STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
HARBORS

ADDENDUM NO. 1
FOR
FURNISHING UNARMED SECURITY SERVICES FOR COMMERCIAL HARBOR FACILITIES AT KAHULUI HARBOR ON THE ISLAND OF MAUI
PROJECT NO. RM1032-27

OCTOBER 9, 2026

This Addendum shall make the following amendment(s) to the Solicitation:

A. NOTICE TO BIDDERS

1. Prospective bidders are **hereby notified** that receiving of bids, scheduled for October 15, 2026, at 2:00 p.m., Hawaii Standard Time (HST), is **HEREBY POSTPONED** until **October 22, 2026, at 2:00 p.m., HST**.

   The attached **NOTICE TO BIDDERS** dated r10/9/2026, shall be incorporated and made a part of the **NOTICE TO BIDDERS**.

B. SPECIFICATIONS

1. Delete **SECTION 10 – FURNISHING UNARMED SECURITY SERVICES FOR COMMERCIAL HARBOR FACILITIES AT KAHULUI HARBOR ON THE ISLAND OF MAUI,** page 10-18, dated r8/24/2026, and replace it with attached **SECTION 10 – FURNISHING UNARMED SECURITY SERVICES FOR COMMERCIAL HARBOR FACILITIES AT KAHULUI HARBOR ON THE ISLAND OF MAUI,** page 10-18, dated r10/9/2026.

The following is provided for information.

C. RESPONSES TO REQUESTS FOR INFORMATION (RFI'S/QUESTIONS)

1. The attached **RESPONSES TO REQUESTS FOR INFORMATION** are provided for information.

Please acknowledge receipt of this **ADDENDUM NO. 1** by recording the date of its receipt in the space provided on the **PAGE PF-4** of the Proposal.

DREANALEE K. KALILI
Deputy Director of Transportation for Harbors

NOTICE TO BIDDERS
Hawaii Revised Statutes (HRS),
Chapter 103D

The receiving of bids for **FURNISHING UNARMED SECURITY SERVICES FOR COMMERCIAL HARBOR FACILITIES AT KAHULUI HARBOR ON THE ISLAND OF MAUI, PROJECT NO. RM1032-27**, will begin as of the HIePRO Release Date. Bidders shall register and submit complete bids through HIePRO only. Refer to the following HIePRO link for important information on Vendor Registration: https://hiepro.ehawaii.gov/welcome.html.

The solicitation, specifications, proposal, and additional documents designated or incorporated by reference shall be available in HIePRO.

HIePRO OFFER DUE DATE & TIME scheduled for October 15, 2026, at 2:00 p.m., Hawaii Standard Time (HST), is **HEREBY POSTPONED** until **October 22, 2026, at 2:00 p.m., HST**. **Bidders shall submit and upload the complete proposal to HIePRO prior to the offer due date and time. Proposals received after said due date and time shall not be considered. Any additional support documents explicitly designated as confidential and/or proprietary shall be uploaded as a separate file to HIePRO. Bidders shall not include confidential and/or proprietary documents as part of their proposal. The record of each bidder and their respective proposal shall be open to public inspection. FAILURE TO UPLOAD THE PROPOSAL TO HIePRO SHALL BE GROUNDS FOR REJECTION.**

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DREANALEE K. KALILI
Deputy Director of Transportation for Harbors

1. The CONTRACTOR shall insure that all security officers maintain and wear their uniforms in a standard, clean, neat, and professional manner. Dress shirts shall be tucked in. Polo shirts, t-shirts and short pants (shorts) are not allowed. Covered all-black shoes are required. No visible face, head or body ornaments are allowed. No personal corded or wireless electronic devices are allowed. Use of cell phones while on duty for any business other than harbors security business is strictly prohibited.
2. All security personnel must be well groomed at all times; facial hair shall be neat and trimmed; hair shall be maintained in a safe and orderly fashion to avoid hair being caught in mechanical equipment or doors and traffic barriers (long hair on employed security officers shall be neatly pinned or kept in a bun or kept under a security officer's cap/hat provided by the CONTRACTOR and approved by the HDM or person(s) designated by the HDM.
3. Standard badges, company insignia, and security personnel identification cards, including company photo ID and TWIC, shall be worn by all security officers at all times while on duty on Harbors properties. Standard badges and/or company insignia shall be on dress uniforms, reflective safety vests and rain gear.
4. Uniforms must be of a different color for Harbors work at the Harbor than for other private contract security work at the Harbor.
5. Security Officers that are deemed by the HDM or person(s) designated by the HDM not meeting the security dress standards as provided above, shall be removed immediately from the post by the CSS or CSM, and the post covered by the CSS until the post is properly filled.



B. Vehicles – PRIOR to the start of the Contract, the CONTRACTOR shall provide THREE (3) security 4-door crew cab pickup trucks ("Vehicles") for patrolling in/around the Harbor. All Vehicles shall have current State of Hawaii license plates, safety check, registration and insurance. Vehicles shall be able to accommodate all security officers and be five (5) years or less in age at the start of the Contract. Vehicles shall be marked, licensed, safe, clean, white in color, in good appearance, and in mechanically sound running condition. Vehicles shall have automatic transmission with air conditioning and shall be equipped with a roof mounted full size light bar with clear/amber LED lights, cruise control, clear front & rear take down lights, clear alley lights, an installed 2-way UHF & VHF mobile radio, and an installed public address & siren system with a 100-watt speaker.

Vehicles used in the performance of security officer's duties shall be identified with the company name and with "HARBOR SECURITY" on four inch (4") black reflective decals on both sides and rear of each vehicle. Fueling of Vehicles shall be conducted within a one (1) mile radius of the boundaries of the Harbor.

The CONTRACTOR shall submit a written request prior to any assignment, purchase or lease of a Vehicle assigned to the Contract for HDM or person(s) designated by the HDM approval for the type of Vehicles, appearance, operational condition to be in good working order, and number of Vehicles.

C. Security Officers' Parking of Personal Vehicles – With the exception of company provided vehicles identified as provided above, all security officers parking of their personal vehicles shall be required to purchase harbor parking permits if the security

Questions for solicitation: B27000419 RM1032-27 Furnish Security Services for Commercial Harbors, Maui
09/24/2026

1. **Who is the current security provider and what are their bill rates?**

Allied Universal Services (please see table)

Item No.	Item Description	Unit	Current Unit Rate
1	Traffic Control Officers (TCO)	Hour	$37.21
2	Harbors Security Officers (HSO)	Hour	$38.68
3	Contract Security Supervisor (CSS)	Hour	$41.80

2. **Have there been any significant changes from the previous contract to the current one (e.g., increased/decreased hours, changes in staffing levels, armed vs. unarmed services, additional sites, or expanded scope)?**

Provide pricing based on current solicitation requirements 1-246A

3. **Has the current contract experienced any extensions, amendments, renewals, or changes in scope since the original award? If so, please provide details.**

Provide pricing based on current solicitation requirements 1-246A

4. **What are the anticipated hours per week, and is there any variance to those hours based on other ship activity at the harbor?**

The contract is an open-end, "as-needed" contract, and the State gives no assurance as to the specific quantity of hours that shall be provided. However, estimated annual guard hours for bidding evaluation are outlined in the Proposal Schedule. Please refer to Section 4.7 (SP-3), Section 10.2 (10-1), and Proposal Schedule (PF-8–PF-12).

5. **For planning and pricing purposes, could you please confirm whether the 7,760 total annual hours reflected in the Proposal Schedule represent the anticipated level of service? We noted**

that this differs from the current service hours and want to ensure we are interpreting the requirements correctly.

The quantities indicated on the Proposal Schedule (2,080 hours for TCO, 2,080 hours for HSO, and 3,600 hours for CSS, totaling 7,760 annual hours) are provided strictly for bidding and bid comparison purposes, and do not constitute a guarantee of actual service hours. Please refer to Section 4.7 (SP-3), Section 10.7.B.1 (10-21), and Proposal Notes (PF-14, Note 7).

6. **Sections 10.4 and 10.5(B) appear to reference different vehicle quantities. Section 10.4 indicates three (3) security patrol vehicles, while Section 10.5(B) indicates two (2). Could you please confirm the total number of 4-door crew cab pickup trucks required for the contract?**

See amended Section 10 page 10-18 in this addendum.

7. **The specifications identify required training topics but do not appear to specify the total number of initial training hours required. Could you please confirm the anticipated number of training hours per employee for each position (TCO, HSO, CSS, and CSM)?**

The specifications require that the curriculum length be sufficient to guarantee satisfactory performance, but do not dictate a specific total hour count per position, except where external certifications apply. The training plan and manual must be submitted to the HDM for approval prior to the start of the contract. Please refer to Section 10.3.B–G (10-10–10-11).

8. **Please confirm that the proposed Contract Security Manager and Contract Security Supervisors must meet all minimum qualifications at the time of bid and that failure of a proposed individual to meet those qualifications may result in rejection of the entire bid.**

Bidders are required to nominate individuals who meet the minimum qualifications, and the State reserves the right to reject a bid as non-responsive/non-responsible if nominated personnel do not meet the specified criteria. Please refer to Proposal Notes (PF-14, Note 5) and Certification of Registration Form, Item 16 (10-24).

9. **Will copies of the FSO certificates for the CSM and CSS be required upon submission of the RFB on the due date of October 15, 2026?**

FSO certificates and qualification documentation are required to demonstrate candidate suitability prior to approval and commissioning. The Certification of Registration and associated resumes/certificates are designated to be submitted upon request by the Project Manager

during bid evaluation, rather than with the initial proposal. Please refer to Section 10.3.A.3.d (10-7), Section 10.3.A.4.e (10-9), Proposal Notes (PF-14, Note 5), and Certification of Registration Form (10-23–10-24).

10. **To ensure the RFP process is fair and accurate, will the HDM allow an FSO certificate to be submitted for an employee who is not actually intended to work on this contract?**

Bidders must identify the specific personnel nominated to fulfill the CSM and CSS positions under the contract. Submitting documentation for individuals not intended to perform work may affect the evaluation of responsiveness and responsibility. Please refer to Proposal Notes (PF-14, Note 5) and Certification of Registration Form, Item 16 (10-24).

11. **The solicitation states that the employee list must be provided to the HDM prior to the start of the contract. After the contract is awarded, how much time will the awarded contractor have to submit the required list of qualified and active Contract Security Officers to the HDM for approval?**

The list of at least 21 qualified and active security officers must be submitted to the HDM for approval prior to the start of the contract. Please refer to Section 10.4 (10-12) and Section 10.3.E (10-11).

12. **Will all individuals who meet the required job qualifications and successfully complete all pre-employment requirements be eligible to count toward the required 21 qualified and active contract security guards, regardless of whether they maintain other employment outside of this contract?**

Any individual who meets all qualification standards, possesses an active guard registration and TWIC, passes required screenings/training, and receives commissioning approval from the HDM may count toward the 21-person pool, provided secondary employment does not interfere with contract duties. Please refer to Section 10.3.A (10-1-10-10), Section 10.3.D–E (10-11), and Section 10.4 (10-12).

13. **The solicitation states that the State (State of Hawaii) does not guarantee a specific number of hours for each employee. If an employee remains qualified, active, and available to work the required shifts under this contract, but also works another job due to the limited hours available, would that employee still count toward the required 21 qualified and active security personnel?**

Any individual who meets all qualification standards, possesses an active guard registration and TWIC, passes required screenings/training, and receives commissioning approval from the HDM may count toward the 21-person pool, provided secondary employment does not interfere with contract duties. Please refer to Section 10.3.A (10-1–10-10), Section 10.3.D–E (10-11), and Section 10.4 (10-12).

14. **Please clarify whether current State of Hawaii employees or other private sector employees assigned to other contracts within Kahului Harbor are permitted to be counted towards the minimum 21-person requirement, as there is not verbiage in this solicitation which prevents this.**

Any individual who meets all qualification standards, possesses an active guard registration and TWIC, passes required screenings/training, and receives commissioning approval from the HDM may count toward the 21-person pool, provided secondary employment does not interfere with contract duties. Please refer to Section 10.3.A (10-1–10-10), Section 10.3.D–E (10-11), and Section 10.4 (10-12).

15. **Will the awarded contractor be permitted to go on-site prior to the start of the contract to meet with and recruit employees currently working for the incumbent security contractor?**

The awarded Contractor must obtain authorization from the Harbors District Manager (HDM) before going on-site, and any pre-contract transition activity, including contact with employees of the incumbent contractor, must comply with the transition provisions of the contract. Please refer to Section 10.1 (10-1) and Section 10.9 (10-21–10-22).

16. **Please confirm that a TWIC receipt is not sufficient and that each applicable security officer must possess an actual, valid TWIC before being assigned to the contract.**

Confirmed. A TWIC receipt is explicitly not acceptable; each security officer must possess an actual, valid TWIC prior to assignment. Please refer to Section 10.3.A.1.j (10-3), Section 10.3.A.2.k (10-5), Section 10.3.A.3.h (10-8), and Section 10.3.A.4.h (10-9).

17. **Please confirm whether all personnel expected to work at the start of the contract must complete all required contract-specific training before the Notice to Proceed/start of services?**

Personnel must complete all required training and receive commissioning approval from the HDM prior to performing work under the contract. Please refer to Section 10.3 (10-1), Section

10.3.D (10-11), and Section 10.3.G (10-11).

18. **How long does the commissioning process typically take for a TCO once the individual has completed all required training and the Request to Commission has been submitted to HDM?**

The approval timeline is determined by the HDM / Primary Facilities Security Officer and is subject to the documents submitted and the qualifications of the individual. Because personnel must receive commissioning approval before performing work under the contract, the Contractor should submit complete Requests to Commission as early as possible. Please refer to Section 10.3.D (10-11) and the Request to Commission Security Officers Form (10-26).

19. **Based on the annual hours identified in the Proposal Schedule, how does the State anticipate hours being distributed among the required 21 qualified and active security officers so the Contractor can maintain a stable workforce of full-time and part-time employees? Personnel who are unable to maintain adequate work hours may seek employment elsewhere, which could affect the Contractor's ability to continuously maintain the required staffing pool.**

Work hour distribution and shift scheduling across full-time and part-time staff are managed at the Contractor's discretion to ensure all required posts are covered, subject to HDM approval of weekly schedules. The State gives no guarantee as to hour allocations. Please refer to Section 4.7 (SP-3), Section 10.4 (10-12), and Section 10.4 (10-14).

20. **Are there any anticipated additional service hours that may be added to this contract if the awarded contractor assumes responsibility for other locations within the property boundaries that are currently being handled by other entities, aside from the additional hours associated with cruise ship season?**

The State reserves the sole right to add or delete posts and facilities from the contract on an as-needed basis. Please refer to Section 4.7 (SP-3) and Section 10.2 (10-1).

21. **In the event of additional coverage requested by the HDM, how long will the awarded vendor have to provide the requested coverage?**

The State does not respond to hypothetical situations. The Contractor must always have 21 qualified and active security officers available. Response timeframes for any additional coverage requested will be determined by the HDM at the time of notification, based on operational or MARSEC requirements. Please refer to Section 10.2.A (10-1) and Section 10.4 (10-12).

22. **On Page 62, Item 29 states that the HSO shall have ready access to a Company-issued vehicle laptop computer with MS Office and Wi-Fi capabilities, among other required communication devices. Please clarify whether this means that any vehicle being used by an HSO performing their duties must have a Company-issued laptop with MS Office and Wi-Fi readily available inside the vehicle for the HSO's use?**

The specifications require that roving security officers have a laptop computer with Wi-Fi capabilities assigned to them. Please refer to Section 10.4, Item 29 (10-16) and Section 10.5.D (10-19).

23. **Please confirm the total number of vehicles required under this contract. The solicitation appears to reference both two (2) and three (3) vehicles; please clarify the correct quantity bidders should include in their proposals.**

See amended Section 10 page 10-18 in this addendum.

24. **Please clarify whether bidders are required to secure office space off-property within one (1) mile of the harbor, or whether the State may offer on-site or State-controlled space that could be leased to the selected contractor through a revocable permit at the applicable cost.**

Contractor to provide a working office for the CSS/CSM located within a one (1) mile radius of the harbor boundaries, subject to HDM approval. Please refer to Section 10.5.F (10-20).