



RELEASE DATE: [May 1, 2026]

The State of Hawaii
[Department of Accounting and General Services]

Request for Proposals
Solicitation #RFP-26-0024-15

**[Capitol Modern, the Hawaii State Art
Museum Security Services]**

OFFERS ARE DUE AT [2:00 P.M.], HAWAII STANDARD TIME (HST) ON

[June 1, 2026]

(or such later date as may be established by the State of Hawaii by an Addendum to this RFP)

BY SUBMISSION TO THE [STATE FOUNDATION ON CULTURE AND THE ARTS]

**DIRECT ALL QUESTIONS REGARDING THIS RFP, QUESTIONS OR ISSUES RELATING TO
THE ACCESSIBILITY OF THIS RFP (INCLUDING THE ATTACHMENTS AND EXHIBITS AND
ANY OTHER DOCUMENT RELATED TO THIS RFP) AND REQUESTS FOR ACCOMMODATIONS
FOR PERSONS WITH DISABILITIES IN CONNECTION WITH THIS RFP, TO:**

[RODNEY ACOSTA], TELEPHONE
(808) 586-9959 OR EMAIL ADDRESS rodney.d.acosta@hawaii.gov.

[Karen Ewald]
Procurement Officer

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RFP Administrative Information

RFP Title:	[Capitol Modern, the Hawaii State Art Museum Security Services]
RFP Project Description: (See Section 1.1 Purpose)	The State of Hawaii in conjunction is seeking Contractor(s) to [provide security services for Capitol Modern, the Hawaii State Art Museum]
RFP Point of Contact: (See Section 7.1 State Contract Administrator)	Buyer Name – [Rodney Acosta] Agency Name – [State Foundation on Culture and the Arts] Agency Address – [250 South Hotel Street, Second Floor, Honolulu HI, 96813] Buyer email – rodney.d.acosta@hawaii.gov Buyer Phone – (808) 586-9959
Submit proposals electronically via Hawaii Electronic Procurement System (HiePRO): (See Section 4.4 Electronic Submission of Proposals)	Electronic Submission hiepro.ehawaii.gov
Pre-Proposal Conference:	N/A
Pre-Proposal Conference Location: (See Section 2.4 Pre-Proposal Conference)	N/A
Deadline to Receive Questions: (See Sections 1.3 Schedule and Significant Dates and 2.6 Electronic Submission of Questions)	[May 15, 2026]; [2:00 P.M.] Hawaii Standard Time (HST)
Question & Answers: (Sections 1.3 Schedule and Significant Dates and 2.6 Electronic Submission of Questions)	All questions, including those about Terms and Conditions, must be submitted through the solicitation page on HiePRO, under the “Questions & Answers” tab . Questions must be submitted by the question deadline date.
RFP Closing Date: (See Section 1.3 Schedule and Significant Dates)	[June 1, 2026]
RFP Closing Time: (See Section 1.3 Schedule and Significant Dates)	[2:00 P.M.] Hawaii Standard Time (HST)
Initial Term of Contract and Renewals: (See Section 1.5 Period of Performance)	[July 1, 2026 to June 30, 2027] Upon mutual agreement, the contract may be extended or amended.
<p>TAKE NOTE THE MANDATORY .75% (.0075) TRANSACTION FEE TO HAWAII INFORMATION CONSORTIUM, LLC DBA NIC HAWAII IS BASED ON SALES FOR AWARDS MADE IN HIEPRO. (DETAILED IN SECTION 2.2 ELECTRONIC PROCUREMENT AND SECTION 3.8 PAYMENT TO HAWAII INFORMATION CONSORTIUM, LLC DBA NIC HAWAII.)</p>	

Offer Checklist

Offeror must address ALL sections and attachments and provide the information and documentation as required in the table below.

No.	Description	Reference in RFP	Completed
1	Offer Checklist – submittal of checklist with all items checked “completed.”	Offer Checklist	<input type="checkbox"/>
2	Offer Form OF-1 - Completed and signed NOTE: Ensure the company name submitted in HlePRO matches the company name on OF-1.	Offer Form OF-1; Section 8.9 Proposal Preparation (Attachment form I)	<input type="checkbox"/>
3	Table of Contents	Section 4.5 Required Format and Content	<input type="checkbox"/>
4	Executive Summary, not to exceed [two] (2) pages	Section 4.5 Required Format and Content	<input type="checkbox"/>
5	Management Approach, not to exceed [five] (5) pages	Section 6.1 Evaluation Criteria 1	<input type="checkbox"/>
6	Technical Approach, not to exceed [five] (5) pages	Section 6.2 Evaluation Criteria 2	<input type="checkbox"/>
7	Past Performance	Section 6.3 Evaluation Criteria 3; Offer Form OF-2 (Attachment form J)	<input type="checkbox"/>
8	Price	Section 6.4 Evaluation Criteria 4; Price Proposal Offer Form OF-3 (Attachment form K)	<input type="checkbox"/>
9	Confidential, Protected or Proprietary Information Section	Section 4.5	<input type="checkbox"/>

Authorized Offeror Signature

REQUEST FOR PROPOSALS

[Capitol Modern, the Hawaii State Art Museum Security Services]

Solicitation # RFP-26-0024-15

Section 1: General Information

1.1 Purpose

The STATE FOUNDATION ON CULTURE AND THE ARTS (“SFCA” or “STATE”) is issuing this Request for Proposals (“RFP”) for security services at *Capitol Modern*, the Hawaii State Art Museum. The SFCA has determined that such services are necessary for the protection of State property and to ensure the safety of Capitol Modern, the Hawaii State Art Museum patrons.

1.2 Background

Contractor shall provide security attendant services to Capitol Modern, the Hawaii State Art Museum and its auxiliary facilities. At the release of this solicitation, Capitol Modern, the Hawaii State Art Museum listed on shall be provided security services under this contract.

General Specifications

1. Security Services shall be provided as needed according to the work schedule issued by the Contract Administrator. Contractor is advised that the schedule of days and hours will vary and that the schedule is subject to change during the contract period. Capitol Modern, the Hawaii State Art Museum may either add or delete security service hours, as needed during the term of this contract.
2. If required, and only upon written request from the museum, additional security services shall be provided under contract during or after official work hours the inclusive unit bid price per Security Attendant.
3. Additional Security Attendants shall perform assigned duties and responsibilities between 7:30 AM to 12:00 AM (hours will vary as well as number of guards) at various dates throughout the year for SFCA programs.

1.3 Schedule and Significant Dates

The table below contains the State’s current estimate of the schedule and significant dates. All times are Hawaii Standard Time (HST). If a component of this schedule, such as "Proposals Due Date and Time" is delayed, the rest of the schedule may likely be shifted by the same number of days. Any change to the RFP Schedule and Significant Dates prior to the proposal due date shall be issued by addendum.

Event	Date
Solicitation Release:	[May 1, 2026]
Pre-Proposal Conference:	N/A
Question Submittal Deadline:	[May 15, 2026]; [2:00 P.M.]
Answers to Questions:	[May 25, 2026]; [2:00 P.M.]
Proposal Due Date and Time:	[June 1, 2026]; [2:00 P.M.]
Evaluations	[June 1 – June 10, 2026]; [2:00 P.M.]
Estimated Date for Discussions, if necessary	[June 10 – June 17, 2026]
Estimated Due Date for BAFO, if necessary	[June 18, 2026]
Anticipated Award Date:	[June 25, 2026]

1.4 Contract Type

This contract is a [Firm-Fixed Price](#) contract type.

1.5 Period of Performance (or Term of Contract)

This contract shall be for a period of [\[one\]](#) (1) year(s) beginning on the date specified on the Notice to Proceed, but no earlier than [\[July 1, 2026\]](#).

Unless terminated, the contract may be extended without re-solicitation, upon mutual agreement in writing between the State and the Contractor, prior to the expiration date, for not more than [\[one\]](#) (1) additional 12-month periods, or parts thereof. Provided, however, the contract price for the extended period shall remain the same or lower than the initial contract price, subject to any price increase allowed by the contract.

The Contractor or the State may terminate any extended contract period at any time upon [ninety \(90\)](#) days prior written notice.

1.6 Point of Contact

The [\[SFCA\]](#) is the issuing office for this document and all subsequent addenda relating

to it. The reference number for the transaction is Solicitation # RFP-26-0024-15. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

The person identified below is the single point of contact (POC) **during** this procurement process. Offerors and interested persons shall direct to the POC all questions concerning the procurement process, technical requirements of this RFP, contractual requirements, changes, clarifications, and protests, the award process, and any other questions that may arise related to this solicitation and the resulting contract. The POC designated by the State of Hawaii, [SFCA] is:

[Rodney Acosta]
[Visitor Services Manager]
[State Foundation on Culture and the Arts]
[250 South Hotel Street, Honolulu, HI 96813]
[rodney.d.acosta@hawaii.gov]
Phone: (808) 586-9959

1.7 Definitions

The following definitions apply to this solicitation.

Contract Administrator means the person designated to manage the various facets of the contract(s) to ensure the Contractor's total performance is in accordance with the contractual commitments and obligations are fulfilled.

Contractor means the person having a contract with a governmental body.

Fixed-price basis means an established price agreed upon by the Contractor and Purchasing Entity, by agreement or by authority, as the price to be charged for a specified amount of services.

Goods mean all property, including but not limited to equipment, equipment leases, materials, supplies, printing, insurance, and processes, including computer systems and software, excluding land or a permanent interest in land, leases of real property, and office rentals.

Governmental body means any department, commission, council, board, bureau, authority, committee, institution, legislative body, agency, Government Corporation, or other establishment or office of the executive, legislative, or judicial branch, city or county of any U.S. State, (including the Office of Hawaiian Affairs for the State of Hawaii).

Hawaii Administrative Rules (HAR) means the adopted operating procedures for state agencies authorized by the laws of the State of Hawaii.

Hawaii eProcurement System (HlePRO) is the State eProcurement system, a system for issuing solicitations, receiving responses, and issuing notices of award.

Hawaii Revised Statutes (HRS) means the laws that govern the State of Hawaii.

Key Performance Indicator (KPI) means how a quantifiable measure is utilized to assess the success of a Contractor in meeting strategic goals and objectives for performance.

Offeror means the company or firm that submits a proposal in response to this Request for Proposal.

Proposal means the official written response submitted by an Offeror in response to this Request for Proposals.

Proposer has the same meaning as Offeror.

Request for Proposals or "RFP" means the entire solicitation document, including all parts, sections, exhibits, attachments, and Addenda.

Services means the furnishing of labor, time, or effort by a contractor or Contractor, which involves the delivery or supply of products.

Statement of Work defines the services to be delivered by the Contractor. Note: For the purposes of this RFP, statement of work describes the services within a Task Order when requesting quotes from awarded Contractor(s).

Subcontractor means a Contractor contracted for work by the Prime Contractor.

Section 2: Solicitation Information

2.1 Governing Laws and Regulations

This procurement is conducted by the [Department of General Accounting and Services] (DAGS), [State Foundation on Culture and the Arts] (SFCA), in accordance with the State of Hawaii Procurement Code, 103D-303, HRS. Information about [State Foundation on Culture and the Arts] and its governing laws are available at <http://spo.hawaii.gov/>.

This procurement shall be governed by the regulations and laws of the State of Hawaii. Venue for any administrative or judicial action relating to this procurement, evaluation, and award shall be in the State of Hawaii.

2.2 Electronic Procurement

- 2.2.1** The State has established the Hawaii State eProcurement (HlePRO) System to promote an open and transparent system for vendors to compete for state contracts electronically. Offerors interested in responding to this solicitation must be registered on HlePRO. Registration information is available at the State Procurement Office (SPO) website: <https://hiepro.ehawaii.gov/welcome.html>, select HlePRO Vendor Registration and then Vendor Registration Guide.
- 2.2.2** The State will use HlePRO to issue the RFP, receive Offers, and issue Addenda to the RFP. Addenda and the other information and materials shall be provided by the State through HlePRO, including additions or changes with respect to the dates in Section 1.3 Schedule and Significant Dates. The State shall not be responsible for any person's or entity's failure to do so for any reason. The State is not responsible for any delay or failure of any Offeror to receive any materials updated through the RFP Process on a timely basis.
- 2.2.3** As part of this procurement process, Offerors are informed that awards made for this solicitation, if any, shall be done through the HlePRO and shall, therefore, be subject to a mandatory .75% (.0075) transaction fee, not to exceed \$5,000 for the total contract term.
- 2.2.4** HlePRO Special Instructions. Offeror shall review all special instructions located in HlePRO. Offerors are responsible for ensuring that all necessary files are attached to their offer prior to the proposal deadline.

Offerors are advised that they should not wait until the last minute to submit their proposal on HlePRO. Offerors should allow ample time to review their submitted proposal, including attachments, prior to the proposal deadline.

2.3 RFP Addenda

Changes to this RFP including but not limited to contractual terms and procurement requirements shall only be changed via formal written addenda issued by the [\[SFCA\]](#).

The State accepts no responsibility for a prospective Offeror not receiving solicitation documents and/or revisions to the solicitation. It is the responsibility of the prospective Offeror to monitor the Hawaii State eProcurement System (HlePRO) to obtain RFP addenda or other information relating to the RFP.

2.4 Pre-Proposal Conference

There is no Pre-Proposal Conference for this solicitation.

2.5 Questions Regarding RFP Contents

If a Prospective Offeror believes that any provision of the RFP is unclear, potentially defective, or would prevent from providing a meaningful Offer, the Offeror shall submit questions to the State POC requesting clarification on or before the deadline for doing so in Section 1.3 Schedule and Significant Dates. Each question shall identify the page, section number, paragraph, and line or sentence of such provision(s) of the RFP to which the question applies. The State POC will respond by the date for the same in Section 1.3 Schedule and Significant Dates. The State may issue Addenda in response to written questions received regarding the RFP.

2.6 Electronic Submission of Questions

All questions must be submitted through the Hawaii State eProcurement System (HlePRO). Questions must be submitted by the question deadline date and time shown in Section 1.3 Schedule and Significant Dates. Answers will be given via the Hawaii State eProcurement System (HlePRO) site as noted in Section 1.3 Schedule and Significant Dates.

Offerors are cautioned about including context in questions that may reveal the source of questions. The identity of potential Offerors will not be published with the answers, but the text of questions will be restated, to the extent possible, to exclude information identifying potential Offerors.

2.7 Proposal Due Date

Proposals must be received by the posted closing date and time as described in Section 1.3 Schedule and Significant Dates of this RFP.

2.8 Cancellation of Procurement and Proposal Rejection

The State reserves the right to cancel this RFP and to reject any and all proposals in whole or in part, and waive any defects when it is determined to be in the best interest of the State, pursuant to HAR §3-122-96 thru HAR §3-122-97.

2.9 Firm Offers

Responses to this RFP, including proposed costs and/or fees will be considered firm for ninety (90) days after the proposal due date.

2.10 Right to Accept All or Portion of Proposal

Unless otherwise specified in the solicitation, the State may accept any item or combination of items as specified in the solicitation or of any proposal unless the Offeror expressly restricts an item or combination of items in its Proposal and conditions its response on receiving all items for which it provided a proposal. If the Offeror so restricts its Proposal, the State may consider the Offeror's restriction and evaluate whether the award on such basis will result in the best value to the State. The State may otherwise determine at its sole discretion that such restriction is non-responsive and renders the Offeror ineligible for further evaluation.

2.11 Ownership or Disposition of Proposals and other Materials Submitted

All costs incurred by the Offeror in preparing or submitting a proposal shall be the Offeror's sole responsibility whether any award results from this RFP. The State shall not reimburse such costs. All proposals become the property of the State of Hawaii.

2.12 Additional Information

The Offeror shall provide additional information regarding aspects of an Offeror's Proposal within [five] (5) business days of the State's request unless the State specifies another period. As noted, each Offeror shall submit only one Proposal. If an Offeror submits more than one Proposal, then the State reserves the right to reject and or dismiss the Offeror from the RFP Process.

2.13 Multiple or Alternative Offers

Unless specifically provided for in this solicitation, multiple or alternative offers shall not be accepted and all such offers shall be rejected.

Section 3: Requirements

3.1 Mandatory Minimum Administrative Proposal Requirements

This section contains the minimum requirements that must be met to be considered for the evaluation phase. All items described in this section are non-negotiable. All Offerors must state willingness and demonstrate the ability to satisfy these requirements in the proposal submitted for consideration. Contractors shall be considered non-responsive if unable to cover the minimum requirements which they may not be considered for award.

3.2 Minimum Requirements and Qualifications

Offeror shall provide all services as described in Attachment form(s) [A](#) (Security Specifications), [B](#) (Security Major Duties and Responsibilities), [C](#) (Security Contractor Responsibilities), [D](#) (Security Guard Qualifications), [E](#) (Special Provisions,) [D](#) (Rules of Decorum), and Statement of work.

3.2.1 Offeror Qualifications – in addition to meeting the legal and other requirements of this RFP, the bidder must meet these bidder qualification requirements to be considered for award:

1. Offeror must have a valid guard card service license registered with the Hawai'i State Department of Commerce and Consumer Affairs at the time of bid submittal. The guard services license number shall be noted on [Attachment form K](#)
2. Offeror must have been in the security guard business for a minimum of [two \(2\)](#) consecutive years
3. Offeror shall have a permanent office and representative(s) in the State of Hawai'i at the time of bid opening

3.2.2 Background Check – all security guards assigned to this contract shall have the following clearances:

1. Federal and State criminal clearance check. Documents of background checks shall be current and dated within [thirty \(30\)](#) days of submission of bid and submitted to the CA within [fourteen \(14\)](#) days after Notice of Award
2. Traffic abstract (no Driving under the Influence of Alcohol or Drugs or careless driving conviction)
3. No documented emotional or mental disorder
4. No criminal convictions which might deem the candidate unsuitable for employment

Contractor, at no extra cost to Capitol Modern, the Hawaii State Art Museum, shall provide necessary evidence of compliance in this area. Upon review of a security guard's background check, Capitol Modern, the Hawaii state Art Museum reserves the right to request additional background information.

3.2.3 Security Guard Qualifications

- 1.** Certified and qualified to perform CPR and first aid before being assigned to the museum.
- 2.** No history or presence of any significant psychiatric disorder – must be emotionally stable.
- 3.** No criminal conviction record indicating questionable morals.
- 4.** No history of violent acts that would indicate the candidate would harm a visitor or employee (Board of Private Detectives and Guards Employee Registration Form).
- 5.** No history of child abuse/sexual abuse. (Board of Private Detectives and Guards Employee Registration Form).
- 6.** At least 18 years of age (Birth Certificate).
- 7.** Must be able to walk a patrol throughout the day during a shift.
- 8.** Read and understand written material in language of the security force and State Agency (Copy of High School Diploma)
- 9.** Must be able to speak intelligently and courteously over a telephone or walkie talkie and be understood by the general public and members of the staff.
- 10.** No disabilities that would prevent satisfactory performance of duties (Doctor's certificate).
- 11.** Present a neat, clean, non-threatening appearance.
- 12.** Operate a fire extinguisher weighing up to 50 pounds.
- 13.** Able to lift 50 pounds.
- 14.** Able to hear at normal conversation levels.
- 15.** Able to bend, stoop or work with hands above shoulder level.
- 16.** Enjoy working with the public.
- 17.** 20/20 vision or corrected to 20/40 vision with glasses. (Doctor's certificate).
- 18.** Driver's License or State Issued Identification required. (Copy of license).

The Contractor shall provide all necessary documentation to verify compliance with the above qualifications and requirements within **three (3)** working days of receipt of a written request from the State. Failure to comply with this request shall result in rejection of the offer.

3.2.4 The State has established the Hawaii State eProcurement (HlePRO) System to promote an open and transparent system for vendors to compete for state contracts electronically. Offerors interested in responding to this solicitation must be registered on HlePRO. Registration information is available at the State Procurement Office (SPO) website: <https://hiepro.ehawaii.gov/welcome.html>, select HlePRO Vendor Registration and then Vendor Registration Guide.

3.3 Contractor Responsibility for Subcontractors

The Subcontractors providing services shall meet the same service requirements and provide the same quality of service required of the Contractor and in a timely manner. No subcontract shall relieve the Contractor of its responsibilities for the Services it provides. The Contractor shall manage the quality and performance, project management and schedules, and timely start and completion of services performed by each of its Subcontractors. The Contractor shall be solely responsible and accountable for the completion of all Services it has subcontracted.

3.4 Removal of Subcontractors

In addition to any rights the State has under Law, the State shall have the right to require the removal of a Subcontractor or any of its personnel providing or supporting services for a good cause. In such a case, the State shall specify the deadline for such removal after consultation with the applicable Contractor. A Subcontractor proposed by the Contractor to replace the removed Subcontractor shall be subject to the approval of the State.

3.5 Right to Retain Subcontractors

The State shall have the right to directly retain any Subcontractor after the expiration, termination, or suspension of the Contract under which it is retained, including any Subcontractor providing services subject to any part of a Contract that is terminated or suspended.

3.6 Additional Contractor Requirements

Each Contractor shall:

Adhere to its Contract with the State;

Provide all labor, materials, and equipment necessary to meet the RFP Requirements;

Communicate contract requirements to its Subcontractors' personnel and direct and coordinate project activities to ensure that the services progress efficiently and are completed on schedule;

Ensure that all its and its Subcontractors' employees can communicate effectively with State employees;

Ensure that it is current with all payments and registration fees and similar financial obligations owed to the State during the term of its Contract with the State;

Fully cooperate and maintain effective communication with the State and cooperate in the resolution of problems, suspected problems, or potential problems;

3.7 Payment

Contractor shall submit monthly invoices for services rendered according to award amount. Original and three copies of any invoices to the following address:

[State Foundation on Culture and the Arts]
[250 South Hotel Street, Second Floor]
[Honolulu, HI 96813]

Invoices should reference both the contract number and the RFP number.

Hawai'i GET Contractor(s) shall forward invoices, original and **three (3)** copies directly to the ordering agency for those agencies issuing purchase orders. For all orders placed against this contract, Contractor(s) must include applicable taxes as in the total hourly bid price.

Pursuant to HRS §103-10, the State shall have **thirty (30)** calendar days after receipt of invoice or satisfactory completion of projects to make payment. For this reason, the State will reject any offer submitted with a condition requiring payment within a shorter period. Further, the State will reject any offer submitted with a condition requiring interest payments greater than that allowed by HRS §103-10, as amended.

The State will not recognize any requirement established by the Contractor and communicated to the State after the award of the contract, which requires payment within a shorter period or interest payment not in conformance with the statute.

3.8 Payment to Hawaii Information Consortium, LLC dba NIC Hawaii

HlePRO is administered by Hawaii Information Consortium, LLC dba Tyler Hawaii. Tyler Hawaii shall invoice the Contractor(s) directly for payment of transaction fees. Payment must be made to NIC Hawaii within **thirty (30)** days from receipt of invoice. HIC is an intended third-party beneficiary of transaction fees, which are used to fund the operation, maintenance, and future enhancements of the HlePRO system.

Section 4: Instructions to Offerors – Proposal Submission

4.1 Proposal Objectives

One of the objectives of this RFP is to make proposal preparation easy and efficient while giving Offerors ample opportunity to highlight their proposals. The evaluation process must also be manageable and effective.

Proposals shall be prepared straightforwardly and concisely, in a format that is reasonably considered and appropriate for the purpose. Emphasis will be on completeness and clarity and content.

When an Offeror submits a proposal, it shall be considered a complete plan for accomplishing the tasks described in this RFP and any supplemental tasks the Offeror has identified as necessary to successfully complete the obligations outlined in this RFP.

The proposal shall describe in detail the Offeror's ability and availability of services to meet the goals and objectives of this RFP.

4.2 Proposal Structure and Labeling

Proposals must be detailed and concise. Each Proposal must be labeled and organized in a manner that is congruent with the requirements and terminology used in this RFP and must include a point-by-point response, structured in form and reference to the RFP, addressing all requirements and the Statement of work elements.

4.3 Proposal Submission Instructions

[Adjust accordingly to your eProcurement System if not using HlePRO]

Proposals must be received by [June 1, 2026]; [2:00 P.M.], HST through the Hawaii Electronic Procurement System (HlePRO). Proposals received after the deadline and/or through any sources other than HlePRO will be rejected.

4.4 Electronic Submission of Proposals

Proposals shall be submitted and received electronically through HlePRO by the date and time listed in Section 1.3 Schedule and Significant Dates. This electronically submitted offer shall be considered the original. Any offers received outside of the HlePRO, including faxed or e-mailed bids, shall not be accepted, or considered for award. Any offer received after the due date and time shall be rejected. (See Section 2.2 Electronic Procurement for further information.) **The maximum file size that**

HlePRO can accept is 100MB. Files larger than 100MB must be reduced into two or more files.

Submission of a proposal shall constitute an incontrovertible representation by the Offeror that the Offeror agrees to comply with every requirement of this RFP, and that the RFP documents are sufficient in scope and detail to indicate and convey a reasonable understanding of all terms and conditions of performance of the work.

4.5 Required Format and Content

All Proposals must be submitted in the following format. Detailed information on submitting each of these sections is contained in later sections of this RFP. Proposal shall be submitted in size [12 Arial font] or equivalent.

1. **Table of Contents.** A Table of Contents must be included with each proposal. All major parts of the proposal shall be identified by referencing page numbers.
2. **Offer Checklist.** Complete and submit all items noted on the Offer Checklist.
3. **Offer Form, OF-1.** Offeror shall complete and sign OF-1 Offer Form. See Special Provisions, 8.9 Proposal Preparation.
 - a. **OF Form, OF-1**
 - b. **OF Form, OF-2 Past Performance**
 - c. **OF Form, OF-3 Price**
4. **Executive Summary.** The executive summary [not to exceed two (2) page] is to briefly describe the Offeror's Proposal. This summary should highlight the major features of the Proposal. The response should demonstrate the Offeror's understanding of and ability to meet the Administrative and Technical Requirements of the RFP. The State should be able to determine the essence of the Proposal by reading the executive summary. This summary will not be evaluated for points, but rather is a high-level explanation of the entire proposal.
5. **Evaluation Criteria Submittals (Refer to Section 5 Evaluation and Award).**

This section shall be sub-divided by the evaluation criteria and include the narrative and any other requirements.

- a. Management Approach – See Section 6. Submittal limited to [five pages] [5]
- b. Technical – See Section 6. Submittal limited to [five pages] [5]
- c. Past Performance – See section 6. Submittal limited to [five pages] [5]
- d. Price Proposal. See Section 6. Offeror shall complete the attached OF-3 Pricing Form in which Offeror shall submit all price line items excluding all applicable taxes.

6. **Confidential, Protected, or Proprietary Information.** All confidential, protected, or proprietary information must be included in this section of the proposal response. Do not incorporate protected information throughout the Proposal. Rather, provide a reference in the proposal response directing the State to the specific area of this protected Information section. If Offeror believes that any portion of its proposal, offer, specification, protest, or correspondence contains information that should be withheld as confidential, then the Procurement Officer should be so advised in writing and shall be furnished with justification for confidential status. Price is not considered confidential and shall not be withheld.

Information included in the Confidential, Protected or Proprietary Information section of an Offeror's proposal is not automatically accepted as protected. All information identified in the section will be subject to review by the State in accordance with the procedures prescribed by the State's open records statute, freedom of information act, or similar law.

4.6 Each Offeror to Bear its Own Costs

Each Offeror shall be responsible for all costs incurred by it prior to the Notice of Award, including, without limitation, its costs of preparing and submitting its Offer, responding to notices or requests, making Priority-Listed Offeror presentations, demonstrations, and discussions, and otherwise participating in the RFP Process.

4.7 Bid Quotation

Unit bid price per man-hour per attendant shall be the all-inclusive hourly to the State (including all applicable taxes) for providing the services specified. Unit price per man-hour shall be applicable to additional security services provided during or after work hours, subject to the State Department of Labor and Industrial Relations overtime regulations, when regularly assigned officers are specifically requested by the State.

Unit bid price shall include labor, equipment, installation, transportation, storage, training, all applicable taxes and any other costs incurred to provide services specified including the transaction fee for processing this procurement electronically.

4.8 Certification of Independent Cost Determination

By submission of a bid in response to this RFP, bidder certifies as follows:

- The costs in this RFP have been arrived at independently, without consultation, communication, or agreement with any other bidder, as to any matter relating to such costs for the purpose of restricting competition.
- Unless otherwise required by law, the cost which have been quoted in this RFP

have not been knowingly disclosed by the bidder prior to award, directly or indirectly, to any other bidder or competitor prior to the award of the contract.

- No other attempt has been made or will be made by the bidder to indicate any other person of firm to submit or not to submit for the purpose of restricting competition.

Section 5: Evaluation and Award

5.1 Evaluation of Proposals

The Procurement Officer of the [State Foundation of Culture and the Arts] (SFCA), or an evaluation committee of at least three (3) qualified State employees selected by the [State Foundation on Culture and the Arts] (SFCA) Procurement Officer, shall evaluate proposals for the contract. The evaluation will be based solely on Section 5.8 Evaluation Criteria and the process described in this section.

5.2 Right to Waive Minor Irregularities

The State in its sole discretion reserves the right to waive minor irregularities in the Proposal, which include but are not limited to corrections of deficiencies or clarification of ambiguities that in the judgment of the State do not require a comprehensive proposal rewrite. The State also reserves the right in its sole discretion to waive certain minimum requirements provided that all of the otherwise responsive proposals fail to meet the same minimum requirements and the failure to do so does not materially affect the procurement

5.3 Initial Review and Award without Discussions

In the initial phase of the evaluation process, the State will review all proposals timely received. Unacceptable proposals (non-responsive proposals not conforming to RFP requirements) will be eliminated from further consideration.

The State reserves the right to award on receipt of initial proposals without an opportunity for discussion or proposal revision, so Offerors are encouraged to submit their most favorable proposal at the time established for receipt of proposals. Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and/or written revisions of proposals.

5.4 Discussion with Priority Listed Offerors

Prior to holding any discussions, a priority list shall be generated consisting of proposals determined to be acceptable or potentially acceptable.

If numerous acceptable and potentially acceptable proposals are submitted, the evaluation committee may limit the priority list to three (3) highest ranked, responsible Offerors.

The State may invite priority listed Offerors to discuss their proposals to ensure thorough, mutual understanding. The State in its sole discretion shall schedule the time

and location for these discussions, generally within the timeframe indicated in Section 1.3 Schedule and Significant Dates. The State may also conduct discussions with priority listed Offerors to clarify issues regarding the proposals before requesting Best and Final Offers, if necessary.

In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing Offerors.

5.5 Best and Final Offers (BAFO)

If deemed appropriate by the State in its sole discretion, the State may request each Offeror to submit its BAFO. The request shall be issued via an Addendum, which will provide guidance and additional instructions. Offeror's BAFOs shall be submitted to the State through HlePRO on or before the deadline called for. If an Offeror fails to do so, its last submitted Offer shall be deemed its BAFO.

The BAFOs will be evaluated by the Evaluation Committee taking into consideration the Evaluation Criteria set forth in Section [5.8](#) Evaluation Criteria.

5.6 Award of Contract

Award shall be made to the responsible Offeror whose proposal is determined the most advantageous to the State of Hawaii, taking into consideration price and the other evaluation factors set forth in this request for proposals.

5.7 Responsibility of Offeror

Pursuant to HRS §103D-310(c), the selected offeror shall at the time of award be compliant with all laws governing entities doing business in the State of Hawaii. See Special Provisions [8.6](#) Responsibility of Offerors.

5.8 Evaluation Criteria

The following criteria shall be used in evaluating the Offerors:

Table 1 - Evaluation Criteria

Evaluation Category	Evaluation Subcategory	Point Breakdown	Points Possible
Evaluation Criteria 1: Management Plan		250	
	Staff Experience – Key Personnel (Resumes)	75	
	Reporting Plan	25	
	Subtotal		350
Evaluation Criteria 2: Technical/Experience	General Requirements	20	
	Acquisition Planning	48	
	Market Research	48	
	Solicitation and Award	48	
	Contract Management	48	
	Completion & Closeout	48	
	Other Services	40	
	Subtotal		300
Evaluation Criteria 3: Past Performance	Offeror References		50
Evaluation Criteria 4: Price	Subfactor 1- Total Price Calculation		300
	Subfactor 2- Price Reasonableness and Realism		
Total Possible Points			1000

5.8 Scoring Process

The evaluation committee shall score proposals by reviewing the narrative for each of

the evaluation criteria above.

Evaluators shall use a rating of 0 to 5 for each evaluation criteria. Rating is defined as follows:

- 0- The Proposal fails to address the criterion or cannot be assessed due to missing or incomplete information. Offeror has not demonstrated sufficient knowledge of the subject matter or has grossly failed to explain how the requirement(s) is met.
- 1- **Poor.** The criterion is inadequately addressed, Offeror demonstrates only a slight ability to comply, or there are serious inherent weaknesses.
- 2- **Fair.** The Proposal broadly addresses the criterion, but there are significant weaknesses. May have one or more deficiencies, or Offeror has not adequately explained how its services fit the requirement.
- 3- **Good.** The Proposal addresses the criterion well; meets the requirement. Demonstrates knowledge and understanding of the subject matter, with no deficiencies noted regarding technical approach.
- 4- **Very Good.** The Proposal addresses the criterion very well, highly comprehensive. No deficiencies noted.
- 5- **Excellent.** The Proposal successfully addresses all relevant aspects of the criterion. Excellent reply that goes beyond the requirements listed in the RFP to provide added value. In addition, the response may cover areas not originally addressed within the RFP and/or include additional information and recommendations that would prove both valuable and beneficial to the agency. The response includes a full, clear, detailed explanation of how the requirement(s) are met. No errors in technical writing.

The average of each evaluators' rating for each evaluation criteria shown in Table 1, shall be converted based on the following formula:

Rate Achieved	X	Points Possible For that Criteria	= Points
Total Rating Achievable			

Example:

4 Very Good	X	25	= 20
5			

1 Poor	X	25	= 5
5			

5.9 Notice of Award

After a final selection is made, the State will issue a notice of award on its electronic procurement system ([HlePRO](#)).

5.10 Debriefing

Pursuant to HAR §3-122-60, a non-selected Offeror may request a debriefing to understand the source selection decision and contract award.

A written request for debriefing shall be made within **three (3)** working days after the posting of the award of the contract. The Procurement Officer or designee shall hold the debriefing within **seven (7)** working days to the extent practicable from the receipt date of the written request.

A protest by the requestor following a debriefing shall be filed within **five (5)** working days, as specified in HAR §103D-303(h). See Special Provisions Section **8.12** Protest Procedures for submitting a protest.

Section 6: Evaluation Criteria

Evaluation Criteria 1: Management Approach

6.1 Management Approach Submittal

This section contains requirements pertaining to the offeror's management approach relating to this RFP. Offeror shall submit a narrative of a maximum of [five] (5) pages showing how they met or exceeded requirements of previous work, project examples, etc. Narratives to be submitted in size [12 Arial font] or equivalent.

Management Approach can include sub-factors such as:

Sub-factor 1: Organization and Approach

The State will assess the degree to which the Offeror's proposed organization and approach for managing the program meet the requirements identified in the SOW (e.g., achieve schedule milestones, submit timely and accurate deliverables, and address risk).

This includes, but is not limited to, the following:

- Organizational Experience - demonstrating the following: Organizational capability, resources, and experience, maintenance, and operation. The Offeror shall explain its prior experience providing the types of services requested by this RFP. Describe at least [three] (3) major projects or contracts you worked on during the past [ten] (10) years, on the same or similar projects. Explain the statement of work, duration, number of employees assigned to the project, and significant tasks that were completed.
- Program management
- Staffing plan
- Subcontractor management
- Configuration management
- Quality assurance - Implementation of quality and cost controls, with effective project and financial tracking and reporting
- System implementation and transition(s) management

The State will assess the degree to which the Offeror's proposed performance management approach will meet the requirement to ensure high-quality services that meet the performance requirements for the contract including meaningful program metrics that depict, at a minimum, program cost, schedule, and performance attainment and describe plans for implementation and monitoring of those metrics.

Sub-factor 2: Key Personnel

The State will assess the degree to which the Offeror's proposed Key Personnel resumes meet defined labor category requirements with required or equivalent certifications aligned to their proposal and, the degree to which the approach for retaining Key Personnel will support successful and efficient execution of requirements.

Sub-factor 3: Training

The Government will assess the degree to which the Offeror's proposed management and integration of all implementation activities with overall program support and proposed training design, and development, delivery, and support activities meet the SOW requirements.

Evaluation Criteria 2: Technical Approach

6.2 Technical Approach Submittal

This section contains requirements pertaining to the offeror's technical approach relating to this RFP. Offeror shall submit a narrative of a maximum of [\[five\] \(5\)](#) pages explaining their plan for the project goal and requirements, amount of key personnel allocated, the methodology toward implementing and tracking the success of deliverables including milestones. Narratives to be submitted in size [\[12 Arial font\]](#) or equivalent.

Technical Approach can include but is not limited to:

- a) A clear understanding of the statement of work required for the project, with a work plan that will ensure the achievement of task objectives;
- b) A clear understanding of state laws and regulations and a viable plan for implementing these requirements;
- c) A viable transition plan with contingency planning and established milestones;
- d) An integrated plan that expands outreach to targeted audiences;
- e) An overall effective strategy that accomplishes all project goals as outlined in the Statement of Work;
- f) A risk assessment and risk mitigation plan;
- g) A quality control plan that includes key performance indicators as described in [7.4.1](#) of the Contract Management Section;
- h) The approach to tracking and achieving the required deliverables.

Evaluation Criteria 3: Past Performance

6.3 Past Performance Submittal

Offeror shall submit a narrative of a maximum of [five] (5) pages not including references. Narratives to be submitted in size [12 Arial font] or equivalent. Offeror shall provide a full narrative to describe past performance establishing the company submitting the proposal has the qualifications and experience to provide the services specified in this RFP.

Offeror shall complete Offer Form OF-2 Client References, Attachment J with the names and contact information of customer references for at least [three] (3) clients that received services that are similar to those in the statement of work.

The State reserves the right to conduct reference checks beyond what was provided by references.

The results of the reference checks will be reflected in the evaluation score for this criterion. Full points will not be awarded without confirmation of services from at least [three] (3) listed clients. Offerors are encouraged to notify references with due notice.

6.3.1 Past Performance Relevancy and Recency Ratings

The State will evaluate the Offeror's demonstrated record of contract performance in supplying services that meet users' needs, including price and schedule. The recency and relevancy of the information, the source of the information, the context of the data, and general trends in the Contractor's performance will be considered. More recent and more relevant performance usually has a greater impact on the confidence assessment than less recent and less relevant performance. The State will perform an independent determination of the relevancy of the data provided or obtained. A relevancy determination will be made in addition to the reference responses received. The State is not bound by the Offeror's opinion of relevancy. The following relevancy criteria apply and will be assigned to each effort identified in the Offeror's proposal on past performance.

PAST PERFORMANCE RELEVANCY RATING	
Rating	Definition
Very Relevant	Present/past performance effort involved essentially the same scope and magnitude of effort and complexities this solicitation requires.
Relevant	Present/past performance effort involved similar scope and magnitude of effort and complexities this solicitation requires
Somewhat Relevant	Present/past performance effort involved some of the scope and magnitude of effort and complexities this solicitation requires.
Not Relevant	Present/past performance effort involved little or none of the scope and magnitude of effort and complexities this solicitation requires.

Very Relevant – Has provided all services in present/past performance effort involved essentially the same scope and magnitude of effort and complexities this solicitation requires.

Relevant – Has provided some services in present/past performance effort involved essentially the same scope and magnitude of effort and complexities this solicitation requires.

Somewhat Relevant - Has provided few services in present/past performance effort involved essentially the same scope and magnitude of effort and complexities this solicitation requires.

Not Relevant: Present/past performance effort involved little or none of the scope and magnitude of effort and complexities this solicitation requires.

For purposes of this evaluation, recency is defined as active or completed efforts performed within the past [ten] (10) years from the closing date of this solicitation. The more recent the effort the higher recency score it will receive, as follows:

PAST PERFORMANCE RECENCY RATING	
Rating	Definition
Very Recent	Completion of a service project within the last [one year] (1) to [two years] (2)
Recent	Completion of a service project within the last [three years] (3) to [five years] (5)
Not Recent	Completion of a service project within the last [six years] (6) to [ten years] (10)

6.3.1.1. Final Performance Rating

Once the evaluation has considered recency and relevancy, it is time to take those considerations and determine an overall rating for past performance in

respect of whether the information reviewed will allow for successful performance of the current solicited requirements.

Rating	Description
6- High Confidence	Based on the offeror's performance record, the government has high confidence the offeror will successfully perform the required effort.
5- Significant Confidence	Based on the offeror's performance record, the government has significant confidence the offeror will successfully perform the required effort.
4- Satisfactory Confidence	Based on the offeror's performance record, the government has confidence the offeror will successfully perform the required effort. Normal contractor emphasis should preclude any problems.
*3- Unknown Confidence	No performance record is identifiable.
2- Little Confidence	Based on the offeror's performance record, substantial doubt exists that the offeror will successfully perform the required effort.
1- No Confidence	

* Given the number of mergers and acquisitions in today's American business environment, potential offerors may not have existed under their current name for very long. If the key management personnel, subcontractors, or other resources, have experience on contracts similar to the pending requirement for another contractor; state and local government contracts; private contracts; or was a major subcontractor; then the source selection team can perform the appropriate evaluation and risk assessment. This reduces the chance of needing to "neither reward nor penalize" an offeror with no other relevant past performance information.

If the contractor is truly a new entity and none of the company principals ever performed relevant work for others, the company is considered to have no past performance. In the case of an offeror with respect to which there is no information on past contract performance or with respect to which information on past contract performance is not available, the offeror may not be evaluated favorably or unfavorably on the factor of past contract performance." Thus, the evaluator would, at the minimum, rate this offeror as unknown confidence, allowing for a pass rate of 50% (3/6).

Evaluation Criteria 4: Price

There are two subfactors to Price evaluation:

6.4 Subfactor 1 – Total Price Evaluation

The Offeror's price proposal is worth [thirty] 30% of the total points, which is [three hundred] (300). Offerors shall enter the total sum price for the [one] (1) year(s) services as the Unit Price in US Dollars and Cents when submitting their offer in HlePRO.

6.4.1 Cost Points Conversion

In converting cost to points, the Lowest Total Cost will automatically receive the maximum number of points allocated to cost shown in Table 1 in Section 5.8. The point allocations for cost on the other Offers for each service category will be determined through the method set out in the following formula: [Lowest Total Cost multiplied by maximum points divided by [Offeror's Proposed Cost] = Cost Points Awarded.

6.4.2 Price and Rate Guarantee Period

All prices shall be guaranteed for the initial period of twelve (12) months of the contract. During the remaining contract period, the Contractor may request an increase in contract price when there is a substantial increase in the cost of materials or freight. Such requests must be made in writing to the Procurement Officer and shall meet the following conditions:

1. Request for a price increase shall be limited to the costs imposed upon the Contractor by the manufacturer or supplier of the materials. (No allowances will be given for Contractor's increased labor or operating expenses.)
2. Request for a price increase due to higher transportation costs shall be limited to the cost imposed upon the Contractor by the freight forwarder.
3. Contractor shall submit at the time of such written request, documentation, or verification the increase is the result of a manufacturer or supplier increase in the cost of materials or transportation.
4. No price increase adjustment shall be allowed during the first twelve (12) months of the contract. The Contractor may submit a price increase adjustment request once every twelve (12) months for item(s) awarded provided proper documentation is submitted to substantiate the increase as detailed in items 1 through 3.

The State shall make the final determination for allowance of price increase requests. In the event of a general price decrease, the State will be entitled to reductions; provided, however, the amount of such decrease shall not exceed the amount of any increase granted herein. Contractor shall notify the State within five (5) business days of such price decrease

6.5 Subfactor 2 –Price Reasonableness and Realism

6.5.1 Price Reasonableness

Prices shall be evaluated for competitiveness and reasonableness of price. The State may use any or all price analysis techniques and procedures to determine price reasonableness.

6.5.2 Price or Cost Realism

6.5.2.1 Price Realism

The State may use any or all price realism techniques and procedures for the purpose of measuring an offeror's understanding of the solicitation requirements, or of assessing the risk inherent in an offeror's proposal.

6.5.2.2 Cost Realism

The State may use any or all cost realism techniques and procedures to determine whether the estimated proposed cost elements are realistic for the work to be performed, reflect a clear understanding of the requirements, and are consistent with the unique methods of performance and materials described in the offeror's proposal.

Section 7: Contract Management

Contract management refers to post-award type activities, such as contract implementation, contract administration, measurement of work completion, and payment computation based on deliverables. Moreover, it involves the monitoring of a contract, making important changes and modifications to the contract, and dealing with related problems. Focused attention to contract management considerations facilitates a positive working relationship between the government customer, procurement staff, and the contractor for the successful implementation of the contract award.

7.1 Post-Award Communications: Contract Administrator

The Contract Administrator identified below is the single point of contact (POC) **post-award**. The contractor shall direct to the Contract Administrator all questions concerning the post-award process and any other questions that may arise related to the resulting contract. The Contract Administrator designated by the State of Hawaii, [\[SFCA\]](#) is:

[\[Rodney Acosta\]](#)
[\[Visitor Services Manager\]](#)
[\[SFCA\]](#)
[\[250 South Hotel Street, Honolulu, HI 96813\]](#)
[\[rodney.d.acosta@hawaii.gov\]](mailto:rodney.d.acosta@hawaii.gov)
Phone: (808) 586-9959

7.2 Contractor/State Meetings

The contractor shall participate in initial meetings with the State to discuss the contract, including but not limited to; an estimated timeline for transition and implementation, status reports of the transition and implementation, the expectation of deliverables, training sessions, and follow-up meetings.

7.3 Dispute Process and Escalation

The following steps address any issues or concerns that may occur during the transition/implementation stage or at any time throughout the contract period:

Refer to Attachment form [E](#) (Special Provisions)

Pursuant to HRS §103D-701 and HAR §3-126-3, an actual or prospective Offeror who is aggrieved in connection with the solicitation or award of a contract may submit a protest. Any protest shall be submitted in writing to the Procurement Officer at:

Procurement Officer
[\[State Foundation on Culture and the Arts\]](#)
[\[250 South Hotel Street, Second Floor\]](#)
[\[Honolulu, HI 96813\]](#)

A protest shall be submitted in writing within **five (5)** working days after the aggrieved person knows or should have known of the facts giving rise thereto; provided that a protest based upon the content of the solicitation shall be submitted in writing prior to the date set for receipt of offers. Further, provided that a protest of an award or proposed award shall be submitted within **five (5)** working days after the posting of award or if requested, within **five (5)** working days after the Procurement Officer’s debriefing was completed.

The notice of award, if any, resulting from this solicitation shall be posted on the State of Hawaii electronic procurement site.

7.4 Quality Control

The Contractor shall provide quality services/products and management oversight of all processes. The Contractor shall use key performance indicators that are acceptable within the specific market industry to manage and monitor quality performance. The Contractor shall provide accurate data/reports and meet deliverables, with emphasis on the overall success and positive impact on the [\[security services for Capitol Modern, the Hawaii State Art Museum\]](#). The Contractor shall provide management, support, and qualified personnel to accomplish the objectives of this contract.

7.4.1 Key Performance Indicators (KPIs)

RFP Reference	Items	Standard Performance Expectation	Due Date
Section 8.13 Notice to Proceed	Length of time to complete transition and implementation.	Within 90 days of notice to proceed	October 1, 2026
Refer to attachment form(s) B (Major Duties and Responsibilities) and E (Special Provisions)	Four (4) to six (6) hours of training sessions provided to security personnel.	95% sessions completed within three months of the request	October 1, 2026

7.5 Post Award Deliverables

The contractor shall provide, upon request of the State, the following, including but not limited to deliverable items:

RFP Reference	Due Date	Deliverable	Action Required
Section 8.15 Liability Insurance	Prior to the start of the contract	Liability Insurance Certificates	Contractor shall maintain during the life of the contract.

Section 8: Special Provisions

8.1 Scope

Refer to Attachment form [A](#) (Security Specifications) and [E](#) (Special Provisions)

Contractor shall provide security attendant services to Capitol Modern, the Hawaii State Art Museum and its auxiliary facilities. At the release of this solicitation, Capitol Modern, the Hawaii State Art Museum listed on shall be provided security services under this contract.

General Specifications

1. Security Services shall be provided as needed according to the work schedule issued by the Contract Administrator. Contractor is advised that the schedule of days and hours will vary and that the schedule is subject to change during the contract period. Capitol Modern, the Hawaii State Art Museum may either add or delete security service hours, as needed during the term of this contract.
2. If required, and only upon written request from the museum, additional security services shall be provided under contract during or after official work hours the inclusive unit bid price per Security Attendant.
3. Additional Security Attendants shall perform assigned duties and responsibilities between 7:30 AM to 12:00 AM (hours will vary as well as number of guards) at various dates throughout the year for SFCA programs.

8.2 Acceptance and Testing

Define design documents, acceptance testing procedures, and remedies for those items not accepted.

8.3 Intellectual Property Rights

The State reserves the right to unlimited, irrevocable, worldwide, perpetual, royalty-free, non-exclusive licenses to use, modify, reproduce, perform, release, display, create derivative works from, and disclose the work product, and to transfer the intellectual property to third parties for State purposes.

8.4 Preferences

Preferences are not applicable to this solicitation.

8.5 Certification of Offeror Concerning Wages, Hours and Working

Condition of Employees Supplying Services

All Offerors for service contracts shall comply with section HRS §103-55, which provides as follows:

Wages, hours, and working conditions of employees of CONTRACTOR supplying services: Before any prospective Offeror is entitled to submit an offer for the performance of any contract to supply services in excess of \$25,000 to any governmental agency, Offeror shall certify that the services to be performed will be performed under the following conditions:

Wages: 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.

Compliance with labor laws: 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.

No contract to perform services for any governmental contracting agency in excess of \$25,000 shall be granted unless all the conditions of this section are met. Failure to comply with the conditions of this section during the period of the contract to perform services shall result in the cancellation of the contract.

It shall be the duty of the government contracting agency awarding the contract to perform services in excess of \$25,000 to enforce this section.

This section shall apply to all contracts to perform services in excess of \$25,000, including contracts to supply ambulance service and janitorial service.

This section shall not apply to:

- 1) Managerial, supervisory, or clerical personnel.
- 2) Contracts for supplies, materials, or printing.
- 3) Contracts for utility services.
- 4) Contracts to perform personal services under paragraphs (2), (3), (12), and (15) of section 76-16, paragraphs (7), (8), and (9) of section 46-33, and paragraphs (7), (8), and (12) of section 76-77, Hawaii Revised Statutes, (HRS).
- 5) Contracts for professional services.
- 6) Contracts to operate refreshment concessions in public parks, or to provide food services to educational institutions.
- 7) Contracts with nonprofit institutions.

8.6 Responsibility of Offerors

The Offeror is advised that in order to be awarded a contract under this solicitation, the Offeror will be required, to be compliant with all laws governing entities doing business in the State including the following chapters and pursuant to Hawaii Revised Statutes HRS §103D-310(c):

1. Chapter 237, General Excise Tax Law;
2. Chapter 383, Hawaii Employment Security Law;
3. Chapter 386, Worker's Compensation Law;
4. Chapter 392, Temporary Disability Insurance;
5. Chapter 393, Prepaid Health Care Act; and
6. §103D-310(c), Certificate of Good Standing (COGS) for entities doing business in the State.

8.6.1 Vendor Compliance - Hawaii Compliance Express (HCE)

Vendors may use the HCE, which is an electronic system that allows vendors/Contractors/service providers doing business with the State to quickly and easily demonstrate compliance with applicable laws. It is an online system that replaces the necessity of obtaining paper compliance certificates from the Department of Taxation, Federal Internal Revenue Service; Department of Labor and Industrial Relations, and Department of Commerce and Consumer Affairs.

8.6.2 Timely Registration on HCE

Vendors/Contractors/service providers intending to use the HCE to demonstrate compliance are advised to register on HCE as soon as possible at <https://vendors.ehawaii.gov>. The annual registration fee is \$12.00 and the 'Certificate of Vendor Compliance' is accepted for the execution of a contract and final payment. If a vendor/Contractor/service provider is not compliant on HCE at the time of award, the Offeror shall not receive the award.

8.6.3 Verification of Compliance on the HCE

Prior to awarding this contract, the State shall verify compliance of the Contractor(s).

8.6.4 Vendor Compliance - Paper Documents

Vendors not utilizing the HCE to demonstrate compliance shall provide the paper certificates to the [SFCA] as instructed below. All certificates must be valid on the date it is received by the [SFCA]. Timely applications for all applicable clearances are the responsibility of the Offeror.

8.6.4.1 HRS Chapter 237 Tax Clearance Requirement for Award

Pursuant to Section 103D-328, HRS, the Contractor shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). Tax clearance certificates will have a scannable QR code that can be validated. This enables tax clearance certificates to be processed electronically and printed by the taxpayer. The QR code can be scanned using a web enabled device, such as a smart phone, to confirm authenticity and validity. A tax clearance certificate may be revoked by the Department when the taxpayer falls out of tax compliance.

The *Tax Clearance Application*, Form A-6, and its completion and filing instructions, are available on the DOTAX website: <http://tax.hawaii.gov/forms/>.

8.6.4.2 HRS Chapters 383 (Unemployment Insurance), 386 (Workers' Compensation), 392 (Temporary Disability Insurance), and 393 (Prepaid Health Care) requirements for award

Pursuant to Section 103D-310(c), HRS, the Contractor shall be required to submit a certificate of compliance issued by the Hawaii State Department of Labor and Industrial Relations (DLIR). The certificate is valid for **six (6)** months from the date of issue. A photocopy of the certificate is acceptable to the [\[SFCA\]](#).

The *DLIR Form LIR#27 Application for Certificate of Compliance with Section 3-122-112, HAR*, and its filing instructions are available on the DLIR website: <http://labor.hawaii.gov/forms/>.

8.6.5 Timely Registration

The above certificates should be applied for and submitted to the State as soon as possible. If a valid certificate is not submitted on a timely basis for an award of a contract, an Offeror otherwise responsive, may not receive the award.

8.6.6 Verification of Compliance

Upon receipt of compliance documents, the State reserves the right to verify their validity with the respective issuing agency. The Contractor shall maintain their compliance throughout the term of the contract.

8.6.7 Required Review

Before submitting a proposal, each Offeror must thoroughly and carefully examine this RFP, any attachment, addendum, and any other relevant document, to ensure Offeror understands the requirements of the RFP. Offeror must also become

familiar with State, local, and Federal laws, statutes, ordinances, rules, and regulations that may in any manner affect cost, progress, or performance of the work required.

Should Offeror find defects and questionable or objectionable items in the RFP, Offeror shall notify the State in writing prior to the deadline for written questions as stated in the Section 1.3 Schedule and Significant Dates, as amended. This will allow the issuance of any necessary corrections and/or amendments to the RFP by addendum and mitigate reliance on a defective solicitation and exposure of proposal(s) upon which award could not be made.

8.7 Proposal Preparation

8.7.1 Offer Form OF-1

Offer Form OF-1 is required to be completed using Offeror's exact legal name as registered with the Department of Commerce and Consumer Affairs, if applicable, in the appropriate space on OFFER FORM page OF-1.

The Offeror's authorized signature on the OFFER FORM, OF-1 shall be an original signature in ink, which shall be required before an award, if any, can be made. The submission of the proposal shall indicate Offeror's intent to be bound.

Completion of Offer Form OF-1 is Offeror's acknowledgment and agreement to provide services in all categories identified in the RFP, agreement to provide services in all fifty states, and the understanding of evaluation criteria and process.

8.7.2 Offer Guaranty (required for constructions projects exceeding \$25K)

An offer guaranty is NOT required for this RFP.

An acceptable proposal security deposit shall be in an amount equal to at least five percent of the amount offered and shall be limited to: a bond in a form satisfactory to the State underwritten by a company licensed to issue bonds in this State; legal tender; or a certificate of deposit, share certificate, cashier's check, treasurer's check, teller's check, or official check drawn by, or a certified check accepted by a bank, a savings institution, or a credit union insured by the Federal Deposit Insurance Corporation or the National Credit Union Administration. Certificate of deposit, share certificate, cashier's check, treasurer's check, teller's check, official check, or certified check may be utilized only to a maximum of \$100,000, provided, however, if the required security or bond amount totals over \$100,000, more than one instrument not exceeding \$100,000 each and issued by different financial institutions, may be submitted.

8.7.3 Tax Liability and County Surcharge (check tax rates)

Work to be performed under this solicitation is a business activity taxable under HRS Chapter 237, and if applicable, taxable under HRS Chapter 238. Offerors are advised that they are liable for Hawaii GET at the current 4.0% rate for transactions made on Oahu, Hawaii, Maui, Kauai, Molokai, and Lanai or the applicable Use tax. If, however, an Offeror is a person exempt by the HRS from paying the GET and therefore not liable for the taxes on this solicitation, the Offeror shall state its tax-exempt status and cite the HRS chapter or section allowing the exemption.

County surcharges on state general excise (GE) tax or Use tax may be visibly passed on but are not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

8.7.4 Federal I.D. No. and Hawaii General Excise Tax License I.D.

Offeror shall submit its current Federal I.D. No. and Hawaii General Excise Tax License I.D. number in the space provided on OFFER FORM, page OF-1, thereby attesting that the Offeror is doing business in the State and that Offeror will pay such taxes on all sales made to the State.

8.8 Confidentiality

- 8.8.1** If an Offeror in good faith considers a portion of an Offer, or correspondence with the State, to contain confidential information, it shall follow the procedures set forth in Section 4.5 Required Format and Content. Costs included or required to be included in an Offer cannot be confidential and will not be withheld from public access.
- 8.8.2** Any Offeror may request the nondisclosure of designated trade secrets or other proprietary data it considers confidential. Such request shall be in writing specifically identifying the information or material asserted to be confidential and the justification for confidential treatment. The request shall be submitted with the submission of the Offer. The information or material asserted by the Offeror to be confidential to the Offeror shall be clearly marked and be submitted in or with the Offer in such manner as to be readily separable from the Offer (or remaining portion of the Offer) to facilitate public access to and inspection of the non-confidential portion of the Offer. Total Cost proposals cannot be marked confidential.
- 8.8.3** Pursuant to HAR §3-122-58, the State will consult with the Attorney General regarding an Offeror's request for confidentiality of part of its Offer. The Attorney General shall determine what portions of the request are confidential under Law and what portions are not, in

accordance with HRS Chapter 92F. The State shall communicate the Attorney General's determination to the Offeror in writing. If the request for confidentiality is denied in whole or in part, the information or material deemed to be non-confidential shall be made available as public information unless the Offeror appeals pursuant to HRS § 92F-42(1).

8.9 Redaction by the State

If the State determines, pursuant to HRS §92F-13, that any information or material in an Offer, any written question or submission by a Prospective Offeror, an Offeror or a Contractor, any response to any question or submission from a Prospective Offeror, Offeror or Contractor, and/or any Contract document is not required to be disclosed, then the State shall segregate, or redact, or otherwise cause any such information or material to not be made available as public information.

8.19 Protest Procedures

Pursuant to HRS §103D-701 and HAR §3-126-3, an actual or prospective Offeror who is aggrieved in connection with the solicitation or award of a contract may submit a protest. Any protest shall be submitted in writing to the Procurement Officer at:

Procurement Officer
[State Foundation on Culture and the Arts]
[250 South Hotel Street, Second Floor]
[Honolulu, HI 96813]

A protest shall be submitted in writing within **five (5)** working days after the aggrieved person knows or should have known of the facts giving rise thereto; provided that a protest based upon the content of the solicitation shall be submitted in writing prior to the date set for receipt of offers. Further, provided that a protest of an award or proposed award shall be submitted within **five (5)** working days after the posting of award or if requested, within **five (5)** working days after the Procurement Officer's debriefing was completed.

The notice of award, if any, resulting from this solicitation shall be posted on the State of Hawaii electronic procurement site.

8.11 Notice to Proceed

Work will commence on the official commencement date specified on the Notice to Proceed.

8.12 Contract Execution

The successful Offeror receiving award shall enter into a formal written contract to be signed by the Contractor and returned within **ten (10)** working days.

No performance or payment bond is required for this contract.

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

If an option to extend is mutually agreed upon, the Contractor shall be required to execute a supplemental contract for the additional extension period.

8.13 Liability Insurance

The Contractor shall maintain in full force and effect during the life of this contract, liability and property damage insurance to protect the Contractor and his Subcontractors, if any, from claims for damages for personal injury, accidental death, and property damage which may arise from operations under this contract, whether such operations be by the Contractor or by Subcontractor or anyone directly or indirectly employed by either of them. If any Subcontractor is involved, the insurance policy or policies shall name the Subcontractor as additional insured.

As an alternative to the Contractor providing insurance to cover operations performed by a Subcontractor and naming the Subcontractor as additional insured, the Contractor may require the Subcontractor to provide its insurance, which meets the requirements herein. It is understood that a Subcontractor's insurance policy or policies are in addition to the Contractor's policy or policies.

The following minimum insurance coverage(s) and limit(s) shall be provided by the Contractor, including its Subcontractor(s) where appropriate.

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability (Occurrence form)	\$1,000,000 per occurrence \$1,000,000 aggregate
Automobile Liability (Occurrence form)	\$1,000,000 per accident \$1,000,000 aggregate

Professional Liability shall be required from vendors providing professional services requiring a license to conduct its business such as an engineer, architect, accountant, lawyer, information technology services, etc.

Each insurance policy required by this contract (with the exception of the Professional Liability policy), including a Subcontractor's policy, shall contain the following clauses:

- A. This insurance shall not be cancelled, limited in scope of coverage or non-renewed until 30 days written notice has been given to the State of Hawai'i, Department of Accounting and General Services, State Foundation on Culture and the Arts, 260 S. Hotel St. Second Floor, Honolulu, Hawai'i 96813.
- B. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
- C. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

Indemnification. Contractor agrees to defend, indemnify, and hold harmless the State, Capitol Modern, SFCA, and their officers, employees, and agents from and against all liability, loss, damage, cost and expense, including all attorneys' fees, and all claims, suits, and demands, therefore, arising out of or resulting from the acts or omissions of the Contractor or the Contractor employees, officers, agents, or subcontractors under this Agreement.

INSURANCE OF PERMITTEE'S CONTRACTORS/VENDORS REQUIRED.

The Contractor shall require all sub-contractor/vendor of any tier to procure and maintain without interruption insurance equivalent to the required coverages discussed herein. The Contractor shall be required to maintain a record of all such sub-contractors/vendors coverages, and, at the written request of the State, the Permittee shall furnish the Visitor Services Manager of Capitol Modern appropriate documentary evidence of such coverage for any or all such subcontractors/vendors.

FINANCIAL RESPONSIBILITY: The Contractor accepts financial responsibility for the artwork and shall pay for repair or replacement cost of the artwork should damage or loss occur as a result of gross negligence. HSFCA reserves the right to adjust the value of any object based on the appraised market value.

DAMAGE OR LOSS: If artwork is damaged or lost, the Contractor must notify the SFCA immediately, followed by a written report, giving the circumstances involved. The SFCA may also require completion of a physical evaluation form. If a theft occurs, the Visitor Services Manager or security guard must notify the police, obtain a police report, and forward the report to the SFCA Collections Manager for inventory purposes.

A Waiver of Subrogation shall apply to the General Liability, Automobile Liability, and Worker's Compensation insurance policies and shall be in favor of the State of Hawaii.

Prior to award, the Contractor agrees to deposit with the State of Hawaii certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this RFP have been complied with and to keep such insurance in effect and the certificate(s) therefore on deposit with the State during the entire term of the price list and price list extensions,

if any, including those of its Subcontractor(s), where appropriate. Upon request by the State, Contractor shall be responsible for furnishing a copy of the policy or policies.

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

The procuring of such required insurance shall not be construed to limit the Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this RFP. Notwithstanding said policy or policies of insurance, the Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this price list.

The Contractor shall procure all permits and licenses, during the original or extended contract term, pay all charges, fees, and taxes and give notices necessary and incidental to the due and lawful prosecution of the work.

Failure to procure and maintain valid permits and licenses required by law and these specifications may be cause for the State to terminate the contract.

8.14 Contract Invalidation

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

8.15 Mistakes in Proposals

8.15.1 Mistakes shall not be corrected after awarding of the contract.

8.15.2 When the Procurement Officer knows or has reason to conclude before award that a mistake has been made, the Procurement Officer may request the offeror to confirm the proposal. If the Offeror alleges a mistake, the proposal may be corrected or withdrawn pursuant to this section.

8.15.3 If discussions are not held, or if the best and final offers upon which award will be made have been received, mistakes shall be corrected to the intended correct offer whenever the mistake and the intended correct offer are clearly evident on the face of the proposal, in which event the proposal may not be withdrawn.

8.15.4 If discussions are not held, or if the best and final offers upon which award will be made have been received, an Offeror alleging a material mistake of fact which makes a proposal non-responsive may be permitted to withdraw the proposal before award if the mistake is clearly evident on the face of the proposal but the intended correct offer is not, or the Offeror

submits evidence which clearly and convincingly demonstrates that a mistake was made.

Technical irregularities are matters of form rather than substance evident from the proposal document, or insignificant mistakes that can be waived or corrected without prejudice to other Offerors; that is when there is no effect on the price, quality, or quantity. If discussions are not held or if the best and final offers upon which award will be made have been received, the Procurement Officer may waive such irregularities or allow an Offeror to correct them if either is in the best interest of the State. Examples include the failure of an Offeror to return the number of signed proposals required by the request for proposals; sign the proposal, but only if the unsigned proposal is accompanied by other material indicating the Offeror's intent to be bound, or to acknowledge receipt of an amendment to the request for proposal, but only if it is clear from the proposal that the Offeror received the amendment and intended to be bound by its terms; or the amendment involved had no effect on the price, quality or quantity.

8.16 Modification Prior to Submittal Deadline or Withdrawal of Offers

- 8.16.1** The Offeror may modify or withdraw a proposal before the proposal due date and time.
- 8.16.2** Any change, addition, deletion of attachment(s), or data entry of an Offer may be made prior to the deadline for submittal of offers.

8.17 Contract Changes – Unanticipated Amendments

During the course of the contract, the Contractor may be required to perform additional work which shall be within the general scope of the initial contract. When additional work is required, the Contract Administrator will provide the Contractor a written description of the additional work and request the Contractor to submit a firm time schedule for accomplishing the additional work and a firm price for the additional work.

Contractor will not commence additional work until the Contract Administrator has secured the required State approvals necessary for the amendment and an executed written contract amendment has been issued.

8.18 Re-execution of Work

The Contractor shall re-execute any work that fails to conform to the requirements of the contract which appear during the course of the work and shall immediately remedy any defects due to faulty work by the Contractor.

8.19 Past Performance Database

Pursuant to Act 188, Session Laws of Hawaii, agencies are required to complete and submit a contractor's past performance form for procurements conducted under competitive sealed proposals (HRS103D-303) after the contract has been completed. The contractor will have the ability to review and provide comments and upload documents, if applicable, before the final submission by the Procurement Officer. The final completed past performance form will be posted on the Hawaii Awards and Notices Data System (HANDS) viewable to other government agencies and to the contractor for whom the form was completed.

The completed form will be maintained in the Contractor Performance Database established, pursuant to Act 188, SLH 2021, to capture a contractor's performance information in a structured and uniformed way that is accessible and utilized when future procurements need to determine a contractor's responsibility.

[Capitol Modern, the Hawaii State Art Museum Security Services]
RFP-26-0024-15

[Rodney Acosta]
[SFCA/DAGS]
State of Hawaii
Honolulu, Hawaii 96813

Dear [Rodney Acosta]:

The undersigned has carefully read and understands the terms and conditions specified in the Specifications and Special Provisions attached hereto, Attachment form(s) **A** (Security Specifications), **B** (Security Major Duties and Responsibilities), **C** (Security Contractor Responsibilities), **D** (Security Guard Qualifications), **E** (Special Provisions,) **D** (Rules of Decorum), and the AG General Conditions, Form AG-008 or as amended; 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 bid, 1) Offeror is declaring this offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) Offeror is certifying that the price(s) submitted was (were) independently arrived at without collusion.

Offeror is:

- Sole Proprietor Partnership *Corporation Joint Venture
 Other _____

*State of incorporation: _____

Hawaii General Excise Tax License I.D. No. _____

Payment address

(other than street address below): _____

City, State, Zip Code: _____

Business address (street address): _____

City, State, Zip Code: _____

Respectfully submitted:

_____ **(x)** _____
Date Authorized (Original) Signature

Telephone No. Name and Title (Please Type or Print)

Fax No. ** **Exact Legal Name of Company (Bidder)**

E-mail Address

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

**CLIENT REFERENCES
OFFER FORM OF-2**

Client References: Offeror is required to fill out Section 1 for a minimum of **three (3)** references to customers who received services similar to those called out in this RFP. Offeror shall then complete Section 2 for each reference and email to referenced customer to complete Section 3.

Section 1. To be completed by the offeror and submitted with offer.

Customer Name #1: _____
Address: _____
Reference Name: _____
Current Phone: _____

Customer Name #2: _____
Address: _____
Reference Name: _____
Current Phone: _____

Customer Name #3: _____
Address: _____
Reference Name: _____
Current Phone: _____

Customer Name #4: _____
Address: _____
Reference Name: _____
Current Phone: _____

Customer Name #5: _____
Address: _____
Reference Name: _____
Current Phone: _____

The State may contact all of the references listed to inquire about Offeror's equipment, services, performance, and degree of customer satisfaction. Full points for references will not be awarded unless Section 2 and 3 are emailed from referenced customers in accordance with Section **6.3.1**.

Section 2. To be completed by the Contractor – Offeror or Sub-contractor

Contractor Name:	Contractor Contact/Name:
Project Dates:	Contractor Contact Phone:
Customer Organization:	Customer Contact Name:
	Customer Phone:
Customer Address:	Customer Fax:
Operating Budget of Organization:	
<p>Project included implementation in which of the following procurement categories (Check all that apply):</p> <p><input type="checkbox"/> Acquisition Planning <input type="checkbox"/> Market Research <input type="checkbox"/> Solicitation and Award</p> <p><input type="checkbox"/> Contract Management <input type="checkbox"/> Completion & Closeout <input type="checkbox"/> Other Services</p>	
<p>Project included implementation of procurement categories listed above in a government and/or education organization:</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
Scope of Project:	
Number of employees staffed for this project:	
Total One-Time Cost of Project (Estimated/Actual):	

Reason for Change in Total One-Time Cost of Project, if applicable:			
Scope of Contractor/Offeror's Involvement in this project:			
Number of employees Contractor/Offeror staffed for this project:			
Original Value of Contractor/Offeror's Contract:		Actual Total Contract Value:	
Reason(s) for Change in Value:			
Estimated Start & Completion Dates:		From:	To:
		Click here to enter a date.	Click here to enter a date.
Actual Start & Completion Dates:		From:	To:
		Click here to enter a date.	Click here to enter a date.
Reason(s) for Difference Between Estimated and Actual Dates:			

Section 3. To be completed by the Customer Organization

Contractor Name (maybe subcontractor to Offeror):

Customer Organization:

Contractor Name:

Customer Organization:

A. Validation of Referenced Project Data Provided by Offeror in Section 2

Comments from the Customer Organization

B. Past Performance Reference

RATING GUIDELINES

Selection	Rating
5	Significantly exceeded your expectations.
4	Somewhat exceeded your expectations.
3	Met your expectations.
2	Somewhat below your expectations.
1	Significantly below your expectations.

Please explain ratings of 1, 2, or N/A in the Comments section below.

Criteria	Rating	Not Applicable
1. The Contractor provided sufficient project resources with appropriate skill sets to meet all project goals and objectives.	Choose an item.	<input type="checkbox"/>
2. The Contractor effectively managed its project staff to achieve project goals and objectives.	Choose an item.	<input type="checkbox"/>
3. The Contractor met all required tasks and deliverables timely and satisfactorily.	Choose an item.	<input type="checkbox"/>
4. The Contractor provided effective training and knowledge transfer to meet project goals.	Choose an item.	<input type="checkbox"/>
5. The Contractor satisfactorily managed project scope and risk to adhere to project schedule, control costs, and meet project goals.	Choose an item.	<input type="checkbox"/>
6. The Contractor provided effective post-implementation maintenance and operations support.	Choose an item.	<input type="checkbox"/>

Comments:
For Criteria with Ratings of 1, 2, or N/A:
General Comments:

As a representative of the Customer Organization listed above, I approved the responses to the previous statements about the performance of the Contractor listed above on the project identified in Section 2 of this Offeror Experience Reference Form.	
Printed Name:	Printed Title:
Signature:	Date:

**STATEMENT OF WORK
FOR
RFP-26-0024-15**

It is anticipated that the proposed Statement of Work (SOW) will be incorporated as an attachment to the resultant award instrument. The SOW, without restrictive markings, is your company's affirmation that the SOW is non-proprietary.

Capitol Modern, the Hawaii State Art Museum Security Services

1.1 BACKGROUND

To provide security services for the protection of the state assets, the safety of visitors and staff of the State Foundation on Culture and the Arts.

2.1 OBJECTIVE

The STATE FOUNDATION ON CULTURE AND THE ARTS ("SFCA" or "STATE") is issuing this Request for Proposals ("RFP") for security services at *Capitol Modern*, the Hawaii State Art Museum. The SFCA has determined that such services are necessary for the protection of State property and to ensure the safety of Capitol Modern, the Hawaii State Art Museum patrons.

3.1 SCOPE OF WORK

Contractor shall provide security attendant services to Capitol Modern, the Hawaii State Art Museum and its auxiliary facilities. At the release of this solicitation, Capitol Modern, the Hawaii State Art Museum listed on shall be provided security services under this contract.

3.2 General Specifications

1. Security Services shall be provided as needed according to the work schedule issued by the Contract Administrator. Contractor is advised that the schedule of days and hours will vary and that the schedule is subject to change during the contract period. Capitol Modern, the Hawaii State Art Museum may either add or delete security service hours, as needed during the term of this contract.
2. If required, and only upon written request from the museum, additional security services shall be provided under contract during or after official work hours the inclusive unit bid price per Security Attendant.

3. Additional Security Attendants shall perform assigned duties and responsibilities between 7:30 AM to 12:00 AM (hours will vary as well as number of guards) at various dates throughout the year for SFCA programs.

4.1 REQUIREMENTS

4.2 Offeror Qualifications – in addition to meeting the legal and other requirements of this RFP, the bidder must meet these bidder qualification requirements to be considered for award:

1. Offeror must have a valid guard card service license registered with the Hawai'i State Department of Commerce and Consumer Affairs at the time of bid submittal. The guard services license number shall be noted on Offer Form
2. Offeror must have been in the security guard business for a minimum of **two (2)** consecutive years
3. Offeror shall have a permanent office and representative(s) in the State of Hawai'i at the time of bid opening

4.3 Background Check – all security guards assigned to this contract shall have the following clearances:

1. Federal and State criminal clearance check. Documents of background checks shall be current and dated within **thirty (30)** days of submission of bid and submitted to the CA within **fourteen (14)** days after Notice of Award
2. Traffic abstract (no Driving under the Influence of Alcohol or Drugs or careless driving conviction)
3. No documented emotional or mental disorder
4. No criminal convictions which might deem the candidate unsuitable for employment

Contractor, at no extra cost to Capitol Modern, the Hawaii State Art Museum, shall provide necessary evidence of compliance in this area. Upon review of a security guard's background check, Capitol Modern, the Hawaii state Art Museum reserves the right to request additional background information.

4.4 Security Guard Qualifications

1. Certified and qualified to perform CPR and first aid before being assigned to the museum.
2. No history or presence of any significant psychiatric disorder – must be emotionally stable.
3. No criminal conviction record indicating questionable morals.
4. No history of violent acts that would indicate the candidate would harm a visitor or employee (Board of Private Detectives and Guards Employee Registration Form).

5. No history of child abuse/sexual abuse. (Board of Private Detectives and Guards Employee Registration Form).
6. At least 18 years of age (Birth Certificate).
7. Must be able to walk a patrol throughout the day during a shift.
8. Read and understand written material in language of the security force and State Agency (Copy of High School Diploma)
9. Must be able to speak intelligently and courteously over a telephone or walkie talkie and be understood by the general public and members of the staff.
10. No disabilities that would prevent satisfactory performance of duties (Doctor's certificate).
11. Present a neat, clean, non-threatening appearance.
12. Operate a fire extinguisher weighing up to 50 pounds.
13. Able to lift 50 pounds.
14. Able to hear at normal conversation levels.
15. Able to bend, stoop or work with hands above shoulder level.
16. Enjoy working with the public.
17. 20/20 vision or corrected to 20/40 vision with glasses. (Doctor's certificate).
18. Driver's License or State Issued Identification required. (Copy of license).

The Contractor shall provide all necessary documentation to verify compliance with the above qualifications and requirements within **three (3)** working days of receipt of a written request from the State. Failure to comply with this request shall result in rejection of the offer.

5.1 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 the museum visitors and staff at all times during scheduled security service hours of operation.
3. The security personnel shall provide the following general services:
 - 3.2 Perform general patrolling within the building and grounds.
 - 3.3 Maintain laws, rules and regulations for the protection and security of property and provide a safe environment for the museum visitors and staff.

- 3.4** Protect property and equipment against fire, theft, vandalism, and other irregularities.
 - 3.5** Maintain order within the museum, its meeting rooms, grounds, and back parking lot.
 - 3.6** Report to the Visitor Services Manager or designee any problem within the museum, such as suspicious persons or unusual incidents
 - 3.7** 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:
- 4.2** In proper uniform, if required, while on duty, shoes, and socks.
 - 4.3** Unarmed while on duty.
 - 4.4** Properly trained before assignment to the museum. Security shall have four (4) to six (6) hours training with emphasis 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, in as much as school age children are frequent visitors to the museum.
 - 4.5** Able to communicate and read simple instructions, and demonstrate good judgement, an even temperament and are tactful.
 - 4.6** In good health and physically able to perform assigned duties, which include standing for prolonged periods of time.
 - 4.7** Aware that while on duty they shall refrain from socializing and having visitors.
 - 4.8** Unofficial telephone calls shall be limited to emergency purposes only.
 - 4.9** Attentive to surroundings and not distracted by personal audio/visual devices.
 - 4.10** Compliant with Act 208.
- 5.** In addition, Security personnel shall:

- 5.2** Remain observant during meal breaks and be prepared to respond as needed.
 - 5.3** Place and secure the Friends of Capitol Modern Donation box at opening of museum and closing in the areas designated by museum staff.
 - 5.4** Prepare and maintain daily logs and report all discrepancies and unusual incidents, injuries, potential safety hazards, and equipment malfunctions to the Visitor Services Manager for corrective action.
 - 5.5** Enforce established public visitor rules (See attachment: Rules of Decorum page).
 - 5.6** 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 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 Capitol Modern, the Hawaii State Art Museum. Additional after-hour events shall be provided at the inclusive hourly rate offered. In the event the hours per museum are reduced, the reduction in hours shall not constitute a basis for price adjustment under this contract.
 - 10.** Contractor shall provide assistance and advice to the museum in supervising and carrying out the security program.

6.1 CONTRACTOR RESPONSIBILITIES

1. Contractor shall provide uniforms and name tag for all employees providing services under this contract. Uniform and nametag shall be worn at all times while on duty. Shoes and socks must be worn while on duty.
2. The Contractor shall assign only guards that meet the following criteria:
 - 2.2 Provide guards who meet the requirements listed in the Specifications section.
 - 2.3 The Contractor shall be responsible to coordinate and arrange for the completion of training of guard personnel with the Contract Administrator or his/her designated representative prior to the start of the contract period. All regularly scheduled guards must receive training from Capitol Modern, the Hawai'i State Art Museum including learning about the museum's exhibitions and artwork. Additional training may occur as scheduled. Capitol Modern, the Hawai'i State Art Museum shall pay for this training and any future training of guards that replace the original members due to job turnover or at the request of the museum. Capitol Modern, the Hawai'i State Art Museum shall issue purchase orders to pay for the training of these guards and all future guards on an as needed basis.
 - 2.4 Contractor must complete security criminal background checks and complete testing for illegal substances on all guard personnel assigned to site. The Contractor shall also only provide guards that meet the qualifications listed under the Security Guard Qualifications page.
 - 2.5 The Contractor shall be responsible for all expenses for the certification [CPR expires in **one (1)** year, First Aid expires **three (3)** years], re-training and re-certification of all guard personnel assigned to the museum. The Contractor shall submit copies of the certification for guard personnel assigned to Capitol Modern, the Hawai'i State Art Museum within **three (3)** working days of receiving written request by the State. All guards assigned to this site shall be certified to perform CPR and First Aid no later than the start of the contract date.
3. There is no on-site parking provided. Contractor shall be responsible to provide parking for security employees if necessary.
4. Contractor will be held responsible for any repairs for equipment damaged by the Contractor's employees.

5. Site keys of the No. 1 Capitol District Building shall be kept on site and shall not be taken from the premises for any reason. Contractor will be responsible for the cost of replacing keys or keysets lost by Contractor's employees.

Failure to meet or assign guards that do not meet any of the responsibilities and/or qualifications shall be sufficient cause for rejection of the bid and/or cancellation of the contract.