



STATE OF HAWAII  
DEPARTMENT OF TAXATION

HONOLULU, HAWAII

May 28, 2026

REQUEST FOR QUOTES (RFQ)  
DOTAX RFQ-26-TAX-06

INTERPRETER SERVICES

Offers shall be received via the Hawaii State eProcurement System (HIePRO) no later than the date and time stated on HIePRO and must be submitted in strict accordance with the instructions herein.

All offers must be made by 4:00 PM Hawaii Standard Time on Monday, June 9, 2026, and must be submitted in strict accordance with the instructions herein.

The Department of Taxation reserves the right to reject any or all offers and to waive any defects when such rejection will be in the best interest of the public.

## **INSTRUCTIONS TO OFFERORS**

1. All offers shall be made on the Offer Form furnished by the Department of Taxation (DOTAX) and shall be signed by the offeror with the offeror's business and payment addresses, telephone number and email address. The offeror is requested to submit its offer using the offeror's exact legal name as registered with the Department of Commerce and Consumer Affairs, State of Hawaii. No substitutions of materials or items not expressly provided for in the Instructions to Offerors, Scope of Services, Provisions and General Conditions will be considered or accepted.
2. Any offer that contains any erasures or alterations not properly initialed or that contains other irregularities may be rejected as not in the best interest of the public. Any offer which constitutes a conditional offer, or a counter proposal will be rejected outright.
3. Offers must be submitted through HIEPRO on the Offer Form provided no later than the date and time indicated in the solicitation. Offers received after the deadline shall not be accepted. The offer price shall include all applicable taxes and any other costs incurred per this RFQ.

Work to be performed under this solicitation is a business activity taxable under Chapter 237, Hawaii Revised Statutes (HRS), and vendors are advised that they are liable for the General Excise Tax (GET) and all other applicable taxes. If, however, the offeror is a person exempt by the HRS from paying the GET and therefore not liable for the taxes on this solicitation, the offeror shall state its tax-exempt status and cite the HRS chapter or section allowing the exemption.

4. In case of error in extension of offer price, unit price shall govern.
5. Costs for developing the proposal are solely the responsibility of the offeror. DOTAX shall not reimburse such costs. All offers/proposals become the property of DOTAX.
6. DOTAX will award the contract to the lowest-priced responsive, responsible offer or, when applicable, on the offer that provides the best value to the State.
7. The offeror is advised that to be awarded a contract under this solicitation, the offeror 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):
  - a. Chapter 237, General Excise Tax Law;
  - b. Chapter 383, Hawaii Employment Security Law;
  - c. Chapter 386, Worker's Compensation Law;
  - d. Chapter 392, Temporary Disability Insurance;
  - e. Chapter 393, Prepaid Health Care Act; and
  - f. §103D-310(c), Certificate of Good Standing (COGS) for entities doing business in the State.Prior to awarding this contract, DOTAX shall verify compliance of the offeror.

### Vendor Compliance – Hawaii Compliance Express (HCE)

Vendors may choose to use the HCE, which is an electronic system that allows

vendors/contractors/service 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/service providers intending to use HCE to demonstrate compliance are advised to register with HCE as soon as possible at <https://vendors.ehawaii.gov>. The annual registration fee is \$12.00, and the 'Certificate of Vendor Compliance' is accepted for the execution of the contract and final payment. If a vendor/contractor/service provider is not compliant on HCE at the time of the award, the offeror will not receive the award.

#### Vendor Compliance – Paper Documents

Vendors not utilizing HCE to demonstrate compliance shall provide the paper certificates to the Department. Paper compliance certificates are required from the Department of Taxation, Federal Internal Revenue Service, Department of Labor and Industrial Relations, and Department of Commerce and Consumer Affairs. All certificates must be valid on the date it is received, and all applications for applicable clearances are the responsibility of the offeror.

8. Please read the General Conditions (AG-008), which is made part of this contract and was uploaded on HIePRO.

9. Open Public Records

Per HRS § 92F-12, Agency records that must always be disclosed includes Government purchasing information, including all bid results (except as prohibited by HRS § 92F-13). Your offer and any attachments will be open public records. If an exception applies, mark that information "Confidential." For example, proprietary information such as trademarks or copyrights may be marked as "Confidential" if you do not want that information open for public inspection.

## SCOPE OF SERVICES

All products and services provided by the Contractor shall be in accordance with this RFQ, including its attachments and any addenda.

### General Requirements

Chapter 321C-3(a), HRS, requires each state agency and covered entities to take reasonable steps to ensure meaningful access to services, programs, and activities to Limited English Proficiency (“LEP”) persons which include the following factors:

- The number or proportion of limited English proficient persons served or encountered in the eligible service population;
- The frequency with which limited English proficient persons come in contact with the services, programs, or activities;
- The nature and importance of these services, programs, or activities; and
- The resources available to the State or covered entity and the costs.

### Scope

The Contractor shall provide on demand and scheduled remote interpreter services as requested. Services shall be provided from Monday through Friday from 7:45 am to 4:30 pm HST except State holidays.

### Service to be Provided

The Contractor shall provide spoken language interpretation services for DOTAX. Services estimated to be less than 200 hours annually. All services must be US based.

### Scheduling

DOTAX staff will be responsible for coordinating and scheduling interpreter services from the Contractor. DOTAX staff will provide pertinent information related to the session; including date, time, projected length of session, and subject matter. DOTAX staff will be those that primarily has direct contact with the general public as part of their normal job duties which may include but not limited to cashiers and front facing staff, customer information and inquiry staff, tax examiners, tax collectors, auditors, investigators, and enforcement personnel. In addition to coordinating and scheduling, DOTAX staff shall also contact the Contractor with any changes to, or cancellation of interpreter services.

### Number of Interpreters Required Per Session

The number of interpreters required is based upon the recommendation and expertise of the Contractor.

### Session Log

For both on demand and scheduled services, the Language Access Coordinator (LAC) shall maintain a log of the sessions, which includes the date, start and end times, language, and any comments/notes. The log shall be made available for payment reconciliation and evaluation of service purposes.

### Evaluation of Services

Recipients of interpreter services may provide feedback to the LAC on the quality of the interpreter services received and will be provided to the Contractor. The Contractor shall take appropriate action based on the feedback and provide the LAC with a response to the feedback. If required, the LAC and the Contractor shall meet per the LAC request to conduct a quality review of services being provided by the Contractor.

Equipment

Contractor provides all required equipment if applicable.

## PROVISIONS

### Contractor

The term "Contractor" means an individual, partnership, firm, corporation, joint venture or other legal entity undertaking the execution of work under the terms of the contract with DOTAX, and acting directly or through his, their or its agents, employees or sub-contractors.

### Performance Bond

No performance bond is required for this contract.

### Invoicing and Payment

The Contractor shall invoice on a monthly basis, if applicable. The invoice will include the number of hours or portion thereof of services provided each month by the Contractor. The Contractor will only bill for services provided during each billing cycle. The Contractor shall submit an original invoice to DOTAX. Section 103-10, HRS, provides that DOTAX shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of service to make payment. For this reason, DOTAX will reject any bid submitted with a condition requiring payment within a shorter period. Further, DOTAX will reject any bid submitted with a condition requiring interest payments greater than that allowed by section 103-10, HRS.

### Confidentiality

The Contractor and its subcontractors, employees, and agents shall be responsible for the security and confidentiality of any and all information. Recording of calls is not permitted. Any breach of this provision shall be cause for termination of this Contract and shall subject the Contractor, its employees, agents, and subcontractors to prosecution as provided by federal and state law.

### IRS Requirements

The Contractor, including all subcontractors, employees, and agents may receive or be given access to Federal Tax Information (FTI) during the performance of services. The Contractor shall comply with all applicable requirements in Internal Revenue Service (IRS) Publication 1075 (Exhibits 6 and 7 attached), including:

- The contract must include, and Contractor shall agree to, all provisions in Exhibit 7 of Publication 1075.
- The Contractor shall provide DOTAX with all information required by the IRS to complete the approval process in Exhibit 6 of Publication 1075.
- The Contractor and all subcontractors must complete IRS mandated disclosure and safeguards training, with written certification of completion submitted prior to providing interpreter services and annually thereafter.

### Timely Response to All Contacts by DOTAX

If Contractor is contacted and is not immediately available, call back to DOTAX should occur by the end of the same business day or early the following business day.

### Interpretations of Provisions

Notwithstanding any other provisions, if there is any doubt as to the interpretation of any of the provisions of the contract, the interpretation given and made by DOTAX, Administrative Services Office, shall govern and control. In addition, the parties agree that DOTAX, Administrative Services Office, shall have the sole

power to decide and resolve matters that may come up in the future and that are not covered by the contract.

Conflicts and Variations

In the event of any conflict or variation between the Provisions and the General Conditions, the Provisions shall control.

Contract Changes

Any change that will affect the cost of this contract must be approved by DOTAX, Administrative Services Office. This contract contains the entire understanding of the parties and supersedes all prior discussions, negotiations, or agreements. Any amendment or modification to this contract must be made in writing and signed by both parties.

Liability Insurance

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 its 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 himself or by a subcontractor or anyone directly or indirectly employed by either of them. If any subcontractor is involved in the performance of the contract, the insurance policy or policies shall name the subcontractor as 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.

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability	\$1,000,000 per occurrence
Professional Liability	\$2,000,000 aggregate

**OFFER FORM**

DOTAX RFQ-26-TAX-06  
INTERPRETER SERVICES

Offeror: \_\_\_\_\_

\_\_\_\_\_2026

Mr. Gary S. Sukanuma  
Director of Taxation  
830 Punchbowl Street  
Honolulu, Hawaii 96813

Dear Director Sukanuma:

The following offer is made to provide the goods and services indicated in the following offer to the Department of Taxation, State of Hawaii, at the location in the Scope of Services, all according to the true intent and meaning of the specifications hereinafter contained.

The undersigned states that he/she/it has carefully read and understands the terms and conditions specified in the Instructions to Offerors, Scope of Services and Provisions attached hereto, and in the General Conditions, by reference made a part hereof and available upon request, for this contract, and that the Administrative Services Officer reserves the right to reject any or all offers and to waive any defects when in his/her opinion such rejection or waiver will be in the best interest of the Department of Taxation.

The undersigned further understands and agrees that by submitting this offer, 1) he/she/it is declaring his/her/its offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited state contracts, and 2) he/she/it is certifying that the price(s) submitted was (were) independently arrived at without collusion.

The undersigned hereby proposes INTERPRETER SERVICES in strict compliance with the Instructions to Offerors, Scope of Services, Provisions, and General Conditions, for the Total Offer Price (inclusive of all federal, state, and local taxes and any other costs incurred) of:

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Dollars

(\$ \_\_\_\_\_) for 200 hours of interpreter services a year.

The undersigned represents: (Check one only)

- A Hawaii Business incorporated or organized under the State of Hawaii; OR
- A Compliant Non-Hawaii business not incorporated or organized under the laws of the State of Hawaii, but registered at the State of Hawaii, Department of Commerce and Consumer Affairs, Business Registration Division to do business in the State of Hawaii and has a separate branch or division in the State that is capable of fully performing under the contract.

State of incorporation \_\_\_\_\_

Offeror is:

- Sole Proprietor     Partnership     Corporation     Joint Venture
- Other \_\_\_\_\_

If Offeror is a "dba" or a "division" of a corporation, please furnish the exact legal name of the corporation under which the contract, if awarded, will be executed:

\_\_\_\_\_

Federal I.D. No. \_\_\_\_\_

Hawaii General Excise Tax License I.D. No. \_\_\_\_\_

Payment address (other than street address below): \_\_\_\_\_

\_\_\_\_\_

City, State, Zip Code

Business address (Hawaii street address): \_\_\_\_\_

\_\_\_\_\_

City, State, Zip

Respectfully Submitted,

(x) \_\_\_\_\_  
Authorized Original Signature

Date: \_\_\_\_\_

\_\_\_\_\_

Name and Title (Please Type or Print)

Telephone No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

Attachment

IRS Publication 1075

Tax Information Security Guidelines for Federal, State, and Local Agencies, Safeguards for Protecting Federal Tax Returns and Return Information

Exhibit 6 Contractor 45-Day Notification Procedures

Exhibit 7 Safeguarding Contract Language

## Exhibit 6 Contractor 45-Day Notification Procedures

Federal agencies, state tax agencies and state child support enforcement agencies in the possession of FTI may use contractors, sometimes in limited circumstances.

- State tax authorities are authorized by statute to disclose information to contractors for the purpose of, and to the extent necessary in, administering state tax laws, pursuant to Treasury Regulation 301.6103(n)-1.

Agencies that receive FTI under authority of IRC § 6103(l)(7) (human services agencies) may not disclose FTI to contractors for any purpose. Contractors consist of, but are not limited to, cloud computing providers, consolidated data centers, off-site storage facilities, disposal companies, information technology support, or tax modeling or revenue forecasting providers.

Agencies must notify the IRS prior to executing any agreement to disclose FTI to a contractor, or at least 45 days prior to the disclosure of FTI, to ensure that appropriate contractual language is included and that contractors are held to safeguarding requirements. Further, any contractors authorized access to or possession of FTI must notify and secure the approval of the IRS prior to making any redisclosures to sub-contractors. For additional information, see [Section 2.E.6.2, Contractor or Sub-contractor Access](#).

To provide agency notification of intent to enter into an agreement to make disclosures of FTI to a contractor, submit a letter in electronic format, on agency letterhead over the head of agency's or their delegate's signature, to [SafeguardReports@irs.gov](mailto:SafeguardReports@irs.gov). Ensure that the letter contains the following specific information:

- Name, address, phone number and email address of agency point of contact
- Name and address of contractor
- Contract number and date awarded
- Contract period covered (e.g., 2021–2024)
- Type of service covered by the contract
- Number of contracted workers
- Name and description of agency program that contractor will support
- Detailed description of FTI to be disclosed to contractor
- Description of work to be performed by contractor, including phased timing, how FTI will be accessed, and how tasks may change throughout the different phases
- Procedures for agency oversight on contractor access, storage and destruction of FTI, disclosure awareness training and incident reporting
- Location where work will be performed (contractor site or agency location) and how data will be secured if it is moved from the secure agency location
- Statement whether sub-contractor(s) will have access to FTI
- Name(s) and address(es) of all sub-contractor(s), if applicable

- Description of FTI to be disclosed to sub-contractor(s)
- Description of work to be performed by sub-contractor(s)
- Location(s) where work will be performed by sub-contractor(s) and how data will be secured if it is moved from a secure agency location
- Certification that contractor personnel accessing FTI and contractor information systems containing FTI are all located within the United States or territories, given that FTI is not allowed offshore.

After receipt of an agency's request, the IRS will analyze the information provided to ensure that contractor access is authorized and consistent with all requirements. The IRS will send the agency an email acknowledgement of receipt of agency notification. A written response, along with a reminder of the requirements associated with the contract, is issued once the notification review process is complete. Agency disclosure personnel may wish to discuss local procedures with their procurement colleagues to ensure that they are part of the contract review process and that the appropriate contract language is included from the beginning of the contract.

If the 45-day notification pertains to the use of a contractor to conduct tax modeling, estimate revenue, or employ FTI for other statistical purposes, the agency must also submit a separate statement detailing the methodology and data to be used by the contractor. The Office of Safeguards will forward the methodology and data statement to the IRS Statistics of Income office for approval of the methodology (see [Section 2.E.6.2, Contractor or Sub-contractor Access](#)). Templates can be located on the [Office of Safeguards website](#).

If the 45-day notification is not possible, please contact the Safeguards mailbox at [SafeguardReports@irs.gov](mailto:SafeguardReports@irs.gov) for assistance.

## Exhibit 7 Safeguarding Contract Language

### I. PERFORMANCE

In performance of this contract, the Contractor agrees to comply with and assume responsibility for compliance by officers or employees with the following requirements:

- (1) All work will be performed under the supervision of the contractor.
- (2) The contractor and contractor's officers or employees to be authorized access to FTI must meet background check requirements defined in IRS Publication 1075. The contractor will maintain a list of officers or employees authorized access to FTI. Such list will be provided to the agency and, upon request, to the IRS.
- (3) FTI in hardcopy or electronic format shall be used only for the purpose of carrying out the provisions of this contract. FTI in any format shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection or disclosure of FTI to anyone other than the contractor or the contractor's officers or employees authorized is prohibited.
- (4) FTI will be accounted for upon receipt and properly stored before, during, and after processing. In addition, any related output and products require the same level of protection as required for the source material.
- (5) The contractor will certify that FTI processed during the performance of this contract will be completely purged from all physical and electronic data storage with no output to be retained by the contractor at the time the work is completed. If immediate purging of physical and electronic data storage is not possible, the contractor will certify that any FTI in physical or electronic storage will remain safeguarded to prevent unauthorized disclosures.
- (6) Any spoilage or any intermediate hard copy printout that may result during the processing of FTI will be given to the agency. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts and will provide the agency with a statement containing the date of destruction, description of material destroyed, and the destruction method.
- (7) All computer systems receiving, processing, storing, or transmitting FTI must meet the requirements in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to FTI.
- (8) No work involving FTI furnished under this contract will be subcontracted without the prior written approval of the IRS.
- (9) Contractor will ensure that the terms of FTI safeguards described herein are included, without modification, in any approved subcontract for work involving FTI.
- (10) To the extent the terms, provisions, duties, requirements, and obligations of this contract apply to performing services with FTI, the contractor shall assume toward the subcontractor all obligations, duties and responsibilities that the agency under this contract assumes toward the contractor, and the subcontractor shall assume toward the contractor all the same obligations, duties and responsibilities which the contractor assumes toward the agency under this contract.
- (11) In addition to the subcontractor's obligations and duties under an approved subcontract, the terms and conditions of this contract apply to the subcontractor, and the subcontractor is bound and obligated to the contractor hereunder by the same terms and conditions by which the contractor is bound and

obligated to the agency under this contract.

(12) For purposes of this contract, the term “contractor” includes any officer or employee of the contractor with access to or who uses FTI, and the term “subcontractor” includes any officer or employee of the subcontractor with access to or who uses FTI.

(13) The agency will have the right to void the contract if the contractor fails to meet the terms of FTI safeguards described herein.

## II. CRIMINAL/CIVIL SANCTIONS

(1) Each officer or employee of a contractor to whom FTI is or may be disclosed shall be notified in writing that FTI disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any FTI for a purpose not authorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution.

(2) Each officer or employee of a contractor to whom FTI is or may be accessible shall be notified in writing that FTI accessible to such officer or employee may be accessed only for a purpose and to the extent authorized herein, and that access/inspection of FTI without an official need-to-know for a purpose not authorized herein constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution.

(3) Each officer or employee of a contractor to whom FTI is or may be disclosed shall be notified in writing that any such unauthorized access, inspection or disclosure of FTI may also result in an award of civil damages against the officer or employee in an amount equal to the sum of the greater of \$1,000 for each unauthorized access, inspection, or disclosure, or the sum of actual damages sustained as a result of such unauthorized access, inspection, or disclosure, plus in the case of a willful unauthorized access, inspection, or disclosure or an unauthorized access/inspection or disclosure which is the result of gross negligence, punitive damages, plus the cost of the action. These penalties are prescribed by IRC sections 7213, 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

(3) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

(4) Granting a contractor access to FTI must be preceded by certifying that each officer or employee understands the agency’s security policy and procedures for safeguarding FTI. A contractor and each officer or employee must maintain their authorization to access FTI through annual recertification of their understanding of the agency’s security policy and procedures for safeguarding FTI. The initial certification and recertifications must be documented and placed in the agency’s files for review. As part of the certification and at least annually afterwards, a contractor and each officer or employee must be advised of the provisions of IRC sections 7213, 7213A, and 7431 ([see Exhibit 4, Sanctions for Unauthorized Disclosure](#), and [Exhibit 5, Civil Damages for Unauthorized Disclosure](#)). The training on the agency’s security policy and procedures provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 10) For the initial certification and the annual recertifications, the contractor and each officer or employee must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

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### **III. INSPECTION**

The IRS and the Agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. Based on the inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with FTI safeguard requirements.