



# OAHU REGION

LEAHI HOSPITAL ■ MALUHIA

## HAWAII HEALTH SYSTEMS CORPORATION

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June 23, 2023

TO: Interested Parties

FROM: Scott Kawai  
HHSC Oahu Region

SUBJECT: Addendum No. 5  
RFP No. HHSC 23OR-0010  
Contract Management/Operation of the Daniel K. Akaka State Veterans Home, State of Hawaii

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Addendum No. 5 provides clarification to the subject solicitation.

Response to questions are in **Red**.

### Facility Questions

#### - Section 2.02 – Scope of Work

o Can the State provide site or plot plans, floor plans, elevation, or section drawings, detailed drawings, mechanical and electrical drawings to include IT infrastructure, and any life safety specific plans or drawings used in the construction of the State Veterans Home? **Please see attached exhibit. Note, these drawings are not to scale. Construction drawings will be made available upon award of contract.**

o Can the State provide the vendor's name, service type, and duration of commitment for any maintenance, service or warranty agreements available to the Operator on the contract start date? **Information will be made available upon award of contract.**

#### - PV System

o How is the PV system sized— designed for daily load or back up capacity? **PV system was designed utilizing maximum usable roof area this still isn't enough to cover all of the energy needs for the facility.**

o Please provide the specifications for the batteries? **Tesla - Capacity of the battery is 326kw of power output with 1305 kWh energy capacity.**

o Will the batteries cover the 10 sec switchover from utility to the diesel generator? **No, battery is not able to cover entire load of the building and is not currently designed for backup power. It will not run in parallel with generator. We would need a much larger battery to serve the building load. If the grid power is down the PV will disconnect per UL requirements.**

#### - Back Up Generators

o Can you confirm that the building has the capacity to be on 100% on back-up power including elevators? **Yes**. If not 100%, are there red plugs in each resident's room? **N/A** What other areas? **N/A**

o Please provide the specifications for the generators (diesel capacity, draw rate, kWh) **Each generator is rated for 1000KW/1250KVA @ 480Y/277V, 3-phase, 4-wire. Each generator has a 900 gallon sub-base fuel tank. Each fuel tank is piped to an above ground 24,000 gallon diesel fuel tank. At full load each of the generators consume 71.9 gallons of diesel per hour.**

o Do the generators run simultaneously **Yes**, or does the building have 2 separate electrical services? **N/A**

o What is the total run time, hours/days for on-site fuel? **The 24,000 gallon fuel tank will run both generators at full load for approximately 7 days. The generators are paralleled. Upon a utility outage the software on the generators will “sense” if one (1) or two (2) generators are needed to pick up the load.**

The Generator has a 24,000-gallon reserve tank, slated to operate emergency power for seven (7) days **Yes**.

o Will the operator be responsible for procuring fuel as part of start-up costs? **Yes**.

o What will be the minimum acceptable level of fuel? Acceptable level pre – top off? **As determined by the emergency preparedness operational regulations for the State of Hawaii**

- Section 2.02(P)(f) - Grounds

o Who is the landscaping contractor **Current landscape contractor is Green Thumb, Inc., and will they be providing on-going maintenance? Landscaper will be responsible for the warranty items as established. Routine maintenance of landscaping will be the responsibility of the Operator.**

o What are the landscape requirements of the Village of Kapolei HOA? **None.**

- Parking

o What provisions or future needs are available to accommodate the number of spaces needed for staff, visitors, and future Adult Day Health recipients who will need drop off and pick up at the front of the facility? **All parking requirements are accounted for and designed per codes and regulations etc.**

- Section 2.02(P)(g)

o Does the state have any estimate or forecast related to utility usage and pricing for the State Veterans Home? **Not available at this time.**

- Section 2.02(M) Infection Control

o Q – Are there any air quality treatment measures included in those infection control construction plans, i.e. – air scrubbers, bipolar ionization equipment, UV light treatment, etc.? **No, The negative pressure rooms are only negative pressure from the rest of the building as an infection control measure.**

- What is the actual material of the “glass” art structure by the ADH center section? **Laminated art glass**  
Is it made of safety glass? **Glass is laminated.**

- If there are design elements that are not operationally effective, will the cost of any change orders be charged to the Owner/facility, or be a cost of the Contractor? **Cost of any operator requested design changes they deem not to be operationally effective will be the financial responsibility of the operator only after approval of the owner.**

## Equipment Questions

### - Section 2.02(M)(b) - Linen and Laundry

- o There is one main laundry with two large capacity washers and dryers, and with one smaller capacity washer and dryer. Four additional smaller laundry rooms will be added in the future. **There are 4 additional small laundry rooms in the current construction of the facility.** What will be the designated purpose of the additional four laundry rooms **Residents' personal laundry** and where will they be located within the facility? **At each of the four care unit stations.**

### - Section 2.02 N(m) – Telephone

- o What type of phone system is being installed (VOIP vs copper)? **Phone system will be installed by the operator. CAT6 cabling will be run to all room locations as part of construction.**
- o Is the operator responsible for the cost of phone services for residents? **No.**
- o Is a long-distance carrier established and type of instruments? **No.**

### - Section 2.02(K) – “Pharmacy Services”

- o Will the Operator be responsible for sourcing all necessary pharmacy equipment in advance of occupancy or will this equipment be procured by the State of Hawaii? If the latter, can a list of equipment be provided? **Basic pharmacy equipment will be provided by the State. Any additional equipment required by the Operator will be provided by the Operator. Equipment list will be provided upon award of Contract.**

### - Please provide a list of all included Furniture, Fixtures and Equipment provided, including make, model, and quantities. **Furniture and equipment list will be provided upon award of Contract.**

- o Please include the furniture plan **Furniture plan will be provided upon award of Contract.**
- o Please include a listing of any warranties. **Available warranties will be provided upon award of Contract.**

### - Section 2.02(O) - Safety and Emergency Procedures (Equipment)

- o What fire protection system is installed (make, model, spec's etc.) **Available information will be provided upon award of Contract.**
- o What smoke alarms system is installed? (make, model, quantity, location of console and sensors) **Available information will be provided upon award of Contract.**
- o Who is the vendor? **Available information will be provided upon award of Contract.**

### - Section 2.02(O)(d) - Security

- o Will the property have security fencing around the perimeter of the property? **Yes, within the perimeter of the building.**
- o What type of security system(s) will be installed? **Information will be provided upon award of Contract.**
  - E.g., camera system, door/gate system, wander management, motion detectors, locks, centralized console/management system? **Yes.**
  - Alarm and locks in pharmacy? **Yes.** If so, what make, model? **Information will be provided upon award of Contract.**

- Nurse call system
  - o What system is installed -make, model, type (pull chain, button) **Information will be provided upon award of Contract.**
  - o Who is the vendor? **Information will be provided upon award of Contract.**
  - o What is the duration of any warranties received at install? **Information will be provided upon award of Contract.**
- Section 2.02(P)(b) Information Technology
  - o The Contractor is supposed to provide Wi-Fi, but will cabling already be installed? **Yes.**
  - o Are racks, patch panels, equipment closets, hangars, and cable management provided **Yes.** or is the Contractor responsible to source? **No.**
  - o Are external Network connections established to the street - external cable, fiber, or copper? **Service provider to be determined and provided by the Operator.**
    - Where is the point-of-presence? **To be determined.**
  - o What is an email signal node referenced in Amendment #2. **A node is a point of intersection / connection within a data communication network.**

#### Operational Questions

- Section 2.02 (D) Operational Policies
  - o Please clarify the term “periodic”. At what frequency will reporting by the operator be required to satisfy this section of the contract? **Quarterly unless need for special updates.**
  - Is the Operator required to obtain approval for all new or modified policies in advance of implementation under this contract agreement? **Not as long as all policies are IAW State, Federal and VA requirements.** If so, what is the expected turnaround time from submission for review to approval/denial? **Reasonable period of time to be mutually agreed upon by both Operator and Owner.**
- Section 2.02(H) – “Physician Services”
  - o Are there any specific requirements of the State for services rendered to Adult Day Health Care? **The VA has specific requirements for ADHC as defined by 38 cfr part 51 and 59.**
- Section 2.02(J) - Dietary Services
  - o Kitchenettes are present in each house, totaling eight (8). To what extent will meals be prepared in these kitchenettes versus the main kitchen? **These are auxiliary kitchenettes and are used to supplement as serving points for each household unit.**
- Section 2.02(N)(e) – “Quality of Life”
  - o Does the patient advocate require a separate and distinct FTE or can this designation be applied to an employee with other responsibilities? **As SNF nursing facilities already have a patient advocate system in place, the Ombudsman assigned to the facility by the Department of Hospitals will be the primary patient advocate. In house personnel responsible for this will have the duties incorporated with their other assigned duties as outlined in their job description.**
- Section 2.04(k)
  - o Does the Operator have the right to exclude specific managed care providers as a

condition of admission? **SNF regulations as defined in Patients Rights would prevail in this area.**

- What are the specialized rooms designated for? Do they have to be used for those purposes or can any resident be housed in them? **Special Needs patients such as obese, but can be utilized by any patient.**
- What exactly is going to be in the household kitchenette/laundry rooms? **Household Kitchen Front Work Counter/Sitting Counter - Quartz countertop for caregivers and residents; Back Counter - Lower cabinets quartz countertop with two (2) undercounter mounted induction warmers, combination oven and microwave; Side Counter - Three compartment sink, Under counter fast cycle dishwasher, Refrigerator, Countertop ice maker and Upper and lower cabinets; Back Kitchen - Induction cooktop with integrated downdraft exhaust and fire suppression system, Handwash sink and Mop closet with mop sink; Alcove - Stacked clothes washer/dryer, Countertop with lower cabinets and Space for two (2) hot/cold foot transport carts.** If washer/dryer & kitchen, is there going to be a separation from dirty to clean? **Yes.**
- When is the adult day health program expected to launch? **Two to Three years after initial opening.**
- Based on design, does the owner have an expectation (based on regulations) on the ADH capacity? **Yes, for a maximum occupancy of 24 per day, 5 days per week**
- Section 2.02(K) – “Pharmacy Services”
  - o What if any, are the expectations of the pharmacy operations? **Full Pharmacy for facility patients and perhaps later for ADC patients, but ADC is still TBD.**
  - o Will the onsite pharmacy be required to provide services to staff or veterans of the community? **No.**

#### Financial Questions

- Section 2.02(Q) – Capital Expenditures
  - o Will the use of Adult Day Health Care positions be included for maintenance calculations at the initiation of the contract or following the opening of the program? **Following opening of the program.**
- Section 2.02(F) – “Budget Preparation and Approval”
  - o Does the use of the term “fiscal year” reflect that of the Operator or the State? **State.** What is the fiscal year currently used by the State of Hawaii? **July 1 – June 30.**
- Section 2.02(P)(e)
  - o Are physical assets purchased by the contractor following the initiation of this contract property of the contractor or the State of Hawaii? **If purchased by the Contractor with Contractor funds not reimbursed by facility revenue, then property of the Contractor.**
- Section 2.02(F)(b)
  - o Cross referencing the section on transportation, can the Operator allow third party transport agencies to bill residents for non-emergent transport services? **Yes. The VA requires that patient transportation be provided by the facility to outside specialty physicians and other as medically necessary.**

- Section 2.02(P)(e)
  - o For the replacement of items in emergent situations or when not forecasted within the approved budget, what is the financial responsibility of the operator? **Operator can purchase items or maintenance services up to \$1000 per bed annually, above \$1000 per bed annually requires Owner approval.**
- Section 2.02(P)(a)
  - o For prescription meds, what if any opportunities exist to support subsidizing the admission of a resident with high-cost medications not covered under a VA agreement? **There is a possibility for participation in research medication protocols as a cost savings measure, but this consideration would be on a case by case basis, otherwise must follow VA formulary.**
- Section 2.02(I) – “Dental Services”
  - o Are routine dental services considered minimum requirements for purposes of billing? **SNF regulations prevail in this area.**
- Section 2.02(P)(h)
  - o Does the state require specific deductibles for insurance other than that described in Section 2 of this solicitation? **No.**
- Does the Owner have any statistics regarding Veterans in the State, including:
  - o Service-Connected Veterans **Approximately 100,000 Veterans in Hawaii**
  - o Gold star families **No Information available.**
  - o Anticipated utilization information based on demographics. **Demographic % goals/caps will be coordinated and mutually agreed upon by Operator and Owner collaborating on best business model to sustain facility while at the same time making maximum services available to most needy.**
    - Broken down by SNF and ICF
    - Service-connected veterans
    - Gold star families
- Section 5.06 states that the facility “may have a deficit from operations in the initial year of operations.”
  - o If the deficit from operations continues beyond a year (due to either budgeted operations, or unforeseen circumstances, is Owner still liable for the deficit **Will be negotiated with contractor after contract is awarded.**
  - o Confirming that the deficit includes among other things, operational losses, as well as start-up expenses, including establishing “par level of inventory”, equipment, change orders to construction, etc. **YES but not equipment change orders to construction unless owner agrees to such change orders.**
  - o Is the Owner liable for the deficit or is solely based on operations producing adequate cash flow to cover any deficits. **Technically owner is liable for deficit, but deficit management will be negotiated with Operator upon selection.**
- Section 5.06 states performance incentives and disincentives will be negotiated as part of the

final contract process.

o Should proposals include any possible performance-based formulas, or should they be negotiated as part of final contract process? **Negotiated as part of the final contract.**

- For major Capital Improvements (especially as the building ages), will there be or can there be any future appropriations (State, Federal, etc.) for Capital, **Yes, potential for future years.** or is Capital for improvements solely based on Operational Cash Flow and cash on hand? **No.**
- Section 2.04(M)(a) provides for termination without cause is 120 days - will the Contractor be reimbursed for hardware, etc. from initial investment in equipment if terminated for convenience? **Will be negotiated with Operator upon selection.**

#### Other Questions

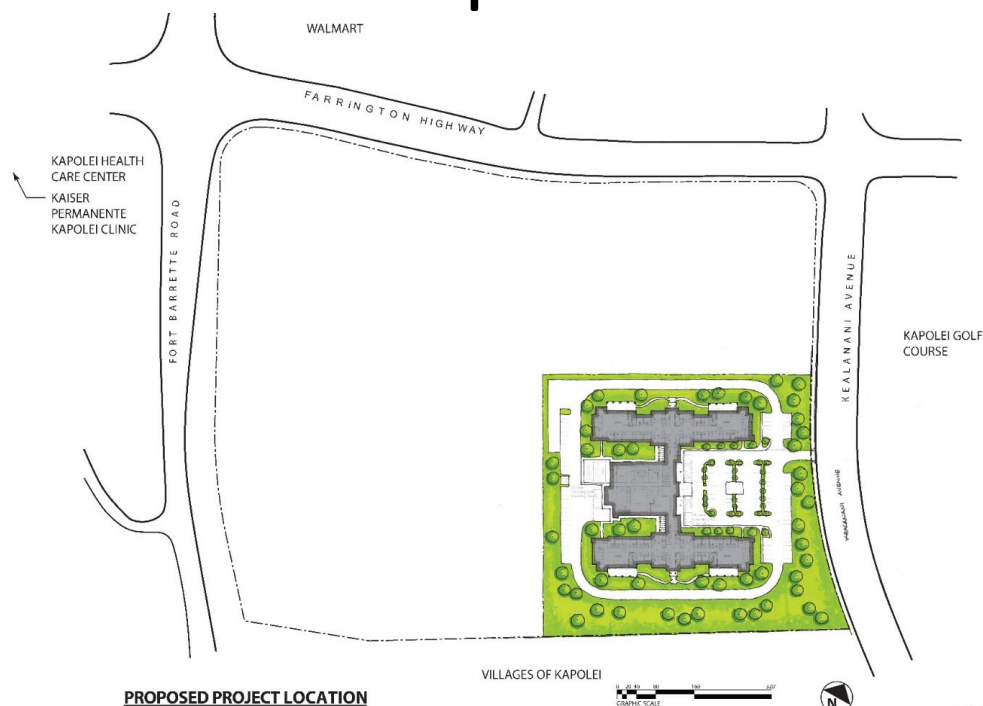
- Section 2.04 (F) references the Joint Commission. Is there expectation that this facility will be Joint Commission Certified. **No** (Currently, SNF's in Hawaii are certified directly through CMS and not through agencies like the Joint Commission)
- Section 2.02(C)(e) references a "labor dispute or strike" and a "labor dispute plan." Is contractor required to have union labor? **No, but Operator must allow employees to entertain and vote on a union shop if employees so desire.**
- What is the Kapolei HOA Fee and who will be responsible to pay this fee? **It's a per bed fee to be negotiated between owner and VOKA. Will be paid from revenues generated by the facility.**





# Project Location: Kapolei

- Located on approximately 7 acres of a 26 acre HHFDC parcel.
- Site frontage along Kealanani Avenue near Farrington Highway.
- Borders Villages of Kapolei along Kealanani Avenue.
- Address: 91-1204 Kealanani Ave.  
Kapolei, HI 96707







# Project Site and Floor Plans

