the following data elements, when either name or data elements are not encrypted:

    - (1) Social security number;
    - (2) Driver's license number or Hawaii identification card number; or

- (3) Account number, credit or debit card number, access code, or password that would permit access to an individual's financial information.

Personal information does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records.

"Technological safeguards" means the technology and the policy and procedures for use of the technology to protect and control access to personal information.

b. Confidentiality of Material.

- (1) All material given to or made available to the CONTRACTOR by the STATE by virtue of this Contract which is identified as personal information, shall be safeguarded by the CONTRACTOR and shall not be disclosed without the prior written approval of the STATE.
- (2) CONTRACTOR agrees not to retain, use, or disclose personal information for any purpose other than as permitted or required by this Contract.
- (3) CONTRACTOR agrees to implement appropriate "technological safeguards" that are acceptable to the STATE to reduce the risk of unauthorized access to personal information.
- (4) CONTRACTOR shall report to the STATE in a prompt and complete manner any security breaches involving personal information.
- (5) CONTRACTOR agrees to mitigate, to the extent practicable, any harmful effect that is known to CONTRACTOR because of a use or disclosure of personal information by CONTRACTOR in violation of the requirements of this paragraph.
- (6) CONTRACTOR shall complete and retain a log of all disclosures made of personal information received from the STATE, or personal information created or received by CONTRACTOR on behalf of the STATE.

c. Security Awareness Training and Confidentiality Agreements.

- (1) CONTRACTOR certifies that all of its employees who will have access to the personal information have completed training on security awareness topics relating to protecting personal information.
- (2) CONTRACTOR certifies that confidentiality agreements have been signed by all of its employees who will have access to the personal information acknowledging that:
  - (A) The personal information collected, used, or maintained by the CONTRACTOR will be treated as confidential;
  - (B) Access to the personal information will be allowed only as necessary to perform the Contract; and
  - (C) Use of the personal information will be restricted to uses consistent with the services subject to this Contract.

- d. Termination for Cause. In addition to any other remedies provided for by this Contract, if the STATE learns of a material breach by CONTRACTOR of this paragraph by CONTRACTOR, the STATE may at its sole discretion:



- (1) Provide an opportunity for the CONTRACTOR to cure the breach or end the violation; or
- (2) Immediately terminate this Contract.

In either instance, the CONTRACTOR and the STATE shall follow chapter 487N, HRS, with respect to notification of a security breach of personal information.

c. Records Retention.

- (1) Upon any termination of this Contract or as otherwise required by applicable law, CONTRACTOR shall, pursuant to chapter 487R, HRS, destroy all copies (paper or electronic form) of personal information received from the STATE.
- (2) The CONTRACTOR and any subcontractors shall maintain the files, books, and records that relate to the Contract, including any personal information created or received by the CONTRACTOR on behalf of the STATE, and any cost or pricing data, for at least three (3) years after the date of final payment under the Contract. The personal information shall continue to be confidential and shall only be disclosed as permitted or required by law. After the three (3) year, or longer retention period as required by law has ended, the files, books, and records that contain personal information shall be destroyed pursuant to chapter 487R, HRS or returned to the STATE at the request of the STATE.



**APPENDIX D**  
**SPECIAL CONDITIONS (AMENDING GENERAL TERMS AND CONDITIONS)**

## SPECIAL CONDITIONS

The following Special Conditions modify, change, delete from, and add to, the State of Hawaii's General Conditions which are included as part of the Contract Documents as Appendix E.

1. Changes to Terminology: Except as provided herein, the Terms throughout the entire document shall be changed and interpreted as follows:  
  
"STATE" shall mean either the State of Hawaii or AEG Management HCC, LLC ("AEG") as a contractor for the state.  
"HOPA" shall mean the "Contracting Officer" as defined in the Request for Proposals ("RFP").  
"CPO" shall mean the "Contracting Officer" as defined in the RFP.  
"Agency procurement officer" shall mean the "Contracting Officer" as defined in the RFP.
2. Delete Paragraph 6.d. in its entirety.
3. The first sentence of Paragraph 7 shall be changed to read: "The CONTRACTOR shall defend, indemnify, and hold harmless AEG Management Hawaii HCC, LLC, the Hawaii Tourism Authority ("HTA"), the State of Hawaii, and their respective officers, employees, and agents from and against all liability, loss, damage, cost, and expense, including attorneys' fees, and all claims, suits, and demands therefore, arising out of or resulting from the acts or omissions of the CONTRACTOR or the CONTRACTOR's employees, officers, agents, suppliers, or subcontractors under this Contract."
4. Delete Paragraph 10 in its entirety.
5. Delete Paragraph 11 in its entirety.
6. The second sentence of Paragraph 13.c. shall be changed to read as follows: "If the parties fail to agree, the Contracting Officer shall set an amount subject to the CONTRACTOR's legal rights."
7. The first sentence of Paragraph 14.a. shall be changed to read as follows: "The Contracting Officer may, when the interests of AEG, HTA, and/or the State of Hawaii so require, terminate this Contract in whole or in part, for the convenience of the STATE."
8. Delete Paragraph 17.b. in its entirety.
9. Add the following language to the beginning of Paragraph 17.d.: "Notwithstanding final payment requirements set forth elsewhere in the Contract, final payment under this contract . . ."
10. Delete Paragraph 18 in its entirety.
11. Delete Paragraphs 19.g., 19.h., and 19.i. in their entirety.
12. Delete the phrase "and applicable sections of chapters 3-123 and 3-126, HAR." at the end of Paragraph 21.a.(5).
13. Delete Paragraph 23 in its entirety.

14. The first sentence of Paragraph 25 shall be changed to read as follows: “The CONTRACTOR shall not refer to AEG, HTA, the State of Hawaii, or the Hawaii Convention Center, or any officer thereof, or any employees of the foregoing, or to the services or goods, or both, provided under this Contract, in any of the CONTRACTOR’s brochures, advertisements, or other publicity of the CONTRACTOR.
15. The term “STATE” in Paragraph 33 shall mean “AEG, HTA, and the State of Hawaii” as those terms are defined herein.
16. The body of Paragraph 36, which is entitled “Conflict Between General Conditions and Procurement Rules” shall be changed to read as follows: “In the event of a conflict between the General Conditions and the STATE procurement rules (as set forth in Part III of chapter 103D, including the Hawaii Administrative Rules relating thereto), the procurement rules in effect on the date this Contract became effective shall control and are hereby incorporated by reference.”
17. The first sentence of Paragraph 37 shall be changed to read as follows: “The Contract documents identified and set forth in the Contract itself comprise all of the agreements, conditions, understandings, promises, warranties, and representations between AEG, HTA, the State of Hawaii and the CONTRACTOR relative to this Contract.

**APPENDIX E**  
**HCC HEALTH & SAFETY PROCEDURES**

**HAWAII CONVENTION CENTER**  
**HEALTH & SAFETY PROCEDURES - CONTRACTOR POLICY**

**OVERVIEW:**

Provide contractors of the Hawaii Convention Center ("HCC" or Facility) with the HCC/AEG Management HCC, LLC ("AEG") rules, regulations and requirements when working at the Facility.

**POLICY:**

The policy of HCC/AEG is to provide a safe and secure environment for our clients, guests, visitors, contractors and employees.

**PROCEDURE:**

All contractors and sub-contractors are expected to abide to all HCC/AEG polices as listed:

- I. Health, Safety and Environment
- II. Access to Facility
- III. Fire, Health, and Safety - General Rules
- IV. Equipment Safety
- V. Hazardous Works and Materials
- VI. Special Requirements
- VII. General Do's and Don'ts

I. **HEALTH, SAFETY AND ENVIRONMENT**

A. **Compliance**

The Contractor, their employees and agents will comply with all relevant statutory and HCC/AEG's regulations pertaining to health, safety and environmental protection.

The Contractor shall ensure that all materials and equipment used in the project and event, regardless of the owner, comply with all relevant regulations and statutory requirements of HCC/AEG, the Government, local and other authorities with jurisdiction for occupational safety and health. All equipment requiring certification by authorizing agencies will be certified before being brought onto Facility premises.

B. **Responsibilities**

The Contractor is wholly responsible for the safety and safe working practices of its employees and agents. The Contractor will ensure their staff is trained and certified, as applicable, on the equipment required for the job, safety precautions and safe working practices before the job commences. HCC/AEG has the right to request the Contractor to provide certification, licensing or credentialing that is required by government regulation.

The Contractor shall report to HCC/AEG (Security Department) any incident or accident occurring, which involves any employee or agent of the Contractor. In cases of injuries or non-injuries incidents judged to be serious by HCC/AEG, the Contractor will carry out a full investigation without additional cost to HCC/AEG. A detailed report is submitted to HCC/AEG within three (3) working days, stating events relating to the incident or accident: the primary and contributory causes, conclusions, and recommendations to prevent recurrence.

The Contractor affirms that it has a written safety policy which is comparable to the HCC/AEG Safety Policy. The written safety policy is acknowledged, supported, and endorsed by HCC/AEG management. The Contractor further affirms that its safety policy has been disseminated, and Contractor Employees and agents have been trained and signed off as completed.

The Contractor's safety policy will include a description of the Contractor's safety organization, procedures, and methods of communication to and from its employees and agents.

Contractors, their subcontractors, suppliers, and delivery vendors all have appropriate and active Insurance Certificates and personal Medical Coverage for all employees or representatives.

C. **Health and Safety Site Control**

The Contractor will permit HCC/AEG access to any equipment, personnel, materials, and records involved in any job on the work site at HCC/AEG to enable HCC/AEG to:

1. Ensure the Contractor complies with all provisions presented herewith.
2. Ensure the Contractor is carrying out its responsibility under its Safety Policy.
3. Ensure the Safety Policy of the Contractor complies with all provisions Presented.
4. Conduct, if required, independent investigations into an incident arising out of/or in connection with the job performance.

D. **Violation of Health and Safety Regulation**

If the Contractor is performing the job in an unsafe manner, or if its equipment requires modification to meet statutory or HCC/AEG safety standards, **HCC/AEG reserves the right to immediately suspend all or part of the job.**

The suspension notice shall include reasons for HCC/AEG issuing such notice and will outline the steps required to be taken by the Contractor to rectify the hazard.

The Contractor shall be considered inoperable of its obligations under this situation until the unsafe working condition hazard is remedied to the satisfaction of HCC/AEG.

The refusal or inability of the Contractor to remedy any hazardous working practice or to perform the required modification to its equipment within seven (7) days shall constitute a breach of Contract. HCC/AEG may, in addition to and without prejudice to any other rights the Contractor may have, terminate the Contract in accordance with the Contract.

E. **Personal Protective Clothing and Equipment**



The Contractor, at its own expense, supplies all its employees or agents, adequate personal protective clothing and equipment that will satisfy accepted industry standards as advised by HCC/AEG. Such protective equipment is supplied and always maintained in good condition at the Contractor's expense. The equipment must be worn on all relevant occasions as required by law, notice, instruction and in good sense.

F. **Security Checks**

HCC/AEG reserves the right to require the Contractor and their employees or agents to produce acceptable evidence of identification, such as a driver's license or identification card or badge, to HCC/AEG for the purpose of entering any premises of HCC/AEG. The Contractor and their employees and agents shall consent to the searching of any package, toolbox, or suitcase in their possession.

Contractors and their staff unwilling to comply with such a requirement will not be permitted entry into any premises of HCC/AEG and, consequently, HCC/AEG will not be liable for any cost arising directly or un-directly out of such circumstances. The Contractor and their employees or agents shall also comply with such request prior to leaving the premises of HCC/AEG.

II. **ACCESS TO THE FACILITY**

A. **Access Control**

The Contractor must issue a list of all workers who will enter the Facility's premises by a company official. The list is provided to the Security Department prior to an employee or agent being authorized access to the premises.

Workers must identify themselves at the Security checkpoint entrance to the Facility. Verification will be by the submitted name list. Contractors should provide their workers with a nametag with the following information:

Name of company  
Name and surname of worker  
Position  
Photograph of worker  
Number of tag

Workers will be issued a temporary name badge to verify they have checked in with HCC Security and are authorized to be on property.

The Facility, at its discretion, can object and require the Contractor to remove any person(s) employed by the Contractor or agent from the site who, in the opinion of the Facility is incompetent or negligent in the proper performance of their duties or whose employment or behavior is otherwise considered by the Facility as undesirable. Such people are not employable or can continue working at the Facility.

B. **Means of Access**

Workers must only enter and exit the Facility through the Security Check-In on the Intermediate Level. It is accessible by walking along the Ala Wai Terrace Promenade past the Grand Staircase. When entering through the parking level, take service elevators 4

and 5 located in Section F, to the Intermediate Level "2" to Security Check-in. Contractors are not allowed to use guest elevators.

On the first day of work, all workers are to meet at the designated entrance for the identified management personnel to direct them to the work site.

C. **Daily Responsibility**

The person responsible designated by the Contractor will report their daily scope of work to the designated management in charge before commencing work. The Chief Engineer is the main point of contact should it be necessary to isolate or shut down any of the Facility plant equipment or systems.

D. **Event Contractor Use of Wristbands**

Should a contractor doing business on HCC decide to use a wristband system to ensure security within their area of operation, The Event Manager will be responsible for informing HCC Security of the use of wristbands and the color the contractor will be using.

E. **Before/After Shift**

Contractors are only allowed to be on site ½ hour prior and ½ hour after a scheduled shift. Contractors are not allowed on site when not scheduled.

III. **FIRE, HEALTH AND SAFETY - GENERAL RULES**

SMOKING IS STRICTLY PROHIBITED IN ALL AREAS OF THE FACILITY EXCEPT IN THE DESIGNATED SMOKING AREA.

Contractors and contractor's employees must abide by the Facility current COVID-19 protocols and procedures.

The contractor MUST appoint a person responsible for coordinating and ensuring all safety measures and MUST be present at the project site at all times.

HCC/AEG uses RAVE Mobile Safety to distribute any emergency messaging for the facility. Contractors are encouraged to provide to security an email and mobile phone number to be placed into the system to alert all contractors of emergency situations.

HCC/AEG designated management personnel will brief the contractor on the facility's firefighting system, fire detection system and evacuation routes and the Facility work safety guidelines.

All working areas must be cleaned, and debris removed from the Facility premises on a daily basis at the end of each day.

All work areas are to be properly secured prior to departure at the end of the day.

A fully supplied first aid kit must be provided by the Contractor and kept at the work site.

All workers are to be properly dressed based on the safety guidelines with proper shoes or boots.

All electrical equipment is to be properly wired, grounded with correct fitting plugs. Items inoperable or hazardous must be handled under the lockout tag out guidelines.

#### IV. **EQUIPMENT SAFETY**

Any moving vehicle (electric carts, scooters, bicycles, tricycles, etc.) must be pre-approved in writing for use by the Facility Director of Operations prior to use in the Facility. Use of approved vehicles is restricted to work areas only. There are weight limitations on each level of the HCC.

Approved personnel using a scissor or boom lift must wear a hardhat and eye protection. A safety harness is required when using lifts at all times.

Workers operating equipment, such as forklifts and aerial lifts must be certified in the use of such equipment and carry proof of such current certification while operating equipment. The Contractor is required to present license/certification of specific individuals who will operate any of HCC's lift equipment, in accordance with applicable state and federal OSHA regulations and HCC Safety Policies. The Contractor is required to ensure proper license/certification is current, lawful and held by any individual operating lift equipment not owned by HCC.

Operators must present current certification at Security Check-in and obtain a wristband authorizing use of lifts owned by HCC.

All event-related contractors must provide a valid certification for any equipment (HCC owned or external) planned to be utilized while on HCC premises. The Events Department will collect these certifications to be kept on file by the Human Resources department. For all event contractors planning to have equipment delivered for use during their respective event, said contractors must provide the HCC Events team with the dates, types of equipment, and names of all operators prior to arrival. Failure to do so may result in refusal of equipment operation until proper credentials are furnished. All event contractors must check-in at security base and will be issued a specific wrist band indicating approved contractor certification status. Failure to report to the Security Base for proper credentials may result in stoppage of work until proper credentials are obtained. Credentialing is required to occur daily throughout the duration of the event.

Transporting lifts to another level, through the Facility freight elevators require pre-approval and scheduling of an elevator operator through the Facility.

No vehicles or pallet jacks are allowed to be operated on the green, slate tile floor areas without pre-approval. Necessary preparations are required.

All personnel utilizing HCC equipment, such as forklifts and aerial lifts must complete a digital pre-inspection form of the equipment in use. Digital QR codes can be found affixed to all rolling assets at the facility.

#### V. **HAZARDOUS WORK AND MATERIALS**

A special Work Permit must be filed with the Chief Engineer or designated department prior to commencement of hazardous work for:

- Welding
- Cutting
- Scaffolding Work
- Spray painting or varnishing
- High suspension cleaning

Note: A separate fire extinguisher must be provided at the location of all welding or cutting work.

All hazardous materials e.g. solvents, pressurized canisters, gasoline, oils, fuels, paints, varnishes etc. shall be stored in approved designated areas and in OSHA approved storage containers. All containers will be metallic and properly sealed. All containers will be properly

labeled. Proper respiratory masks must be used. NO SMOKING must be enforced. All materials are identified in the MSDS sheets available in each department and Security Base. Contractors are responsible for disposing of any hazard chemical brought onto HCC property.

## VI. **SPECIAL REQUIREMENTS**

### A. **Noise Control**

The Contractor shall note that no noisy Work will be allowed to be carried out before 8 a.m. and after 5 p.m.

Due to "business as usual" factor for the Facility, it is further required that noise levels be maintained at a low level to minimize the disturbance/noise nuisance to the Facility occupants. This will include cutting of holes, drilling/fixing to structures, alterations and demolition, grinding of steel, removal of existing elements, finishes, fittings, fixtures, hacking/hammering etc. This type of work should be effectively reduced to an absolute minimum by adoption of alternative methods/fixings and containment on the carrying out of all such noisy operations within limited periods daily.

Should noise levels in the opinion of the Facility become excessive and unacceptable under the above conditions, the Contractor will be requested to take immediate action to cease all operations giving rise to the unacceptable noise levels and to amend his methodology to allow him to continue within the acceptable noise limits.

### B. **Construction Barricades**

The Contractor may be required to provide a section of boarding or construction barricades to match the surrounding area to separate the work areas from the Facility public areas and to prevent all unauthorized public access to all work areas. This boarding will require adaptation and relocation to suit the phasing/staging of the project work.

Before erection/ alteration of boarding, the Contractor will submit a detailed plan showing the proposed form/ location of boarding for approval by the Facility.

### C. **Quarterly Meeting**

The Contractor is required to attend HCC Quarterly Contractor's meeting, held at the Facility. A minimum of one company representative must sign-in for attendance. Notification of the meeting schedule will be sent via email to the designated contact. It is the Contractor's responsibility to ensure that the most current email address and contact information is provided to the Facility.

## VII. **GENERAL DO'S AND DON'T'S**

1. Only authorized subcontractors and their employees are permitted to operate and conduct business within the Facility. The Director of Operations will determine authorized contractors.
2. Children under eighteen (18) years of age are not permitted in work areas.
3. This is a State-owned building and therefore it is a NO SMOKING facility. Smoking is prohibited in all areas of the Facility except in the designated smoking areas. The

designated smoking area is in the ma uka/Waikikī corner of the parking garage. Contract employees are prohibited from using the Porte Cochere or Kahakai Drive as a smoking or break area.

4. Contractor must stay in designated job site areas only and must not stray to any other areas of the Facility under any circumstances. At the end of the shift, contractors are not allowed to remain on property or in their vehicles.
5. No Contractor is allowed, at any time, in the client, guest/public areas of the Facility nor be allowed to use any guest elevator or restroom in the Facility.
6. ALL contractor workers are required to sign in and out of the building at Security Check-In located on the intermediate level. Workers are required to sign in and obtain an identification wristband while on Facility property. Workers are required to return to Security Control and sign out at the end of their work shift.
7. All signs and traffic markings must be obeyed in the parking garage.
8. There is no overnight parking allowed unless prior arrangements have been made with the Director of Security. If authorization is given, an overnight permit will be issued and must be displayed on the dashboard of the vehicle it is issued to. Parking costs will be charged for each day the vehicle is parked. Vehicles left overnight without authorization will be towed at the owner's expense.
9. Contract workers who are dropped off and picked up at the start and end of their shift need to arrange these pick-ups and drop offs on Kalakaua Avenue ONLY. Kahakai Drive is not to be used as a waiting area for pick up.
10. Contractor will maintain complete separation of construction areas for existing functions for airborne contaminants, dust control, noise, waste and all OSHA safety standards.
11. Contractor is responsible for the protection of his work and adjoining areas.
12. Contractor will maintain clear egress in corridors at all times during construction until completed or approved alternative route is established.
13. Under no circumstances may any exterior door be blocked open
14. Contractor shall use designated loading dock area only for the receiving of goods. Loading docks will be used for active unloading and loading only. Dock reservations are required and can be made through [docres@hccasm.com](mailto:docres@hccasm.com). No vehicles will be parked in the loading dock. No deliveries through the front entrance are allowed.
15. Contractor must park in the area designated by the Facility.
16. There will be no alcohol, beer, wine or drugs consumed on the job site or during the workday whatsoever.
17. Meals are to be consumed only in the Lunchroom located on the Parking Level to the rear of Elevators 4 & 5.
18. All bags or boxes are subject to security check upon entering or leaving the building. Any refusals will cause the person to be barred from the Facility premises.
19. Contractor is to furnish their own tools. Under no conditions will a non-Facility employee be allowed to use a Facility tool. By the same token, Facility employees are not to use Contractor's tools.

20. The Facility is not responsible for the Contractor's property.
21. All work areas must be always kept clean. The contractor is responsible for the removal of all debris and excess material during and at the completion of the project. Contractor is not to use Facility telephones at any time for any reason.
22. Contractor must wear clothing, which is in good taste. Any attire which causes unwarranted distractions is unauthorized. Lack of a shirt or wearing muscle, fishnet, sleeveless shirts, cut-offs, shorts or sandals are not permitted. Clothing with offensive wording is prohibited.
23. Proper protective safety equipment shall be always worn. (No open toe shoes, slippers, etc.)
24. Contractors must conduct themselves in a professional manner and are subject to the same rules as Facility Employees. No shouting, profanity, "cat calling" or confrontation with Facility guests or with Facility employees will be tolerated.
25. Contractors are not permitted to fraternize with Facility employees, clients, guests or patrons.
26. The use of portable radios and stereos are strictly prohibited.
27. Violation of these policies will be documented and reported to Facility management for appropriate action

Revised: November 2024.