

Department of Accounting and General Services

RELEASE DATE: May 29, 2026

REQUEST FOR PROPOSALS
SEALED OFFERS
FOR

Department of Accounting and General Services
RFP-CSDR-26-036-SW
Computerized Maintenance Management System

PROPOSALS WILL BE RECEIVED UP TO 2:00 PM HST ON JULY 10, 2026
AND SHALL BE SUBMITTED TO THE HAWAII STATE E-PROCUREMENT (HIePRO)
ACCESSIBLE AT <https://hiepro.ehawaii.gov>. QUESTIONS RELATING TO THIS
SOLICITATION SHALL BE SUBMITTED ON HIePRO.

Table of Contents

Section 1- Introduction, Terms and Acronyms, Key Dates	1
Section 2- Background and Scope of Work.....	4
Section 3- Term of Contract and Proposal.....	10
Section 4- Proposal Format & Content	12
Section 5- Proposal Submission	18
Section 6- Proposal Evaluation	23
Section 7- Contract Award.....	26

- Attachment A-Offer Form A
- Attachment B- Offer Form B
- Attachment C - Wage Certificate
- Attachment D-W-9

SECTION ONE

INTRODUCTION, TERMS AND ACRONYMS, KEV DATES

INTRODUCTION

The State of Hawaii Department of Accounting and General Services Central Services Division (DAGS/CSD) is requesting proposals for the furnishing of all labor, equipment, tools, materials, and transportation to perform all operations in connection with furnishing a Computerized Maintenance Management System (CMMS) that will be implemented across the DAGS/CSD portfolio. The award of the contract will be subject to the availability of funds.

CANCELLATION

The Request for Proposals (RFP) may be cancelled and any or all proposals rejected in whole or in part, without liability to the State, when it is determined to be in the best interest of the State.

SELECTION BASIS FOR CONTRACT AWARD

The selection of Contractor will be based on a scoring system. The requirement of the job demands expert knowledge, quick response, and professional customer service at an affordable price. The lowest priced proposal is just one of several factors considered in the selection for award. Offerors should answer questions and complete applicable forms to receive points for past performance, workforce capacity, and technical expertise of staffing as these items will be evaluated and used to determine the best qualified company for the State. See Section Six Proposal Evaluation of this solicitation.

TERMS AND ACRONYMS USED HEREIN

Procurement Officer	=	DAGS/CSD Administrator or his designee
State	=	State of Hawaii
DAGS/CSD	=	Department of Accounting and General Services, Central Services Division, 729 Kakoi Street, Honolulu, Hawaii 96819
CA	=	Contract Administrator
Bidder or Offeror	=	Any individual, partnership, firm, corporation, joint venture, or other entity submitting directly or through a duly authorized representative or agent, a bid for the good, service, or construction contemplated.
HRS	=	Hawaii Revised Statutes
HAR	=	Hawaii Administrative Rules

- HlePRO = Hawaii Electronic Procurement System
- AG = Attorney General
- GC = General Conditions, Form AG-008, Rev. 4/15/2009 issued by the Attorney General (AG)

- GET = General Excise Tax

RFP SCHEDULE AND SIGNIFICANT DATES

Except as noted, the following schedule represents DAGS/CSD's best estimate of events. All times indicated are Hawaii Standard Time (HST). If any component of this schedule is delayed, the rest of the schedule will likely be amended by the same number of days, however DAGS/CSD reserves the right to amend or revise the timetable without prior written notice when such revision or amendment is in DAGS/CSD's best interest.

Release of Request for Proposals	May 29, 2026
Pre-Proposal Conference	6/12/26, 10:30 am HST
Due date to Submit Questions	6/19/26, 2:00 pm HST
Responses to Questions	6/30/26, 2:00 pm HST
Proposal Due date/time* (HlePRO submission only)	7/17/26, 2:00 pm HST
Proposal Evaluations (approximate)	7/20/26 – 7/31/26
Discussion with Priority Listed Offerors (if necessary)	8/3/26 – 8/7/26
Best and Final Offer (if necessary)	8/10/26 – 8/14/26
Notice of Award (approximate)	8/17/26 – 8/20/26
Notice to Proceed	9/15/26 – 9/18/26
Contract Start Date (approximate)	9/15/26

THERE ARE NO EXCEPTIONS TO THE PROPOSAL DUE DATE UNLESS THE DATE IS AMENDED IN WRITING BY CSD'S PROCUREMENT AND CONTRACTS BRANCH.

PRE-PROPOSAL CONFERENCE

The purpose of the pre-proposal conference is to provide all interested Offerors with an opportunity to be briefed on this procurement and to ask any questions. Attendance at the pre-proposal conference is not mandatory; however, Offerors are strongly encouraged

to attend to gain a better understanding of the requirements of this RFP. The State-conducted voluntary pre-proposal conference will be held on June 12, 2026, at **10:30 a.m. HST at the DAGS/CSD Baseyard, Conference Room, 729 Kakoi Street, Honolulu, Hawaii and via teleconference**. Interested attendees shall send an email request for invitation to centralservices@hawaii.gov at least twenty-four (24) hours in advance of the meeting day stating in-person attendance or web teleconference. The email shall have "RFP-CSDR-26-036-SW- Pre-Proposal Conference" in the subject line and shall contain the following information: Name(s) attending, Company Name, Phone Number, and Email Address. Agenda and call-in information for the Pre-Proposal Conference shall be sent as part of the response to the requester.

SUBMISSION OF QUESTIONS

All interested Offerers are encouraged to submit written questions pertaining to this RFP. Questions must be submitted using the HiePRO Questions and Answers section no later than the "Due Date to Submit Questions" date indicated on the previous page.

Answers to questions shall be made by way of HiePRO, Questions and Answer section no later than the "Responses to Questions" date indicated on the previous page.

CONTACT PERSON/CONTRACT ADMINISTRATOR

The following person from the issuing office listed below is the sole point of contact for this RFP. Communication with any other contact person from the date of release of this RFP until the selection of the Successful Offerer without approval may result in disqualification.

RFP Point of Contact: James Kurata
Email: centralservices@hawaii.gov
Phone: (808) 831-6730

Issuing Office: State of Hawaii Department of Accounting and General Services
Central Services Division
729 Kakoi Street
Honolulu, Hawaii 96819

SECTION TWO

BACKGROUND AND SCOPE OF WORK

BACKGROUND AND OBJECTIVE

DAGS/CSD is responsible for managing and maintaining state-owned buildings and facilities to ensure they are safe and operational. To streamline these responsibilities, DAGS/CSD is seeking a CMMS that can be deployed to manage and monitor the portfolio of its facilities and facility assets (e.g. operational equipment such as elevators, air conditioning systems, plumbing and electrical systems, etc.) and meets the standard and additional functionality requirements outlined in this document.

SCOPE OF WORK

The Contractor shall furnish all labor, equipment, tools, materials, and transportation to perform all operations in connection with furnishing a CMMS that will be implemented across the DAGS/CSD portfolio in three (3) phases, starting with the Capitol District on Oahu, followed by the remaining facilities on Oahu, and then by facilities on the island of Hawaii, Kauai, Lanai, Molokai and Maui.

	Full Facilities Portfolio	Phase 1 Capitol District (6 months from NTP)	Phase 2 Remaining Oahu Facilities (12 months from ending of Phase I)	Phase 3 Neighbor Islands (12 months from ending of Phase II)
# of Sites	160	7	78	75
# of Buildings	261	7	129	125
Land Area (in Million SF)	12.44	1.02	7.01	4.41
Building Area (in Million GSF)	3.1	1.6	1.61	0.47

DESCRIPTION OF WORK

A. The **CMMS** shall address the following desired system functionality.

1. Standard Functionality

a. Asset lifecycle tracking

- Recording asset conditions, calibrations, inspections and maintenance records, performance data, and warranty information
 - Scheduling predictive or preventive maintenance tasks
 - Condition monitoring via sensors or other technologies to gather data on parameters like vibration, temperature, and oil analysis
 - Automated calculation of the entire deferred maintenance backlog using a nationally recognized data source similar to Gordian's Means Building Construction data
 - b. Automated work order management
 - Auto-generation and scheduling upon failed inspection
 - Auto-assignment and distribution to maintenance technicians
 - Auto-assignment and distribution to vendors
 - Tracking and routing
 - Configurable tracking metrics to provide reports with Key Performance Indicators
 - Work order prioritization based on factors such as safety or emergency risks, impacts on operations, severity of damage or potential for escalation, cost of servicing or replacement, and cost implications of deferred maintenance
 - c. Vendor management
 - Recording contact details and service agreements
 - Tracking metrics such as on-time delivery and quality of service
 - Measuring cost-effectiveness to optimize spending
 - Comparisons between different vendors
 - Reporting on the above trends
 - d. Budget management
 - Tracking actual spending against allocated budget
 - Maintenance frequency and cost analysis
 - Labor costs analysis
 - e. Disposable inventory management (*bidders are requested to exclude this functionality from current pricing, but the functionality may be implemented at a future date*)
 - Descriptions, locations, supplier details, and transaction history of spare parts & disposables
 - Tracking inventory levels and auto-generating purchase orders with reported low levels
 - Analysis and reporting of inventory data
2. Additional Requirements
- a. Security/ Encryption
 - Minimum security level of SOC2

- b. Capacity for building and grounds management
 - o There is a distinct method of logging and managing assets related to grounds (see "Types of Assets", "8. Grounds and Exterior Systems" below) that is specific to those elements
- c. Ability to use the CMMS system as a service provider
 - o DAGS/CSD must be able to manage requests for repairs and work orders to service other public buildings that are outside of the DAGS/CSD facilities portfolio (e.g., libraries, schools, health centers that have their own building managers/facilities staff)
- d. Key and lock management
 - o Assigning, tracking, securing, restricting, and logging mechanical and electronic key assignments, as well as managing access rights for different users
- e. Purchasing, Billing & Invoicing
 - o Ability to back-charge for repairs and maintenance, and invoice serviced buildings which are outside of the DAGS/CSD facilities portfolio
 - o Ability to back-charge for third-party purchases
 - o See "Integrations and data exchange" for other purchasing, billing & invoice related requirements
- f. Integrations and data exchange
 - o Ability to view, exchange, and integrate data from other departments and divisions within DAGS such as Public Works (PW) and PW Planning Branch, via APIs, Webhooks, or storing into a data lake.
 - o Integrate with DAGS/CSD current purchasing, billing and invoicing systems.
 - o Integration with Facilities Management or Space Management systems. Note that DAGS/CSD currently uses EvolveFM.
 - o Integration with Automated Logic, DAGS' building automation system under maintenance contract with Island Controls.
- g. Integration with IoT sensors
 - o Importing data gathered from indoor and outdoor sensors measuring metrics such as temperature and humidity levels, air quality, occupancy, water presence/ mold detection, light and noise levels
- h. Ability to import and view architectural, MEP, structural, and other building pdf drawings, shop drawing of custom fabricated items and operation manuals
 - o Achieved through the CMMS system, or through integration with construction management software, such as Procore
- i. Interactive floorplan mapping
 - o Ability to see asset locations mapped on a floor plan drawing with diagrammatic coding of asset condition and work order status
- j. Asset Logging Assistance
 - o Ability to provide CMMS program implementation assistance with collecting data on facilities and assets

- k. Update release frequency
 - o Frequency of bug fixes, product releases, UX/UI updates
 - l. Customization
 - o Ability to customize dashboards and reports
 - m. Mobile Access
 - o Ability to record and store asset inspection or maintenance information from mobile devices. Specify availability on different operating systems and devices (smartphones, tablets, etc.), and whether mobile access is via application or browser
 - n. Offline Capabilities
 - o Ability to enter asset information (such as conditions, inspections, calibrations, etc.) while in-field without WIFI or cellular reception
- B. The CMMS shall manage and monitor the non-exhaustive list of asset types that DAGS/CSD oversees. They are:
1. Building Structure and Envelope
 - a. Roofs
 - b. Exterior walls
 - c. Windows and doors (e.g. automatic, fire-rated)
 - d. Foundations and slabs
 - e. Loading docks and ramps
 2. HVAC
 - a. Boilers and furnaces
 - b. Air handling units
 - c. Chillers and cooling towers
 - d. VAV boxes, dampers, and ductwork
 - e. Thermostats and BMS controls
 - f. Split systems and mini-splits
 - g. Computer Room Air Conditioning Units
 3. Electrical Systems
 - a. Main switchgear and distribution panels
 - b. Circuit breakers and transformers
 - c. Interior and exterior lighting systems
 - d. Emergency lighting and exit signs
 - e. UPS (Uninterruptible Power Supply) units
 - f. Generators and ATS (Automatic Transfer Switches)
 4. Plumbing and Water Systems
 - a. Water heaters and boilers
 - b. Pumps (e.g. sump, booster, circulation)
 - c. Fixtures (e.g. toilets, urinals, faucets)
 - d. Piping
 - e. Backflow preventers and valves
 - f. Greywater and rainwater systems

5. Life Safety and Security Systems
 - a. Fire alarm control panels
 - b. Smoke and heat detectors
 - c. Fire suppression systems
 - d. Security cameras and surveillance systems
 - e. Access control systems
 - f. Emergency communication/intercoms
6. Vertical Transportation
 - a. Elevators and escalators
 - b. Wheelchair lifts and dumbwaiters
 - c. Control panels and motor systems
7. Interior Components
 - a. Flooring
 - b. Ceiling tiles and grids
 - c. Paint and wall coverings
 - d. Furniture and fixed casework
8. Grounds and Exterior Systems
 - a. Exterior lighting and signage
 - b. Walkways and entryways
 - c. Irrigation and drainage systems
 - d. Fencing and gates
 - e. Statues
 - f. Lawns, gardens, trees, and planting
9. Sustainability and Energy Management
 - a. Solar panels and inverters
 - b. Building Automation Systems (BAS/BMS)
 - c. Sub-metering systems (electric, water, gas)
 - d. Occupancy sensors and daylight harvesting system
10. Janitorial and Operational Equipment
 - a. Floor scrubbers and vacuums
 - b. Trash compactors
 - c. Utility carts and janitorial closets

C. The CMMS does not currently need to log and manage disposable inventory, but this may be implemented in the future. Offerors must confirm if this impacts pricing. If it impacts pricing, it should be excluded for the purposes of this RFP.

D. The CMMS shall include a schedule from mobilization to final implementation to meet the designated Phase I duration, and Phase II and III start dates and indicate recommended durations for each phase of the implementation plan based on the information provided.

REPORTING

Written reports are to be submitted after each Phase has been completed.

EXTRA WORK

For extra work authorized and approved by the CA, a separate detailed invoice is required. The invoice shall contain the date of work; description of the work done and amount due. Any extra work will be paid for outside of this contract by purchase order.

SECTION THREE

TERM OF CONTRACT AND PROPOSAL

Offerer receiving the award will be required to enter into a formal written contract. Upon execution of the contract, DAGS/CSD will issue a notice to proceed and a fully executed copy of the contract to the CONTRACTOR. No work will be undertaken by the CONTRACTOR prior to the commencement date specified on the contract as DAGS/CSD is not liable for any work, contract costs, expenses, loss of profits, or any damage whatsoever incurred by the CONTRACTOR prior to official starting date.

A. Contract Term

The Contract shall commence upon full execution of the contract by the Administrator of the Department of Accounting and General Services and shall start from the provided Notice to Proceed date and end thirty (30) months from the start date.

B. Contract Extension

The Contract may be extended for not more than five (5) additional twelve-month periods, i) upon mutual written agreement of the parties, ii) prior to expiration and iii) under the same terms and conditions of the original agreement or as negotiated between DAGS/CSD and the CONTRACTOR. Contract extension(s) shall be contingent upon i) the need for continued services and ii) funding availability beyond the current fiscal year. As each option(s) to extend is mutually agreed upon, the CONTRACTOR shall be required to execute a supplement to the Contract for each additional period.

C. Performance Period

The Contractor shall complete the work within the time limits specified herein. The time specified herein is the maximum time allowed.

PROPOSAL AS PART OF THE CONTRACT

This RFP and part or all portions of the successful proposal may be incorporated into the contract.

ADDITIONAL TERMS AND CONDITIONS

DAGS/CSD reserves the right to add terms and conditions during discussions with offerors, if any. These terms and conditions will be within the scope of the RFP and

will not affect the proposal evaluations.

OFFER ACCEPTANCE PERIOD

DAG'S acceptance of a proposal, if any, will typically be made within ninety (90) calendar days after the opening of proposals. Prices quoted by Offerer shall therefore remain firm for ninety (90) calendar days from receipt of proposals.

SECTION FOUR

PROPOSAL FORMAT AND CONTENT

REQUIRED REVIEW/WRITTEN QUESTIONS

A. Required Review

Before submitting a proposal, each Offeror must thoroughly and carefully examine this RFP, any attachment, addendum, and other relevant documents, to ensure Offeror understands the requirements of the RFP. Offeror must also become familiar with State, local and Federal laws, statutes, ordinances, rules and regulations that may in any manner affect cost, progress, or performance of the work required.

B. Questions

Should Offeror find defects and questionable or objectionable items in the RFP, Offeror shall notify the DAGS/CSD in writing prior to the deadline for written questions as stated in the RFP *Schedule and Significant Dates*, as amended. This will allow the issuance of any necessary corrections and/or amendments to the RFP by addendum and mitigate reliance of a defective solicitation and exposure of proposal(s) upon which award could not be made. DAGS/CSD will not respond to verbal or informal questions.

Comments related to this solicitation shall be communicated in writing to the RFP contact person identified via e-mail by the date and time established for submission of written questions to ensure an official response.

Such comments contain pertinent information to identify the prospective Offeror, its telephone number, e-mail address, the RFP number, as well as reference to the specific page, section, and/or paragraph as applicable.

DAGS/CSD's responses shall be communicated in writing via published addenda to this RFP. Offerors who have submitted an RFP Registration Form will receive notification of any addenda from the date the Registration Form is received. DAGS/CSD is not responsible for delays or non-receipt of such responses or any communications by the prospective Offerors.

If Offeror submits a question after the scheduled date, DAGS/CSD may

answer the question but does not guarantee that the answer will be provided prior to the Proposal due date.

RFP Addenda

DAGS/CSD reserves the right to amend this RFP at any time prior to the closing date for best and final offers. All addenda issued shall be incorporated into the resulting contract. Failure of any Offeror to complete and submit an RFP Registration Form or receive any such addenda or interpretations shall not relieve Offeror of any obligation under this solicitation.

Proposal Preparation Costs

All costs incurred by Offeror in preparing or submitting a proposal shall be Offeror's sole responsibility whether or not any award results from this RFP. The State shall not reimburse such costs.

Tax Liability

- A. Work to be performed under this solicitation is a business activity taxable under HRS Chapter 237, and if applicable, taxable under HRS Chapter 238. The Contractor is advised that they are liable for the Hawaii GET at the current 4.712% for sales made on Oahu, and at the rates of 4.712%, 4.1666%, and 4.712% for the counties of Hawaii, Maui, and Kauai, respectively. If, however, Offeror is a person exempt by the HRS from paying the GET and therefore not liable for the taxes on this solicitation, Offeror shall state its tax-exempt status and cite the HRS chapter or section allowing the exemption.
- B. Federal I.D. Number and Hawaii General Excise Tax License I.D. Offeror shall submit its current Federal I.D. No. and Hawaii General Excise Tax License I.D. number in the space provided on Offer Form A, thereby attesting that Offeror is doing business in the State and that Offeror will pay such taxes on all sales made to the State. See Attachment A- Offer Form A.

Property of State

All proposals become the property of the State of Hawaii.

Confidential Information

- A. If Offeror believes that any portion of a proposal, offer, specification, protest, or correspondence contains information that should be withheld

from disclosure as confidential, then Offeror shall inform the Procurement Officer named on the cover of this RFP in writing and provided with justification to support Offeror's confidentiality claim. Price is not considered confidential and will not be withheld.

- B. Offeror shall request in writing nondisclosure of information such as designated trade secrets or other proprietary data Offeror considers it to be confidential. Such requests for nondisclosure shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential portion of the proposal.

Exceptions

Should Offeror take any exception to the terms, conditions, specifications, or other requirements listed in the RFP, Offeror shall list such exceptions in this section of Offeror's proposal. Offeror shall reference the RFP section where exception is taken, a description of the exception taken, and the proposed alternative, if any. The State reserves the right to accept or not accept any exceptions. No exceptions to statutory requirements of the AG General Conditions shall be considered. See AG-008 103D General Conditions.

Proposal Objectives

- A. One of the objectives of this RFP is to make proposal preparation easy and efficient, while giving Offerors ample opportunity to highlight their proposals. The evaluation process must also be manageable and effective.
- B. Proposals shall be prepared in a straightforward and concise manner, in a format that is reasonably consistent and appropriate for the purpose. Emphasis will be on completeness, clarity, and content.
- C. When Offeror submits a proposal, it shall be considered a complete plan for accomplishing the tasks described in this RFP and any supplemental tasks Offeror has identified as necessary to successfully complete the obligations outlined in this RFP.
- D. The proposal shall describe in detail Offeror's ability and availability of services to meet the goals and objectives of this RFP as stated in the SCOPE OF WORK.

- E. Offeror shall submit a proposal that includes an overall strategy, timeline and plan for the work proposed as well as expected results and possible shortfalls.

Proposal Forms

- A. To be considered responsive, Offeror's proposal shall respond to and include all items specified in this RFP and any subsequent addendum. Any proposal offering any other set of terms and conditions that conflict with the terms and conditions provided in the RFP or in any subsequent addendum may be rejected without further consideration.
- B. **Offer Form A.** This form is required to be completed using Offeror's exact legal name as registered with the Department of Commerce and Consumer Affairs. If you are not registered, please go to [Business Registration](#). Failure to do so may delay proper execution of the Contract.
- C. Offeror's authorized signature on Offer Form A shall be an electronic signature with audit/authentication document, which shall be required before an award, if any, can be made. The submission of the proposal shall indicate Offeror's intent to be bound. See Attachment A- Offer Form A.
- D. **Offer Form B.** Pricing shall be submitted on this form. The price shall be the all-inclusive cost, including the GET, to the State. No other costs will be honored. Any unit prices shall be inclusive. See Attachment B- Offer Form B.
- E. Substitutions of key personnel after the submission of the proposal shall be subject to the State's approval.

Receipt and Register of Proposals

Proposals shall be submitted to the Hawaii State e-Procurement (HlePRO), and due on the date and time specified in the *RFP Schedule and Significant Dates*, or as amended.

Best and Final Offer (BAFO)

If the State determines a BAFO is necessary, it shall request one from Offeror. Offeror shall submit its BAFO and any BAFO received after the deadline or not received shall not be considered.

Modification Prior to Submittal Deadline or Withdrawal of Offers

- A. Offerer may modify or withdraw a proposal before the proposal due date and time.
- B. Any change, addition, deletion of attachment(s) or data entry of an offer may be made prior to the deadline for submittal of offers.

Mistakes in Proposals

- A. When the Procurement Officer knows or has reason to conclude before award that a mistake has been made, the Procurement Officer should request Offeror to confirm the proposal. If Offeror alleges mistake, the proposal may be corrected or withdrawn pursuant to this section.
- B. Once discussions have commenced or after best and final offers are requested, any priority-listed Offeror may freely correct any mistake by modifying or withdrawing the proposal until the time and date set for receipt of best and final offers.
- C. If discussions are not held, or if the best and final offers upon which award will be made have been received, mistakes shall be corrected to the intended correct offer whenever the mistake and the intended correct offer are clearly evident on the face of the proposal, in which event the proposal may not be withdrawn.
- D. If discussions are not held, or if the best and final offers upon which award will be made have been received, Offeror alleging a material mistake of fact which makes a proposal non-responsive may be permitted to withdraw the proposal if: the mistake is clearly evident on the face of the proposal but the intended correct offer is not; or Offeror submits evidence which clearly and convincingly demonstrates that a mistake was made.

Technical irregularities are matters of form rather than substance evident from the proposal document, or insignificant mistakes that can be waived or corrected without prejudice to other Offerors; that is, when there is no effect on price, quality, or quantity.

If discussions are not held or if Best and Final Offers upon which award will be made have been received, the Procurement Officer may waive such irregularities or allow Offeror to correct them if either is in the best interest of the State. Examples include the failure of Offeror to: return the number of signed proposals required by the request for proposals; sign the proposal,

but only if the unsigned proposal is accompanied by other material indicating Offeror's intent to be bound; or to acknowledge receipt of an amendment to the request for proposal, but only if it is clear from the proposal that Offeror received the amendment and intended to be bound by its terms; or the amendment involved had no effect on price, quality or quantity.

Proposal Evaluation

DAGS/CSD will conduct a comprehensive, fair, and impartial evaluation of the proposals it receives in response to this RFP.

SECTION FIVE

PROPOSAL SUBMISSION

SUBMISSION OFFER

All offers shall be received electronically through the Hawaii State eProcurement called HlePRO. Offers received outside of HlePRO shall be rejected and not be considered for award. To register for HlePRO, please go to <http://hiepro.hawaii.gov>. If you need assistance in registering, please call (808) 695-4320 or go to the HlePRO website and click on Help-Chat online.

Offerer's electronic response to this solicitation shall be deemed an offer to sell the specified materials and services to the State at the price(s) shown in the response and under the terms and conditions of this solicitation.

Offerer's electronic response to this solicitation shall be deemed an offer to sell the specified materials and services to the State at the price(s) shown in the response and under the terms and conditions of this solicitation.

Offerers must complete and submit the following forms:

Offer Form A- See Attachment A

Offer Form B - See Attachment B

Wage Certificate - See Attachment C

W-9 Request for Taxpayer Identification - See Attachment D

These document(s) must be included as part of your proposal. Offerers are responsible for ensuring all forms requested are attached when submitting an offer.

Offerer must submit a proposal on all items specified on the Offer Form Band submit all the above referenced forms to be considered for award. Failure to do so shall result in rejection of the entire offer.

RESPONSIBILITY OF OFFEROR

Offerer is advised that in order to be awarded a contract under this solicitation, the vendor/contractor/service provider will be required to be compliant with all laws governing entities doing business in the State including the following chapters and

pursuant to HRS§ 103D-310(c):

1. Chapter 237, tax clearance;
2. Chapter 383, unemployment insurance;
3. Chapter 386, workers' compensation;
4. Chapter 392, temporary disability insurance;
5. Chapter 393, prepaid health care; and
6. Section 103D-310(c), Certificate of Good Standing (COGS) for entities doing business in the State.

The State will verify compliance on Hawaii Compliance Express (HCE) for awards \$2,500 or greater.

The HCE is an electronic system that allows vendors/contractors/ services providers doing business with the State to quickly and easily demonstrate compliance with applicable laws.

It is an online system that replaces the necessity of obtaining paper compliance certificates from the Department of Taxation; Federal Internal Revenue Service; Department of Labor and Industrial Relations; and Department of Commerce and Consumer Affairs.

Vendors/contractors and service providers should register online with Hawaii Compliance Express (HCE) prior to submitting an offer at <http://vendors.ehawaii.gov>.

The annual registration fee is \$12.00 payable to Hawaii Information Consortium, LLC (HIC).

If you have any questions, please call:

Hawaii Information Consortium, LLC Phone no. 695-4620 or
Email: info@ehawaii.gov.

The "Certificate of Vendor Compliance" is accepted for both contracting and final payment.

Paper documents as proof of compliance are ACCEPTABLE. VENDOR COMPLIANCE- PAPER DOCUMENTS: Vendors not utilizing HCE shall provide paper certificates that must be valid at the time of award. All applications for applicable

clearances are the responsibility of the vendor, who must be compliant pursuant to HRS§103D-310(c) with the chapters 1) Chapter 237, General Excise Tax Laws; 2) Chapter 382, Hawaii Employment Security Law; 3) Chapter 386, Worker's Compensation Law; 4) Chapter 392, Temporary Disability Insurance; 5) Chapter 393, Prepaid Health Care Act; and 6) §103D-310(c), Certificate of Good Standing (COGS) for entities doing business in the State. Upon receipt of compliance paper documents (A-6, LIR#27, COGS), the purchasing agency reserves the right to verify their validity with the respective issuing agency.

Offerors are advised that the following paper compliance documents will be accepted and are valid for six (6) months from document date. It is the responsibility of Offeror to submit its updated paper compliance documents before the expiration date should the project completion date extend beyond the six (6) months from document date:

Tax Clearance Form A-6;
Certificate Of Compliance,
DUR Form LIR#27
Certificate Of Good Standing, DCCA (BREG).

Timely Submission of Compliance Document. The "**Certificate of Vendor Compliance**" must be submitted to the DAGS/CSD **within ten (10) working days from the date the request is made**. If the certificate is not submitted on a timely basis, an otherwise responsive offer from a responsible Offeror may not receive the award.

It is recommended that Offerors register with Hawaii Compliance Express (HCE) prior to responding to a solicitation to ensure timely submittal when requested. Offerors should be aware that it takes thirty (30) working days to establish compliance status.

OFFEROR REFERENCE CHECKS

Offeror shall provide the names of references from the State of Hawaii, and other than the State of Hawaii government, for whom Offeror has provided or is currently providing computerized maintenance management services, that is similar in nature and volume (annual dollar value for the two combined referenced contracts shall be equal to or greater than \$50,000.00 per year) to the services specified in this offer, that shall qualify offeror to perform the project. The DAGS/CSD reserves the right to contact these references to verify Offeror's quality level and reliability. Should any work performed for the references be

proven unsatisfactory, offeror's offer may be rejected. Offeror should complete and submit Attachment D.

EVALUATION OF OFFEROR'S RESPONSE

Failure on Offeror's part to meet the requirements herein may result in a determination as non-responsive and subsequent disqualification of Proposal. These requirements shall remain in effect throughout the entire contact period. Failure to maintain these requirements may result in cancellation of award or termination of a contract.

DISQUALIFICATION OF OFFERS

DAGS/CSD reserves the right to consider acceptable only those proposals submitted in compliance with all the requirements set forth in this RFP and which demonstrate an understanding of the issues involved and the scope of work. PROPOSALS WILL ONLY BE ACCEPTED THROUGH THE STATE'S HiePRO APPLICATION.

Offeror shall be disqualified, and Offeror's Proposal shall be rejected for any one or more of the following non-exclusive reasons as solely determined by DAGS/CSD:

- A. Proposal received after specified deadline.
- B. Proposal not properly completed as required herein or containing any unauthorized additions or deletions, defects including but not limited to irregularities of any kind which may make the Proposal incomplete, indefinite, or ambiguous as to its meaning (e.g. un-initialed erasures, prices which are obviously unbalanced).
- C. A Proposal which is incomplete or conditional proposals including but not limited to a Proposal which includes any other set of terms and conditions, or any terms or conditions contradictory to those included in this RFP.
- D. A Proposal signed by someone other than an authorized individual.
- E. A faxed or hard copy proposal will not be accepted or acknowledged.
- F. More than one Proposal from an individual, firm, corporation, or joint venture under the same or different names (Offeror), whereby all proposals from Offeror shall be rejected.
- G. Evidence to DAGS/CSD's sole satisfaction of collusion among Offerors, lack of responsibility and cooperation to DAGS/CSD requests during the RFP process or as shown by past work, being in arrears on existing contracts with the State of Hawaii or defaulting on previous contract(s).

- H. Failure to possess proper licenses, facilities, equipment, or sufficient experience to provide the proposed solution or failure to perform the work contemplated.
- I. Evidence of any noncompliance with any applicable law or rule.

SECTION SIX

PROPOSAL EVALUATION

PROPOSAL EVALUATION

The DAGS/CSD reserves the right to reject any or all Proposals and waive any defects if the DAGS CSD believes the rejection or waiver to be in the best interest of the DAGS/CSD.

The evaluation will be based solely on the evaluation criteria detailed in this RFP and shall be performed by the selected members of the Evaluation Committee consisting of at least three (3) governmental employees with sufficient qualifications and experience in this area. Evaluation criteria and the associated points are listed below. Quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

A contract may be awarded based on initial Proposals received, without discussion. Therefore, each initial proposal shall contain Offeror's best terms from a technical and cost/price standpoint.

Proposals may be classified initially as acceptable, potentially acceptable, or unacceptable. Discussions may be conducted with Offerors who submit proposals determined to be acceptable or potentially acceptable of being selected for award, but proposals may be accepted without such discussions.

The final selection of a Successful Offeror, if any, will be made in accordance with the evaluation criteria as specified herein.

EVALUATION CRITERIA

All proposals submitted will be evaluated in two parts - Qualifications and Product Requirements and Weight

A. Qualification

1. All vendors must provide information on all the items below. If a vendor cannot provide information for any items below, or does not meet the thresholds indicated, they will not be further evaluated.

1. General Requirements

- o Corporate Form and Ownership - Offeror must disclose its Corporate form and ownership

- o Company Age - Offeror must have been in continuous operation for 5 years and must demonstrate 5 years of experience delivering CMMS/EAM solutions of comparable size and complexity in the public sector or regulated industries.
 - o Product Age - The Product must have been generally available (GA) for at least 3 years with active support and multiple reference customers.
2. Customer Base
- o Customer base - Offeror must have at least 100 active customer organizations using the Product.
 - o Government customers - Offeror must have had at minimum 15 government or education customers at any level, including at least 3 live references available for contact and/or case studies that are similar in size, scope, and complexity to DAGS and in production for at least 12 months.
3. Retention Rates
- o Average annual client retention rate (CRR) - Offeror must have a minimum annual retention rate of 85% based on the last 3 years, using the number of clients at the start of the 3-year period and dividing by the number of clients still active at the end of the 3-year period. Do not include customers who joined partway through the 3-year period or who were already committed under a multi-year contract.
 - o Multi-year cohort retention - Offeror must have a minimum retention rate of 75% of customers who signed multi-year contracts greater than or equal to three years, showing the percentage of customers that renew after the end of the initial contract term.
4. Financial Stability
- o Financial Statement - Offeror must provide financial statements for the past 2-3 years that show net worth, working capital, and revenue trend
 - o Bank letters or references - Offeror shall submit at least one bank reference confirming satisfactory credit standing.
5. Product Related
- o Billing and invoicing - Product must be able to back-charge third-party owners of external facilities for items such as utilities, services, repairs, equipment, supplies, etc.
 - o Interactive floorplan mapping - Product must have interactive floor mapping showing the location and status of assets, including the ability to view operational conditions and work-order status via floorplans.

B. Product Requirements and Weights

1. The total maximum points for this section is 176 points.

Cat.	Requirement	Maximum Points
GENERAL REQUIREMENTS		
	Experience in Hawai'i	12
	Specialized management for grounds and landscaping systems	10
	Security/ encryption	8
	Asset Logging Assistance	12
	Frequent update releases	10
	Ability to use as a service provider for external facilities with third-party owners	16
	Key & Lock Management (tracking the assignment of physical/manual keys to personnel and their level of access)	16
	Billing & Invoicing tools to recover costs from performing third-party services	16
INTEGRATIONS		
	Integration with AutoCAD or BIM	10
	Integration with asset / space management system	10
	Integration with Automated Logic, building automation system	10
	Interactive floorplan mapping	16
USER EXPERIENCE		
	Customization	10
	Offline Capabilities	16
	Mobile Access	16
	Total	188

SECTION SEVEN

CONTRACT AWARD

CONTRACT AND PERFORMANCE PERIOD

Award shall be made to the responsible and responsive Offerer whose proposal is determined to be the most advantageous to the DAGS/CSD based on the evaluation criteria set forth in the RFP. If Offerer is not compliant on HCE at the time of award, Offerer shall not receive the award.

Offeror receiving the award shall be required to enter a formal written contract. Upon execution of contract, DAGS/CSD will issue a notice to proceed and a fully executed copy of the contract to the CONTRACTOR. No work will be undertaken by the CONTRACTOR prior to the commencement date specified on the contract as DAGS/CSD is not liable for any work, contract costs, expenses, loss of profits, or any damages whatsoever incurred by the CONTRACTOR prior to official starting date.

A. Contract Term

The Contract shall commence upon full execution of the contract by the Administrator of the Department of Accounting and General Services and shall start from the provided Notice to Proceed and end thirty (30) months from the start date.

B. Contract Renewal

The Contract may be extended for not more than five (5) additional twelve-month periods, i) upon mutual written agreement of the parties, ii) prior to expiration and iii) under the same terms and conditions of the original agreement or as negotiated between DAGS/CSD and the CONTRACTOR. Contract extension(s) shall be contingent upon i) the need for continued services and ii) funding availability beyond the current fiscal year. As each option(s) to extend is mutually agreed upon, the CONTRACTOR shall be required to execute a supplement to the Contract for each additional period.

C. Performance Period

The CONTRACTOR shall complete the work within the time limits specified

herein. The time specified herein is the maximum time allowed.

RESPONSIBILITY OF OFFEROR - HAWAII COMPLIANCE EXPRESS

Offeror is advised that if awarded a contract under this RFP, Offeror shall, upon award of contract:

1. Furnish proof of compliance with the requirements of HRS §103D-310 and HAR§ 3-122-112 including:
 - a. Chapter 237, General Excise Tax Law;
 - b. Chapter 383, Hawaii Employment Security Law;
 - c. Chapter 386, Workers' Compensation Law;
 - d. Chapter 392, Temporary Disability Insurance;
 - e. Chapter 393, Prepaid Health Care Act; and one of the following:
2. Be registered and incorporated or organized under the laws of the State of Hawaii (hereinafter referred to as a "Hawaii business");
3. Be registered to do business in the State of Hawaii (hereinafter referred to as a "compliant non-Hawaii business").

Offeror may demonstrate proof of compliance with the above-referenced requirements by submitting a Certificate of Vendor Compliance issued by the Hawaii Compliance Express (HCE) online system to the DAGS/CSD Procurement and Contracts Branch upon award of a contract. The HCE service allows vendors to register online through a simple wizard interface at <http://vendors.ehawaii.gov>. The Certificate of Vendor Compliance provides current compliance status as of the issuance date, satisfies requirements of Chapter 103D-310(c), HRS, and is therefore acceptable for contracting purposes. Offerors that elect to use HCE services are required to pay an estimated annual fee of \$12.00 to the Hawaii Information Consortium, LLC (HIC).

Due to the time required to obtain the HCE Certificate of Vendor Compliance, it is highly recommended that the interested Offeror begin the registration process immediately.

FAILURE TO EXECUTE CONTRACT; TIMELY SUBMISSION OF CERTIFICATES

At time of contract award, the above Certificate of Vendor Compliance and any other documentation and certification shall be submitted to DAGS/CSD, Procurement and Contracts Branch as soon as possible or by the deadline established by DAGS/CSD. If a valid certificate or non-compliant documentation is not submitted on a timely basis for award of a contract, award made to Offeror otherwise responsible may be nulled.

Failure to execute a contract as required within ten (10) calendar days or such further time as DAGS/CSD may allow after the Awardee has received the contract for execution shall be just cause for the annulment of the award. DAGS/CSD may award the contract to the next responsible Offeror or may call for other offers, whichever is deemed to be in the best interest of DAGS/CSD.

APPROVALS

Any agreement arising out of this offer may be subject to the approval of the Department of the Attorney General, and to all further approvals, including the approval of the Governor, as required by statute, regulation, rule, order, or other directive.

INSURANCE REQUIREMENTS

The Contractor shall obtain and maintain insurance described below which shall provide coverage against claims arising out of the Contractor's operations under the contracts, whether such operations be by the Contractor itself or by any subcontractor or by anyone directly or indirectly employed by any of them or by anyone for whose acts any of them may be liable during the life of this contract.

Worker's Compensation - The Contractor shall obtain worker's compensation insurance for all persons whom they employ in carrying out the work under this contract. This insurance shall be in strict conformity with the requirements of the most current and applicable State of Hawaii Worker's Compensation Insurance law in effect on the date of the execution of this contract and as modified during the duration of the contract.

General Liability-The Contractor shall obtain General Liability insurance with a limit of not less than \$1,000,000 per occurrence and \$2,000,000 in the Aggregates.

Automobile Liability- The Contractor shall obtain Auto Liability Insurance covering all owned, non-owned and hired autos with a combined single Limit of not less than \$1,000,000 per occurrence.

The Contractor shall maintain in full force and effect during the life of this contract, liability and property damage insurance to protect the Contractor and his subcontractors, if any, from claims for damages for personal injury, accidental death and property damage which may arise from operations under this contract, whether such operations be by the contractor or by a subcontractor or anyone directly or indirectly employed by either of them, or anyone for whose acts any of them may be Liable during the Life of this contract. If any subcontractor is involved in the performance of the contract, the insurance policy or policies shall name the subcontractor as an additional insured.

As an alternative to the Contractor providing insurance to cover operations performed by a subcontractor and naming the subcontractor as additional insured, Contractor may require subcontractor to provide its own insurance which meets the requirements herein. It is understood that a subcontractor's insurance policy or policies are in addition to the Contractor's own policy or policies.

The following minimum insurance coverage(s) and limit(s) shall be provided by the Contractor, including its subcontractor(s) where appropriate.

Coverage	Limits
Commercial General Liability {occurrence form)	\$1,000,000 combined single limit per occurrence for bodily injury and property damage \$2,000,000 aggregate per occurrence
Automobile Liability Insurance	\$1,000,000 combined single limit per occurrence

Each insurance policy required by this contract, including a subcontractor's policy, shall contain the following clauses:

1. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
2. "It is agreed that any insurance maintained by the State of Hawaii will apply

in excess of, and not contribute with, insurance provided by this policy."

The minimum insurance required shall be in full compliance with the Hawaii Insurance Code throughout the entire term of the contract, including supplemental agreements.

Prior to issuance of the Notice to Proceed, Award Notification or Purchase Order, **Contractor must provide to DAGS Central Services Division, 729 Kakoi Street, Honolulu, Hawaii 96819 within ten (10) working days or earlier from the date the request is made, a CERTIFICATE(S) OF INSURANCE** completed by a duly authorized representative of their insurer certifying that the liability coverage(s) is written on an occurrence form.

The certificate of insurance is necessary to satisfy the State that the insurance provisions of this contract have been complied with and to keep such insurance in effect and the certificate(s) therefore on deposit with the State during the entire term of this contract, including those of its subcontractor(s), where appropriate. Upon request by the State, Contractor shall be responsible for furnishing a complete and certified copy of all required insurance policies, including endorsements effecting the coverage required at any time.

The Contractor will immediately provide written notice to the Department State of Hawaii, Department of Accounting and General Services, Central Services Division, Purchasing Office, 729 Kakoi Street, Honolulu, Hawaii 96819 should any of the insurance policies evidence on its Certificate of Insurance form be cancelled, limited in scope, or not renewed upon expiration.

Failure of the Contractor to provide and keep in force such insurance shall be regarded as material default under this contract, entitling the State to exercise any or all of the remedies provided in this contract for a default of the Contractor.

The procuring of such required insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this contract. Notwithstanding said policy or policies of insurance, Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this contract.

It is recommended that Offerors apply for the Certificate of Insurance as soon as possible to ensure timely submittal when requested.

PAYMENT SCHEDULE

The State reserves the right to negotiate and establish, at time of contracting, a mutually agreeable payment schedule. For purposes of this RFP, a reserve of 5% up to 50% of the contract amount on all items will be kept and used as final payment and shall be paid under the following conditions:

- A. Issuance of written notice that the products and services to be provided pursuant to the contract have been completed by selected Contractor;
- B. Acceptance of the final work and services by the State;
- C. Receipt of an original or certified copy of a tax clearance certificate issued by DOTAX and IRS, not over two months old; and
- D. All payments shall be in accordance with, and subject to, applicable provisions of Chapters 40 and 103D, HRS.

INVOICING AND PAYMENT TERMS

The Contractor shall e-mail their monthly estimate directly to the designated representative of the State after the State has notified the Contractor of acceptance of the project deliverables.

Section 103-10, HRS, provides that the State shall have thirty (30) calendar days from receipt of invoice or satisfactory delivery of goods or performance of services to make payment. For this reason, the State will reject any offer submitted with a condition requiring payment within a shorter period. Further, the State will reject any bid submitted with a condition requiring interest payments greater than that allowed by Section 103-10, HRS, as amended.

The State will not recognize any requirement established by the Contractor and communicate to the State after award of the contract, which requires payment within a shorter period, or interest payments not in conformance with statute.

CONTRACT INVALIDATION

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.