

## **Major Duties and Responsibilities**

1. Contractor shall provide qualified security personnel at the museum during the hours of operation and special events.
2. The security personnel shall be responsible for the protection of State property, the personal safety of museum visitors and staff at all times during scheduled security service hours of operation.
3. The security personnel shall provide the following general services:
  - Perform general patrolling within the building and grounds
  - Maintain laws, rules and regulations for the protection and security of property and provide a safe environment for the museum visitors and staff
  - Protect property and equipment against fire, theft, vandalism, and other irregularities
  - Maintain order within the museum, its meeting rooms, grounds, and back parking lot
  - Report to the Visitor Services Manager or designee any problem within the museum, such as suspicious persons or unusual incidents
  - Open and secure the building at closing times on Saturdays, during museum or the restaurants' night events, during any state holidays or days in which the museum and/or restaurant are open
4. It shall be the Contractor's responsibility that all security personnel are
  - In proper uniform, if required, while on duty, shoes, and socks
  - Unarmed while on duty
  - Properly trained before assignment to the museum. Security personnel shall have four (4) to six (6) hours training with emphasis given to dealing with situations most likely to be encountered in the museum. Security personnel shall be trained to interact with museum visitors in a persuasive, tactful and diplomatic manner, rather than in a manner considered autocratic, condescending or overbearing. All security personnel shall exercise caution as to their conduct and relationship with museum visitors and staff, inasmuch as school age children are frequent visitors to the museum
  - Able to communicate and read simple instructions, and demonstrate good judgement, an even temperament and are tactful
  - In good health and physically able to perform the assigned duties, which include standing for prolonged periods of time
  - Aware that while on duty they shall refrain from socializing and having visitors.
  - Unofficial telephone calls shall be limited to emergency purposes only.
  - Attentive to surroundings and not distracted by personal audio/visual devices
  - Compliant with Act 208
5. In addition, Security personnel shall:
  - Remain observant during meal breaks and be prepared to respond as needed
  - Place and secure the Friends of HISAM Donation box at opening of museum and closing in the areas designated by museum staff
  - Prepare and maintain daily logs and report all discrepancies, unusual incidents. Injuries, potential safety hazards, and equipment malfunctions to the Visitor Services manager for corrective action
  - Enforce established public visitor rules (See Public Visitor Rules of Decorum Attachment)

- Be fluent in emergency and evacuation procedures to assist the Visitor Services Manager, Administrative Services Assistant, other museum representatives, and/or rescue personnel with emergency and evacuation procedures
6. Due to the nature of the security services required under this contract, the Contractor shall, within twenty (20) days after receipt of the Notice Award, provide the museum with a listing of all contract employees who have conviction records and the nature of the convictions. Such information shall be handled in a confidential manner. The museum shall notify the Contractor in writing should any of the contractor's employees listed be determined to be unacceptable to perform work under this contract
  7. The museum shall make the decision on all questions that may arise as to the quality, manner and acceptability of the services performed
  8. The museum may, in writing, require the Contractor to remove any employee the State deems incompetent, careless, or otherwise objectionable, from working under this contract
  9. For bidding purposes only, Contractor is required to furnish security attendant services for the Hawai'i State Art Museum. Additional after hour events shall be provided at the inclusive hourly rate offered. In the event the hours per museum is reduced, the reduction in hours shall not constitute a basis for a price adjustment under this contract.
  10. Contractor shall provide assistance and advice to the museum in supervising and carrying out the security program.