



STATE OF HAWAII

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES

HONOLULU, HAWAII

Legal Ad Date: November 7, 2019

SEALED BIDS
FOR

Solicitation Number: IFB-20-020

To provide HIP SERVICE CENTER SUPPORT

Offers are due at 2:00 P.M. (HST) on
November 21, 2019

(or such later date as may be established by the State of Hawaii by an Addendum to this IFB)
By Submission to the State of Hawaii E-Procurement System (HlePRO)

Technical questions relating to this bid solicitation shall be directed to Ms. Leila Kagawa, telephone (808) 586-1971, or e-mail: Leila.A.Kagawa@hawaii.gov

Procurement questions relating to this bid solicitation shall be directed to Mr. Todd T. Omura, telephone (808) 586-1824, or e-mail: todd.t.omura@hawaii.gov

A handwritten signature in black ink, appearing to read 'Douglas Murdock', is positioned above a horizontal line.

Douglas Murdock, Chief Information Officer

Chief Information Officer
Office of Enterprise Technology Services
Department of Accounting and General Services
State of Hawai'i
Honolulu, Hawai'i 96813

Dear Sir:

The undersigned has carefully read and understands the terms and conditions specified in the Specifications, Special Provisions, and in the General Conditions, Form AG-008 103D (Rev. 02/xx/14) attached to IFB-20-020 and hereby submits the following offer to perform the work specified herein, all in accordance with the true intent and meaning thereof.

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

Date: _____
Telephone No.: _____

Respectfully submitted,

Fax No.: _____
e-mail Address: _____

Exact Legal Name of Offeror

Payment address, if other than street
address at right:

Authorized Signature(Original)

Hawaii General Excise Tax Lic. I.D. No.:

Title

Social Security or Federal I.D. No.:

Street Address
City, State, Zip Code

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

Offeror is: ___Individual___Partnership___Corporation___Joint Venture___Other
(specify)

State of incorporation: Hawai'i___ *Other (Specify jurisdiction)

*If "other", is corporate seal available in Hawaii? ___Yes ___No

INSURANCE COVERAGE (if applicable)

	<u>Carrier</u>	<u>Policy No.</u>
1. Commercial General Liability	_____	_____
2. Workers Compensation	_____	_____
3. Temporary Disability	_____	_____
4. Prepaid Health Care	_____	_____
5. Automobile Insurance	_____	_____

REFERENCES

Offeror shall list below the names and addresses of three (3) companies or government agencies other than the State of Hawaii government to which it has provided or is currently providing services similar to those requested herein. All references must be for work done after January 2013. At least one of the references provided must be for services provided within the State of Hawai'i:

	<u>Company Name</u>	<u>Address</u>	<u>Contact Person</u>	<u>Telephone No.</u>
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____

EXACT LEGAL NAME OF OFFEROR (COMPANY): _____

AUTHORIZED SIGNATURE (ORIGINAL): _____

TITLE: _____

SIGNATURE ON THIS PAGE MUST BE ENTERED IN PERMANENT INK AND AMOUNTS AND OTHER INFORMATION ON THIS PAGE MUST BE ENTERED IN PERMANENT INK OR TYPEWRITTEN

Significant Dates

Specification Released	November 7, 2019
Questions Due	November 13, 2019
Answers to Question Post	November 15, 2019
Solicitation closes on HlePRO	November 21, 2019

Required attachments:

- Bid Submittal Form
- Wage Certificate
- Insurance Page

SPECIFICATIONS

1 INTRODUCTION

The Hawaii Information Portal (HIP) Service Center serves as a call center for employees across all State jurisdictions and departments. Service center agents will typically assist with HIP system access issues, respond to questions about how to submit online, self-service transactions and will on occasion answer questions about paycheck details within the online pay statements. The service center agents will also dispatch case items to state operational staff for resolution.

FIVE (5) temporary full time equivalent (FTE) customer service representatives are needed to assist the Office of Enterprise Technology (ETS) to perform activities related to the HawaiiPay Payroll project and transition to operations support (up to 736 hours/92 days total each individual). Customer service representatives are anticipated to provide support of the Hawaii Information Portal (HIP) Service Center on December 16, 2019 and end on April 30, 2020. Office hours are Monday to Friday, 7:45 a.m. to 4:30 p.m., closed on state holidays. Compensation will be at an hourly rate and the customer service representatives will be based at the ETS.

2 SITE LOCATION

Kalanimoku Building – 1151 Punchbowl St. Honolulu, HI 96813 – Room 501

3 WORK TO BE BID

Responsibilities:

- 1) Confirms identity of caller by verifying key confidential personal information referenced is secure system.
- 2) Evaluates change request and determines requirements and desired outcomes by working with customers.
- 3) Answers inquiries by clarifying desired information; researching, locating, and providing information.
- 4) Resolves problems by clarifying issues; researching and exploring answers and alternative solutions, implementing solutions, and escalating unresolved problems.
- 5) Fulfills requests by clarifying desired information, completing transactions, forwarding requests.
- 6) Logs issues and problem resolution in online service ticketing system. Maintain data entry requirements by following data program techniques and procedures.
- 7) Maintains call center database by entering case details and required customer information.
- 8) Keeps equipment operational by following established procedures and reporting malfunctions.
- 9) Updates job knowledge by participating in educational opportunities.

- 10) Shares information across customer service center representatives and provides knowledge transfer to business operations.
- 11) Services and enhances organization by accepting ownership for accommodating and servicing new and different requests, exploring opportunities to add value to job accomplishments.
- 12) Verifies entered data in service ticketing system by reviewing, correcting, re-entering data, combining data, and purging files to eliminate duplication of data.
- 13) General clerical duties as assigned.

4 GENERAL REQUIREMENTS

1. The vendor must provide the desired number of full-time or equivalent employees to meet the demands of the project, as determined by ETS.
2. The vendor shall complete background screening of customer service representative candidates prior to commencing work with ETS. Background screening shall include, at minimum:
 - a. Education, qualification and background verification – highest degree earned
 - b. Qualification verification – number of years of data entry or equivalent system update experience
 - c. Employment verification – last TWO (2) employers
 - d. Reference check – TWO (2) professional references
 - e. Background check – no conviction of a violation of any law

The vendor shall incorporate resumes of customer service representative candidates to ETS for consideration and review with the proposal. The SOH reserves the right to accept or reject candidates proposed for selection.

5 SPECIAL PROVISIONS

Contract Administrator

For the purpose of this contract, Mr. Todd Omura, is designated the Contract Administrator (CA). Mr. Omura may be contacted at telephone: (808) 586-1842 or facsimile: (808) 586-1922.

Technical Representative

For the purpose of this contract, Ms. Leila Kagawa, is designated the Technical Representative. Ms. Kagawa may be contacted at telephone: (808) 586-1971

6 OFFEROR

- 6.1 The vendor must provide the desired number of full-time or equivalent employees to meet the demands of the project, as determined by

ETS.

6.2 The vendor shall complete background screening of customer service representative candidates prior to commencing work with ETS.

Background screening shall include, at minimum:

- Education, qualification and background verification – highest degree earned
- Qualification verification – number of years of data entry or equivalent system update experience
- Employment verification – last TWO (2) employers
- Reference check – TWO (2) professional references
- Background check – no conviction of a violation of any law

6.3 The vendor shall incorporate resumes of customer service representative candidates to ETS for consideration and review with the proposal. The SOH reserves the right to accept or reject candidates proposed for selection.

7 BID PREPARATION

7.1 References

Offeror shall list on Offer Form Page OF-3 at least three references in the State of Hawaii, other than the State of Hawaii government, that is similar in nature and volume to work specified herein. The State reserves the right to contact the references provided.

7.2 Insurance

Offeror shall provide insurance information as requested on Offer Form Page OF-3.

7.3 Wage Certificate

The Offeror is required to complete and submit a Wage Certificate by which the Offeror certifies that wages will be paid and work will be performed in accordance with HRS Section 103-55.5 and Chapter 104. See Wage Certificate at W-1.

7.4 HlePRO

Vendors must fill in the field 'Estimated Total Price' found in Line Item tab.

Vendors shall include all applicable fees, charges, surcharges, shipping/handling, delivery, or any other charges associated with this solicitation in the price submitted.

8 CAMPAIGN CONTRIBUTIONS BY STATE AND COUNTY CONTRACTORS

Offerors are hereby notified of the applicability of HRS section 11-355, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage (<http://hawaii.gov/campaign>). Information on spending issues should be directed to the Campaign Spending Commission's Executive Director or its General Counsel at (808) 586-0285.

9 AWARD

9.1 Bid Evaluation

All line items will be used to evaluate total bid amount. Bid amounts for all items on the bid sheet will be summed. Lowest total sum will determine the winning Offeror.

9.2 Method of Award

Award, if any, will be made to the **responsive and responsible Offeror submitting the lowest CALCULATED ANNUAL COST** for all county sites (see Item 2 on page OF-2).

Offeror must bid on all sites, to have a qualifying bid proposal.

9.3 Certifications Required Prior to Award

Prior to awarding contract(s), the State will require certification of the following insurance coverage, in accordance with the requirements specified below in Section 11.4:

Commercial General Liability (occurrence form); and Worker's Compensation.

Prior to awarding contract(s), the State will require certification of the following insurance coverage, if applicable:

**Temporary Disability
Unemployment Insurance
Prepaid Health Care
Automobile Insurance**

9.4 Acceptance of Bid

Acceptance of bid, if any, will be made within one hundred twenty (120) calendar days after the opening of offers, and the prices quoted by the Offeror shall remain firm for the one hundred twenty (120) day period.

10 CONTRACT

10.1 Contract Execution

The State shall forward a formal contract to the successful Offeror for execution. The contract shall be signed by the successful Offeror and returned within ten (10) calendar days after receipt by the Offeror. NO PERFORMANCE AND PAYMENT BONDS ARE REQUIRED. The contract shall include the General Terms and Conditions, a copy of which is attached to this bid specification.

10.2 Term of Contract

The successful Offeror shall enter into a contract for providing temporary services. All work shall be completed within one (1) year of the commencement date on the Notice To Proceed.

10.3 Notice To Proceed (NTP)

No work shall be undertaken by the successful Contractor prior to the commencement date specified on the NTP. The State is not liable for any work, contract costs, expenses, loss of profits, or any damages whatsoever incurred by the successful Offeror prior to the official commencement date.

10.4 Liability Insurance

NOTE: Minimum insurance requirements are different from those in prior bid specifications.

Offeror shall maintain insurance acceptable to the State in full force and effect throughout the term of this contract. The policy or policies of insurance maintained by the Offeror shall provide the following limit(s) and coverage(s):

Coverage Limits

Commercial General Liability (CGL)	Minimum bodily injury and broad form (occurrence form) property damage combined single limits of liability of \$1,000,000 combined single limit per occurrence for bodily injury and property damage, and \$2,000,000 in the aggregate
Workers' Compensation	Statutory Minimum coverage: \$100,000 Employers Liability each accident, \$100,000 Employers Liability disease per each employee, and \$500,000 disease policy limit
Automobile Insurance	Minimum coverage of \$1,000,000 per accident

Each insurance policy required by this contract shall contain the following clauses:

1. For Commercial General Liability coverage, "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawai'i."
2. "It is agreed that any insurance maintained by the State of Hawai'i will apply in excess of, and not contribute with, insurance provided by this policy."
3. "Waiver of Subrogation in favor of the State applies to the CGL, Workers Compensation, and Auto policies."

The Offeror shall maintain the minimum insurance required in full compliance with the Hawai'i Insurance Code throughout the entire term of the contract, including extensions. The policy or policies of insurance maintained by the Offeror shall provide the limits and coverages specified herein.

The Offeror shall deposit with ETS on or before the effective date of the contract, certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this IFB and the contract have been complied with and to keep such insurance in effect and the certificate(s) therefor on deposit with the State during the entire term of the contract, including extensions. Upon request by the State, Offeror shall furnish a copy of the policy or policies.

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

The procuring of such required policy or policies of insurance shall not be construed to limit Offeror's liability or to fulfill the indemnification provisions and requirements of the contract. Notwithstanding said policy or policies of insurance, the Offeror shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with the contract.

10.5 Goods and Service Requirements

Any adjustments to the contract shall be made through a contract modification.

10.6 Inspection

All work done and all materials furnished shall be subject to inspection and approval by the ETS Project Manager or his/her representative so as to ascertain that the goods and services rendered are in accordance with requirements and intentions listed herein.

11 INVOICING AND PAYMENT

The Contractor shall submit a billing statement upon completion and acceptance of the work, sending the original invoice and three (3) copies of the invoice to:

Department of Accounting and General
Services Office of Enterprise Technology
Services
P.O. Box 119
Honolulu, HI 96810-0119
Attention: Fiscal Office

Payment shall be made to the Contractor at the contracted price upon certification by the State that the Contractor has satisfactorily performed the required goods and services. All invoices shall reference the contract number.

A tax clearance certificate, not over two (2) months old, with an original green certified copy stamp, or an HCE Certificate of Compliance, must accompany the invoice for final payment on the contract.

12 LIQUIDATED DAMAGES

Refer to Section 9 of the General Conditions. Liquidated damages are fixed at the sum of FIFTY DOLLARS (\$50.00) for each and every calendar day the Offeror delays in the completion of any item of the contract after the required date of said completion.

13 AUTHORITY

This IFB is issued under the provisions of the State Procurement Code (HRS Chapter 103D) and the State Procurement Office's applicable Directives, Circulars and administrative rules. All prospective Offerors are charged with the presumptive knowledge of all applicable legal authorities. Submission of a valid executed bid by any prospective Offeror shall constitute admission of such knowledge on the part of such prospective Offeror.

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

14 CANCELLATION OF SOLICITATIONS AND REJECTION OF OFFERS

The solicitation may be cancelled or the bids may be rejected, in whole or in part, when in the best interest of the purchasing agency, as provided in Sections 3- 122-95 through 3-122-97, Hawai'i Administrative Rules.

15 PROTEST

A protest based upon the content of the solicitation shall be submitted in writing within five (5) working days after the aggrieved persons knows or should have known of the facts giving rise thereto; provided further that the protest shall not be considered unless it is submitted in writing prior to the bid opening date.

A protest of an award or proposed award shall be submitted within five (5) working days after the posting of award of the contract. The notice of award resulting from the solicitation will be posted on the State Procurement Office website: <http://hawaii.gov/spo2>; Awards; Contracts for Goods, Services, and Construction; Invitation for Bids (IFB).

Any protest pursuant to §103D-701, HRS, and Section 3-126-3, HAR, shall be submitted in writing to the Procurement Officer, ETS, 1151 Punchbowl Street, Room B-10, Honolulu, Hawai'i 96813.

WAGE CERTIFICATE
(For Service Contracts)

Subject: IFB/RFP No.: _____

Title of IFB/RFP: _____

(To be completed by Offeror)

Pursuant to Section 103-55, Hawai'i Revised Statutes (HRS), I hereby certify that if awarded the contract in excess of \$25,000, the services to be performed will be performed under the following conditions:

All applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety will be fully complied with; and

The services to be rendered shall be performed by employees paid at wages or salaries not less than the wages paid to public officers and employees for similar work, with the exception of professional, managerial, supervisory, and clerical personnel who are not covered by Section 103-55, HRS.

I understand that failure to comply with the above conditions during the period of the contract shall result in cancellation of the contract, unless such noncompliance is corrected within a reasonable period as determined by the procurement officer. Payment in the final settlement of the contract or the release of bonds, if applicable, or both shall not be made unless the procurement officer has determined that the noncompliance has been corrected; and

I further understand that all payments required by Federal and State laws to be made by employers for the benefit of their employees are to be paid in addition to the base wage required by section 103-55, HRS.

Offeror _____

Signature _____

Title _____

Date _____