



COUNTY OF HAWAII
HILO, HI

**MANAGEMENT AND OPERATION OF KUKUIOLA VILLAGE
EMERGENCY HOMELESS SHELTER AND ONE-STOP RESOURCE AND
ASSESSMENT CENTER, COUNTY OF HAWAI'I**

RFP: 27-0020

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1. NOTICE TO PROPOSERS



NOTICE TO PROPOSERS (Chapter 103D, HRS)

Request For Proposal (RFP)

NOTICE IS HEREBY GIVEN THAT PURSUANT TO CHAPTER 103D, HAWAII REVISÉD STATUTES, AS AMENDED, COUNTY OF HAWAII IS REQUESTING PROPOSALS FOR THE FOLLOWING:

ADVERTISED DATE: Friday, September 4, 2026

RFP Title: MANAGEMENT AND OPERATION OF
KUKUIOLA VILLAGE EMERGENCY
HOMELESS SHELTER AND ONE-STOP
RESOURCE AND ASSESSMENT CENTER,
COUNTY OF HAWAII

RFP Number: 27-0020

Proposal Due Date: Tuesday, October 20, 2026, 4:00 pm

County Office of Housing and Community
Department(s)/Division(s): Development

Buyer/Specialist: Stephanie Letro (808) 961-8443
stephanie.letro@hawaiicounty.gov

The County of Hawai'i ("County"), is seeking to hire a qualified and capable Provider Agency with at least five (5) years' experience to manage and operate Kukuiola Village Emergency Homeless Shelter and One-Stop Resource and Assessment Center, for the purpose of providing emergency homeless shelter, safe parking, supportive services and a one-stop resource and assessment center serving individuals experiencing homelessness. The Project is located on the property designated as TMK No.: (3) 7-4-020:004, Kailua-Kona, Island of Hawai'i, known as Kukuiola Village 9 Phase I. The Project is overseen by the County of Hawai'i, Office of Housing & Community Development ("OHCD"), which desires to obtain competitive proposals for management and operation of the emergency homeless shelter, certified kitchen, resource center, overnight safe parking, and all common areas, and

providing support services to its participants. The contract shall be awarded for an initial term of one (1) year with four (4) additional one (1) year option periods, subject to the availability of funds and at the County's sole discretion.

Before submitting a proposal, the Proposer shall be responsible for reading and examining the Solicitation and/or proposal documents, including any offer pages, scope of work, special provisions, exhibits, General Terms and Conditions, addenda (if any), and any other sections or documents attached hereto, and all applicable requirements by law. Submission of a proposal shall be deemed verification of such reading and examination.

No Proposer shall, in any way, be relieved of any obligation with respect to its proposal or the contract due to its failure or neglect to secure, receive, examine, familiarize itself with, acquaint itself with, or understand the work requirements, the Solicitation and/or proposal documents, or any addenda hereto, applicable standards or requirements, or existing conditions, difficulties, restrictions or obstacles. No claim for additional compensation to the Proposer shall be allowed based on lack of knowledge or misunderstanding.



**NOTICE TO PROPOSERS
(Chapter 103D, HRS)**

Request For Proposal (RFP)

DATES TO ADVERTISE

State of Hawai'i – Hawai'i Awards & Notices Data System (HANDS)

Friday, September 4, 2026

ADVERTISEMENT FOR REQUEST FOR PROPOSAL (RFP)

Sealed tenders will be received electronically on or before the due date of **Tuesday, October 20, 2026**, not later than **4:00 pm** Hawai'i Standard Time (HST) on the OpenGov Procurement System, and publicly opened at **4:00 pm** on **Tuesday, October 20, 2026**, in the Office of the Purchasing Division, Department of Finance, County of Hawai'i, 25 Aupuni Street, Hilo, Hawai'i, for:

RFP 27-0020 MANAGEMENT AND OPERATION OF KUKUIOLA VILLAGE EMERGENCY HOMELESS SHELTER AND ONE-STOP RESOURCE AND ASSESSMENT CENTER, COUNTY OF HAWAII

Upon application, forms of proposal and specifications may be obtained from the above-named office, through the OpenGov Procurement System (<https://procurement.opengov.com/portal/hawaiicounty>), an e-procurement system. Any request for approval to substitute any item or take exception to any specification, special provision or general condition, or clarification must be received through the OpenGov Procurement System on or before **Friday, September 18, 2026 at 11:59 pm**. All potential proposers are advised that the County of Hawai'i reserves the right to reject any offer or proposal that does not follow these instructions.

Diane Nakagawa

Diane Nakagawa (Sep 2, 2026 18:23:17 HST)

**DIANE NAKAGAWA
DIRECTOR OF FINANCE**



NOTICE TO PROPOSERS (Chapter 103D, HRS)

Request For Proposal (RFP)

NOTICE REGARDING ACT 188 (SLH 2021)

The purpose of this Notice is to inform you of the statutory requirements for a Contractor Past Performance Database ("Database"), which was established pursuant to Act 188, SLH 2021, to routinely capture a contractor's performance information in a structured and uniform way that is accessible and utilized when future procurements arise and where there is a need to determine whether a bidder or offeror is "responsible" as defined under HRS § 103D-104.

This Database is housed in the Hawai'i Awards and Notices Database System ("HANDS"). **No matter the cost of the procurement, all County contracts for goods, services, and/or construction solicited under Competitive Sealed Biddings ("IFB") (HRS § 103D-302); Competitive Sealed Proposals ("RFP") (HRS § 103D-303); or Sole Source (HRS § 103D-306) that are completed on or after January 1, 2024, shall have a Contractor's Performance Form ("Performance Form") completed.**

This Performance Form is electronically accessible on the HANDS website. All Contractors must sign up for a HANDS account to access each Performance Form. There is no cost to sign up for the HANDS account. The below steps provide detailed information about this new process.

1. **In its Offer or Proposal, the Offeror/Proposer shall include an email address for the appropriate person of the entity who will have the responsibility of receiving, reviewing, and completing the Performance Form.** It is important that this email address be accurately and correctly typed in and is an email address account that is checked often. The County of Hawai'i will input this specific email address into the Performance Form and upon submission of the form, the HANDS system will automatically send a notification to the Contractor's email address provided.
2. After completion of contract, County of Hawai'i completes the Performance Form on HANDS.
3. After the County submits the Performance Form on HANDS, the Contractor will automatically receive a notification that the Performance Form is ready to be reviewed. Upon notification, the Contractor shall review the Performance Form within twenty (20) working days and submit comments, rebuttal statements, or additional information/attachments, or the Performance Form will be considered completed by the

Contractor after the twenty (20) working days have elapsed. Note: A Contractor may go back in and edit its comments as many times as desired, up to twenty (20) working days after the Contractor was notified to take action.

4. At the end of the twenty (20) working days, the County will automatically receive an email notification from HANDS, and the County's Procurement Officer must review (within twenty (20) working days upon notification) the Performance Form as completed by the Contractor.
5. After the County's Procurement Officer finalizes the Performance Form, it is kept in the HANDS Database, and the information included therein may be used in making a "responsibility" determination pursuant to Act 188.

More information about this new law, its requirements imposed on the County, and the HANDS website may be accessed at the following websites:

- To access or sign up for Database: <https://hands.ehawaii.gov/hands/contractorperformance>
- Applicable State Law (HRS 103D-329): https://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103D/HRS_0103D-0329.htm
- State Procurement Office FAQs on the Database: <https://spo.hawaii.gov/faqs/#tabs-1>
- State Procurement Office Circulars on the Database: <https://spo.hawaii.gov/references/procurement-circulars/>