



**Office of the Administrative Director – Financial Services Department**

THE JUDICIARY • STATE OF HAWAII • 1111 ALAKEA STREET, 6<sup>TH</sup> FLOOR • HONOLULU, HAWAII 96813-2807  
TELEPHONE (808) 538-5800 • FAX (808) 538-5802

**Rodney A. Maile**  
ADMINISTRATIVE DIRECTOR

**Terri L. Gearon**  
FINANCIAL SERVICES DIRECTOR

**Brandon M. Kimura**  
DEPUTY ADMINISTRATIVE DIRECTOR

August 24, 2020

Mr. Lee Burgwinkel  
General Manager  
G4S Secure Solutions (USA) Inc.  
3375 Koapaka Street, Suite D 105  
Honolulu, HI 96819

Dear Mr. Burgwinkel,

**NOTICE OF AWARD**

The Judiciary is pleased to Award to your company the contract **To Provide Statewide Security Services for The Judiciary, State of Hawaii** in response to our Request for Proposals No. J21002.

This award is contingent upon receipt of the fully executed and acknowledged copy the enclosed Agreement (J21002), furnishing a Contract Performance Bond in the amount of \$500,000.00 for the initial twelve (12) month period of the contract period, providing the required insurance certificate pursuant to Section 3.10 of the RFP and compliance documents. Please provide the above documents no later than 10 calendar days from the date of this notice of award. Due to the COVID-19 situation, please send soft copies to [Tritia.L.Cruz@courts.hawaii.gov](mailto:Tritia.L.Cruz@courts.hawaii.gov) and mail originals to:

The Judiciary, State of Hawaii  
Financial Services Department  
Contracts and Purchasing Branch  
1111 Alakea Street, 6th Floor  
Honolulu, Hawaii 96813-2807  
Attn: Ms. Tritia Cruz

In addition, you shall submit the following documents to Mr. Timothy Kozak, Special Assistant, no later than 10 calendar days from the date of this Notice of Award: Mr. Timothy Kozak's address and phone number is: Office of the Administrative Director of the Courts, Special Assistant for the Judiciary Security, Aliiolani Hale, Room 215, 417 South King Street, Honolulu, Hawaii 96813; phone (808) 539-4970.

- a) Provide your State license as a guard agency in accordance with Chapter 463, Hawaii Revised Statutes (HRS).
- b) Reference is made to the attached document, Requirements and Expectations For Contract Work. A statement detailing reception of this document to include a statement acknowledging understanding the requirements and expectations that will be required prior to beginning work on this contract.

The Agreement is to be executed and signed on behalf of your firm only by the officer or officers authorized. Your attention is called to the necessity of having all parties who sign the contract acknowledge their signatures before a notary public.

After the contract is signed, you will receive a "Notice to Proceed" that will designate the official start date. This Notice of Award is issued prior to the determination that sufficient funds are available, hence is subject to cancellation if funds are not available. For this reason, the State of Hawaii is not liable for any work, contract, costs, expenses, loss of profits, or any damage whatsoever incurred by your company until the contract has been fully executed by The Judiciary, State of Hawaii and the Notice to Proceed has been given.

We look forward to working with you on this project and should you have any questions concerning this Notice of Award, please email Ms. Tritia Cruz at [Tritia.L. Cruz@courts.hawaii.gov](mailto:Tritia.L.Cruz@courts.hawaii.gov).

Sincerely,

/s/ Terri Gearon

Terri Gearon  
Financial Services Director

**REQUIREMENTS AND EXPECTATIONS FOR CONTRACT WORK  
(REFERENCE SCOPE OF WORK OUTLINED IN REQUEST FOR PROPOSAL (RFP)  
(J21002))**

**SECTION ONE - PERSONNEL QUALIFICATION REQUIREMENTS**

**1.1 Introduction:**

The Contractor shall conduct a State and Federal fingerprint-based criminal history record check for any person, including but not limited to, any officer, employee, volunteer, or subcontractor who provides the services of this contract. In addition, the Contractor will conduct a search of the State and National Sex Offender Registries <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record checks shall be conducted once every three (3) years for each person, and/or at the outset of the contract period if such checks have never been conducted. The results of the minimum record checks shall be placed in the employee's file and shall be made available for review by the Contract Administrator. These minimum record checks shall also be conducted for any new employee before that employee provides the services required in this contract.

The Contractor is responsible for ensuring that any person who provides services under this contract and who has a record of conviction or other record following a minimum record check is qualified to perform the services required under this contract. The Contract Administrator may require Contractor to provide justification for retaining a person who has a record following a minimum record check, and the Contract Administrator may request Contractor to assign another person if the Contract Administrator expresses a safety concern about the person with a record.

Prior to commencing work on this contract, proof of personnel meeting the following requirements for the positions of Court Security Attendant II, Court Security Attendant I, Circuit Security Supervisors, and/or Contract Security Manager shall be submitted to the Contract Administrator in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the required documents and certification of a completed background investigation will be filed.

**1.2 Background Investigation:**

1. Prior to commencing work on this contract and at no cost to the Judiciary, contractor shall provide a complete background and fingerprint based criminal history check of all security personnel to be assigned to this contract. These background checks shall be conducted at no cost to the Judiciary. Background check documents for each employee of this contract shall include:
  - a. Traffic abstract;
  - b. Criminal history abstracts for the State of Hawaii; and any other state in which the employee has resided for the past seven (7) years; and Arrest record in the State of Hawaii and any other state in which the employee has resided for the past seven (7) years.
2. Security personnel shall have no felony conviction(s) prior to or during the Security personnel's employment under this contract. Only authorized personnel working on this project may be allowed to obtain security access passes.

3. Documentation of each individual's background check shall be currently printed out, dated, and submitted prior to commencing work on this contract. Certification of completion of a background investigation shall be submitted to the Contract Administrator in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the required documents and certification of a completed background investigation will be filed.

If an individual's background check is questionable, the Judiciary reserves the right to request that further background information be provided.

4. Any person with a history of emotional disorders or felony convictions shall not be assigned to this contract.

### **1.3 Physical, Educational and Training Requirements:**

Prior to commencing work on this contract and at no cost to the Judiciary, contractor shall ensure and certify that each employee assigned to this contract meets the following minimum requirements. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of physical, educational and training requirements will be filed.

It is the Contractor's responsibility to ensure that all security personnel assigned to this contract are qualified physically and educationally, and properly trained to perform security work required under this contract. The Contractor will only select those individuals capable of demonstrating or having the following:

1. Ability to exercise sound judgment and render immediate, appropriate decisions, under stressful conditions.
2. Maturity in conduct, behavior and attitude.
3. Ability to take orders, follow instructions, accept and assume responsibility for one's actions.
4. Alertness, attentiveness and professional conduct. Ability to recognize, respond and take appropriate and corrective action to various situations.
5. Strong moral character. Must possess high standards and be truthful.
6. All security personnel shall have no record of moral turpitude, domestic violence, untruthfulness or mental and/or emotional disorders which may interfere with the performance of their duties.
7. Ability to effectively communicate, verbally and in writing, in English.

8. Courtesy in their inter-personal relationships with the public, Judiciary employees, public, law enforcement (Federal, State and local) and security personnel. Be well-groomed and neat in appearance as officially commissioned representatives of the Judiciary.
9. Pass a complete physical examination within the past six (6) months, to include drug testing and also random drug and alcohol testing every year. All expenses related to the random drug and alcohol testing shall be borne by the Contractor.

Prior to commencing work on this contract, a certificate from a licensed physician shall be submitted to the Contract Administrator certifying completion and passing of a physical examination. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of the physical examination will be filed.

Prior to commencing work on this contract, results of any drug and/or alcohol testing shall also be submitted to the Contract Administrator certifying completion of any drug and/or alcohol testing. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any drug and/or alcohol testing will be filed.

The Judiciary reserves the right to randomly select up to six (6) security officers to participate in a drug and/or alcohol screening test and/or physical examination in each year of this contract at the Contractor's expense.

10. Correctable vision to 20/30 each eye.
11. Security personnel must be able to hear at a normal conversational level. A hearing aid may be used to meet this requirement.
12. Security personnel must be physically able to serve a normal shift walking; standing; being posted at security gates and checkpoints; using stairs, escalators, parking ramps; operating motor vehicles or power carts; and directing and managing traffic.
13. Security personnel must be able to withstand the physical demands of responding to emergency situations and exercise physical force, if required, in the execution of their official duties to defend themselves and others.
14. Security personnel must be certified in the operation of hand-held magnetometers, walk through magnetometers, and X-Ray machines to identify and stop prohibited items from entering Judiciary facilities. Certification of this training and proficiency shall be submitted to the Contract Administrator in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of this training and proficiency will be filed.

15. Security personnel must be certified First Aid Training, Cardiopulmonary Resuscitation (CPR), use of an Automated External Defibrillator (AED), and Stop The Bleed Training. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any training will be filed.
16. Security personnel must be trained in the Americans with Disabilities Act (ADA) and the proper handling of service animal issues related to the entry of service animals into Judiciary Facilities. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any training will be filed.
17. Security personnel must be trained to operate a Judiciary owned handheld touchless digital thermometer to take individual's body temperatures before entering Judiciary Facilities during an epidemic or pandemic event.

Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any training will be filed.

18. Minimum age of 21 years of age for Court Security Attendants II, Court Security Attendant I, Circuit Security Supervisors, and/or Contract Security Manager.
19. High school graduate or equivalent. Copies of their high school diploma, General Educational Development ("GED") or proof of applicable work experience shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, copies of their high school diploma, General Educational Development ("GED") or proof of applicable work will be filed.
20. Individuals assigned to this contract shall possess a valid State of Hawaii driver's license or a valid driver's license recognized in the State of Hawaii by the start of this contract. Copies of their valid driver's license shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the proof of a valid State of Hawaii driver's license or a valid driver's license recognized in the State of Hawaii will be filed.
21. Maintain compliance with all requirements for a Security Guard license in accordance with HRS 463. Copies of current Security Guard licenses shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this

file for each employee of this contract, copies of current Security Guard licenses will be filed.

22. Individuals assigned to this contract shall have experience and training which indicates an ability in clerical work and record keeping activities to include having basic computer skills, operating an access control system, typing and explaining rules, regulations and procedures. Personnel must have excellent communication (oral and written) skills and be very courteous to the public.
23. If security personnel are arrested for any major crime or felony, personnel will be relieved of any security duties pending final resolution of the investigation. The Judiciary has the final authority to allow the individual to perform security duties pending investigation, resolution, or conviction. A resulting conviction will disqualify the individual from performing work in any capacity under this contract.
24. If security personnel are arrested for any major crime or felony, the Contractor must immediately return their access control pass to the Contract Administrator and/or their designee.
25. All Circuit Security Supervisors shall work in collaboration with their respective Chief Court Administrator and/or their designee to resolve any contractual security related issues that may arise. The Contract Administrator will serve as the final arbiter of all contract matters.

#### **1.4 Minimum Qualifications by Position:**

1. **Court Security Attendant II** - Each Court Security Attendant II shall possess the above minimum qualifications.
2. **Court Security Attendant I** - Each Court Security Attendant I will possess the following minimum qualifications:
  - a. Meet all the requirements for the Court Security Attendant II.
  - b. Be able to carry out oral and written instructions, prepare written reports.
  - c. Court Security Attendant I's shall possess the aptitude to effectively supervise the Contractor's security personnel assigned to the Judiciary and deal effectively with Judiciary staff, law enforcement agencies, and the public on matters relating to security disputes, complaints, performance, or behavior.
3. **Circuit Security Supervisor** - Each Circuit Security Supervisor will possess the following minimum qualifications:
  - a. Meet all the requirements for the Court Security Attendant I.
  - b. Possess at least five (5) years of professional management experience as a security manager in a recognized security or screening organization.
  - c. Be able to plan, direct, and supervise the work of all of the Circuit security personnel in the performance of the requirements established by this contract.

4. **Contract Security Manager** - Each Contract Security Manager will possess the following minimum qualifications:

- a. Possess at least eight (8) years of professional management experience as a security manager in a recognized security or screening organization.
- b. Be able to plan, direct, and supervise the work of all of the Contract security personnel in the performance of the requirements established by this contract.

Prior to commencing work on this contract, proof of the above minimum qualifications shall be submitted to the Contract Administrator. The proof of the above minimum qualifications shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the proof of the above minimum qualifications will be filed.

**1.5 Training:**

1. Prior to commencing work on this contract, all security personnel employed by the Contractor and assigned to work under this contract must successfully complete the Contractor's training program designed for this contract and approved by the Judiciary. The training plan and training manual must be oriented for work at the Courts and Judiciary facilities with respect to state and federal security requirements, courtesy to visitors, and safety. The length of training for each subject area is specified with a minimum requirement, and the training curriculum can extend the length of training of any subject area to guarantee satisfactory performance by all security personnel in all positions.

Certification of training for each employee shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any and all training will be filed.

The Contractor's Judiciary security training program shall include, but not be limited to:

A minimum of eight (8) hours of classroom training and/or practical training in each of the following subjects:

- a. Certification that all security personnel must be certified in the operation of hand-held magnetometers, walk through magnetometers, and X-Ray machines to identify and stop prohibited items from entering Judiciary facilities.

A minimum of four (4) hours of classroom and/or practical training in each of the following subjects is required for the Contractor's Judiciary security training program:

- a. Familiarization with the Judiciary and its operations.
- b. Law - Constitutional, State Law, Search and Seizure, Evidence, and Arrest.
- c. Recognition and handling of the mentally ill, abnormal behavior and controlled substances recognition.



- d. Operations, procedures, and customer service.
  - e. Bombs threats, bombs, and explosives.
  - f. Command presence recognition and the understanding of working in large crowds and being able to provide direction to these crowds.
  - g. Workplace violence and sexual harassment.
  - h. Fire detection, suppression, life safety and evacuation.
  - i. Certification of First Responder First Aid Training, Cardiopulmonary Resuscitation (CPR) Training, use of an Automated External Defibrillator (AED), and Stop The Bleed Training.
  - j. Americans with Disabilities Act (ADA) and the proper handling of service animal issues related to the entry of service animals into Judiciary facilities.
  - k. Trained in the operation of a Judiciary owned handheld touchless digital thermometer to take individual's body temperatures before entering Judiciary Facilities during an epidemic or pandemic event.
  - l. Communication skill building (field note taking, incident report writing, interview techniques, courtroom testimony, two-way radio use and etiquette, etc.).
  - m. Appropriate knowledge and understanding to apply acceptable defensive tactics to include, but not limited to, the use of Avoid, Deny and Defend principles (the use of Run - evacuation, Hide – cover and concealment, and Fight principles).
  - n. Contractor's Standard Operating Guidelines (SOGs) for this contract.
2. The Contractor's Judiciary security training program shall also include an annual re-certification and training which shall include, but not be limited to:

A minimum of four (4) hours of classroom training and/or practical training and shall include the following subject areas:

- a. Certification that all security personnel must be certified in the operation of hand-held magnetometers, walk through magnetometers, and X-Ray machines to identify and stop prohibited items from entering Judiciary facilities.
- b. Law - Constitutional, State Law, Search and Seizure, Evidence, and Arrest.
- c. Command presence recognition and the understanding of working in large crowds and being able to provide direction to these crowds.

- d. Certification of First Responder First Aid Training, Cardiopulmonary Resuscitation (CPR) Training, use of an Automated External Defibrillator (AED), and Stop The Bleed Training.
  - e. Americans with Disabilities Act (ADA) and the proper handling of service animal issues related to the entry of service animals into Judiciary Facilities.
  - f. Fire detection, suppression, life safety and evacuation.
  - g. Appropriate knowledge and understanding to apply acceptable defensive tactics to include, but not limited to, the use of Avoid, Deny, and Defend principles (the use of Run - evacuation, Hide - cover and concealment, and Fight principles).
  - h. Contractor's Standard Operating Guidelines (SOGs) for this contract.
  - i. Trained in the operation of a Judiciary owned handheld touchless digital thermometer to take individual's body temperatures before entering Judiciary Facilities during an epidemic or pandemic event.
3. Prior to commencing work on this contract and for each program subject, Contractor shall provide the curriculum outline for review and approval by the Contract Administrator, and shall specify an instructor qualified to conduct the training.

The instructor(s) of the Contractor's Training Program shall possess the following minimum qualifications:

- a. Bachelor's Degree in Criminal Justice or related field of study. An acceptable "related field of study" shall be reviewed and determined on a case-by-case basis by the Contract Administrator.
- b. Three (3) years experience as a full-time instructor on subject matters required by the training program as specified herein or other related courses of instructions.

Prior to commencing work on this contract, a resume containing the background, education, work, and academic experiences for each instructor shall be submitted to the Contract Administrator. This information for each instructor shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for "Training". In the file for "Training", a file will be created for each instructor where this information will be filed.

The Contract Administrator reserves the right to determine whether or not an instructor is qualified, and also reserves the right to require the Contractor to change, modify, or upgrade its training program.

## **SECTION TWO – ADDITIONAL REQUIREMENTS**

### **2.1 Introduction:**

It is the Contractor's responsibility to maintain hard copies of all electronic files and maintain backup of electronic data at all times. Contractor produced forms are subject to Contract Administrator's approval.

### **2.2 Reports:**

The contractor will provide the following reports to the Chief Court Administrator and/or their designee at the following timed intervals:

- a. Log of Prohibited Items – monthly by the 5th of each month for the previous month.
- b. Dosimeter Reports - quarterly by the 5th of January, April, July, and October of every year of this contract.
- c. Annual Report of Complaint Resolution for each Circuit - annually by February 1 of each year.
- d. Standard Operating Guidelines (SOGs) for each Circuit - annually by February 1 of each year of this contract. First version must be provided prior to commencing work on this contract.

Prior to commencing work on this contract, the Contractor will develop and complete individual Standard Operating Guidelines (SOGs) for each facility where the security services of this contract are performed. These SOGs will be updated annually and tendered to the Contract Administrator and Chief Court Administrator and/or their designee annually by February 1 of each year of this contract. The Contract Security Manager and the Circuit Security Supervisor will keep their SOGs current and ensure that all Contractor personnel are knowledgeable of these SOGs and all updates.

Prior to commencing work on this contract, the SOGs shall be submitted to the Contract Administrator. The SOGs shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for "Judiciary Facilities" where security from this contract will be deployed. In the file for "Judiciary Facilities", a file will be created for each Judiciary Facility where the SOG of that facility will be filed.

## **SECTION THREE – OFFICE AND REPRESENTATIVES**

### **3.1 Offices and representatives:**

The contractor shall have local offices and representatives in place on the island of Oahu, Maui, Hawaii, and Kauai at the time the contract begins. Prior to commencing work on this contract, the contractor shall substantiate compliance to this requirement with the Contract Administrator.

The information on the local offices and responsible individuals who can be contacted twenty fours (24) a day by the Judiciary on matters concerning this contract shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for "Required Offices". In the file for "Required Offices", a file will be created for each Required Office where that information will be filed. The information required should include, but not be limited to, the identified Circuit Security Supervisor for that facility, and the Contract Security Manager assigned to this contract.

**REQUIREMENTS AND EXPECTATIONS FOR CONTRACT WORK  
(REFERENCE SCOPE OF WORK OUTLINED IN REQUEST FOR PROPOSAL (RFP)  
(J21002))**

**SECTION ONE - PERSONNEL QUALIFICATION REQUIREMENTS**

**1.1 Introduction:**

The Contractor shall conduct a State and Federal fingerprint-based criminal history record check for any person, including but not limited to, any officer, employee, volunteer, or subcontractor who provides the services of this contract. In addition, the Contractor will conduct a search of the State and National Sex Offender Registries <http://sexoffenders.ehawaii.gov> (State Sex Offender Registry) and the [www.nsopr.gov](http://www.nsopr.gov) (National Sex Offender Public Registry). The minimum record checks shall be conducted once every three (3) years for each person, and/or at the outset of the contract period if such checks have never been conducted. The results of the minimum record checks shall be placed in the employee's file and shall be made available for review by the Contract Administrator. These minimum record checks shall also be conducted for any new employee before that employee provides the services required in this contract.

The Contractor is responsible for ensuring that any person who provides services under this contract and who has a record of conviction or other record following a minimum record check is qualified to perform the services required under this contract. The Contract Administrator may require Contractor to provide justification for retaining a person who has a record following a minimum record check, and the Contract Administrator may request Contractor to assign another person if the Contract Administrator expresses a safety concern about the person with a record.

Prior to commencing work on this contract, proof of personnel meeting the following requirements for the positions of Court Security Attendant II, Court Security Attendant I, Circuit Security Supervisors, and/or Contract Security Manager shall be submitted to the Contract Administrator in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the required documents and certification of a completed background investigation will be filed.

**1.2 Background Investigation:**

1. Prior to commencing work on this contract and at no cost to the Judiciary, contractor shall provide a complete background and fingerprint based criminal history check of all security personnel to be assigned to this contract. These background checks shall be conducted at no cost to the Judiciary. Background check documents for each employee of this contract shall include:
  - a. Traffic abstract;
  - b. Criminal history abstracts for the State of Hawaii; and any other state in which the employee has resided for the past seven (7) years; and Arrest record in the State of Hawaii and any other state in which the employee has resided for the past seven (7) years.
2. Security personnel shall have no felony conviction(s) prior to or during the Security personnel's employment under this contract. Only authorized personnel working on this project may be allowed to obtain security access passes.

3. Documentation of each individual's background check shall be currently printed out, dated, and submitted prior to commencing work on this contract. Certification of completion of a background investigation shall be submitted to the Contract Administrator in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the required documents and certification of a completed background investigation will be filed.

If an individual's background check is questionable, the Judiciary reserves the right to request that further background information be provided.

4. Any person with a history of emotional disorders or felony convictions shall not be assigned to this contract.

### **1.3 Physical, Educational and Training Requirements:**

Prior to commencing work on this contract and at no cost to the Judiciary, contractor shall ensure and certify that each employee assigned to this contract meets the following minimum requirements. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of physical, educational and training requirements will be filed.

It is the Contractor's responsibility to ensure that all security personnel assigned to this contract are qualified physically and educationally, and properly trained to perform security work required under this contract. The Contractor will only select those individuals capable of demonstrating or having the following:

1. Ability to exercise sound judgment and render immediate, appropriate decisions, under stressful conditions.
2. Maturity in conduct, behavior and attitude.
3. Ability to take orders, follow instructions, accept and assume responsibility for one's actions.
4. Alertness, attentiveness and professional conduct. Ability to recognize, respond and take appropriate and corrective action to various situations.
5. Strong moral character. Must possess high standards and be truthful.
6. All security personnel shall have no record of moral turpitude, domestic violence, untruthfulness or mental and/or emotional disorders which may interfere with the performance of their duties.
7. Ability to effectively communicate, verbally and in writing, in English.

8. Courtesy in their inter-personal relationships with the public, Judiciary employees, public, law enforcement (Federal, State and local) and security personnel. Be well-groomed and neat in appearance as officially commissioned representatives of the Judiciary.
9. Pass a complete physical examination within the past six (6) months, to include drug testing and also random drug and alcohol testing every year. All expenses related to the random drug and alcohol testing shall be borne by the Contractor.

Prior to commencing work on this contract, a certificate from a licensed physician shall be submitted to the Contract Administrator certifying completion and passing of a physical examination. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of the physical examination will be filed.

Prior to commencing work on this contract, results of any drug and/or alcohol testing shall also be submitted to the Contract Administrator certifying completion of any drug and/or alcohol testing. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any drug and/or alcohol testing will be filed.

The Judiciary reserves the right to randomly select up to six (6) security officers to participate in a drug and/or alcohol screening test and/or physical examination in each year of this contract at the Contractor's expense.

10. Correctable vision to 20/30 each eye.
11. Security personnel must be able to hear at a normal conversational level. A hearing aid may be used to meet this requirement.
12. Security personnel must be physically able to serve a normal shift walking; standing; being posted at security gates and checkpoints; using stairs, escalators, parking ramps; operating motor vehicles or power carts; and directing and managing traffic.
13. Security personnel must be able to withstand the physical demands of responding to emergency situations and exercise physical force, if required, in the execution of their official duties to defend themselves and others.
14. Security personnel must be certified in the operation of hand-held magnetometers, walk through magnetometers, and X-Ray machines to identify and stop prohibited items from entering Judiciary facilities. Certification of this training and proficiency shall be submitted to the Contract Administrator in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of this training and proficiency will be filed.

15. Security personnel must be certified First Aid Training, Cardiopulmonary Resuscitation (CPR), use of an Automated External Defibrillator (AED), and Stop The Bleed Training. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any training will be filed.
16. Security personnel must be trained in the Americans with Disabilities Act (ADA) and the proper handling of service animal issues related to the entry of service animals into Judiciary Facilities. Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any training will be filed.
17. Security personnel must be trained to operate a Judiciary owned handheld touchless digital thermometer to take individual's body temperatures before entering Judiciary Facilities during an epidemic or pandemic event.

Certification shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any training will be filed.

18. Minimum age of 21 years of age for Court Security Attendants II, Court Security Attendant I, Circuit Security Supervisors, and/or Contract Security Manager.
19. High school graduate or equivalent. Copies of their high school diploma, General Educational Development ("GED") or proof of applicable work experience shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, copies of their high school diploma, General Educational Development ("GED") or proof of applicable work will be filed.
20. Individuals assigned to this contract shall possess a valid State of Hawaii driver's license or a valid driver's license recognized in the State of Hawaii by the start of this contract. Copies of their valid driver's license shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the proof of a valid State of Hawaii driver's license or a valid driver's license recognized in the State of Hawaii will be filed.
21. Maintain compliance with all requirements for a Security Guard license in accordance with HRS 463. Copies of current Security Guard licenses shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this



file for each employee of this contract, copies of current Security Guard licenses will be filed.

22. Individuals assigned to this contract shall have experience and training which indicates an ability in clerical work and record keeping activities to include having basic computer skills, operating an access control system, typing and explaining rules, regulations and procedures. Personnel must have excellent communication (oral and written) skills and be very courteous to the public.
23. If security personnel are arrested for any major crime or felony, personnel will be relieved of any security duties pending final resolution of the investigation. The Judiciary has the final authority to allow the individual to perform security duties pending investigation, resolution, or conviction. A resulting conviction will disqualify the individual from performing work in any capacity under this contract.
24. If security personnel are arrested for any major crime or felony, the Contractor must immediately return their access control pass to the Contract Administrator and/or their designee.
25. All Circuit Security Supervisors shall work in collaboration with their respective Chief Court Administrator and/or their designee to resolve any contractual security related issues that may arise. The Contract Administrator will serve as the final arbiter of all contract matters.

#### **1.4 Minimum Qualifications by Position:**

1. **Court Security Attendant II** - Each Court Security Attendant II shall possess the above minimum qualifications.
2. **Court Security Attendant I** - Each Court Security Attendant I will possess the following minimum qualifications:
  - a. Meet all the requirements for the Court Security Attendant II.
  - b. Be able to carry out oral and written instructions, prepare written reports.
  - c. Court Security Attendant I's shall possess the aptitude to effectively supervise the Contractor's security personnel assigned to the Judiciary and deal effectively with Judiciary staff, law enforcement agencies, and the public on matters relating to security disputes, complaints, performance, or behavior.
3. **Circuit Security Supervisor** - Each Circuit Security Supervisor will possess the following minimum qualifications:
  - a. Meet all the requirements for the Court Security Attendant I.
  - b. Possess at least five (5) years of professional management experience as a security manager in a recognized security or screening organization.
  - c. Be able to plan, direct, and supervise the work of all of the Circuit security personnel in the performance of the requirements established by this contract.

4. **Contract Security Manager** - Each Contract Security Manager will possess the following minimum qualifications:

- a. Possess at least eight (8) years of professional management experience as a security manager in a recognized security or screening organization.
- b. Be able to plan, direct, and supervise the work of all of the Contract security personnel in the performance of the requirements established by this contract.

Prior to commencing work on this contract, proof of the above minimum qualifications shall be submitted to the Contract Administrator. The proof of the above minimum qualifications shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the proof of the above minimum qualifications will be filed.

**1.5 Training:**

1. Prior to commencing work on this contract, all security personnel employed by the Contractor and assigned to work under this contract must successfully complete the Contractor's training program designed for this contract and approved by the Judiciary. The training plan and training manual must be oriented for work at the Courts and Judiciary facilities with respect to state and federal security requirements, courtesy to visitors, and safety. The length of training for each subject area is specified with a minimum requirement, and the training curriculum can extend the length of training of any subject area to guarantee satisfactory performance by all security personnel in all positions.

Certification of training for each employee shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for each employee of this contract. In this file for each employee of this contract, the certification of any and all training will be filed.

The Contractor's Judiciary security training program shall include, but not be limited to:

A minimum of eight (8) hours of classroom training and/or practical training in each of the following subjects:

- a. Certification that all security personnel must be certified in the operation of hand-held magnetometers, walk through magnetometers, and X-Ray machines to identify and stop prohibited items from entering Judiciary facilities.

A minimum of four (4) hours of classroom and/or practical training in each of the following subjects is required for the Contractor's Judiciary security training program:

- a. Familiarization with the Judiciary and its operations.
- b. Law - Constitutional, State Law, Search and Seizure, Evidence, and Arrest.
- c. Recognition and handling of the mentally ill, abnormal behavior and controlled substances recognition.

- d. Operations, procedures, and customer service.
  - e. Bombs threats, bombs, and explosives.
  - f. Command presence recognition and the understanding of working in large crowds and being able to provide direction to these crowds.
  - g. Workplace violence and sexual harassment.
  - h. Fire detection, suppression, life safety and evacuation.
  - i. Certification of First Responder First Aid Training, Cardiopulmonary Resuscitation (CPR) Training, use of an Automated External Defibrillator (AED), and Stop The Bleed Training.
  - j. Americans with Disabilities Act (ADA) and the proper handling of service animal issues related to the entry of service animals into Judiciary facilities.
  - k. Trained in the operation of a Judiciary owned handheld touchless digital thermometer to take individual's body temperatures before entering Judiciary Facilities during an epidemic or pandemic event.
  - l. Communication skill building (field note taking, incident report writing, interview techniques, courtroom testimony, two-way radio use and etiquette, etc.).
  - m. Appropriate knowledge and understanding to apply acceptable defensive tactics to include, but not limited to, the use of Avoid, Deny and Defend principles (the use of Run - evacuation, Hide – cover and concealment, and Fight principles).
  - n. Contractor's Standard Operating Guidelines (SOGs) for this contract.
2. The Contractor's Judiciary security training program shall also include an annual re-certification and training which shall include, but not be limited to:

A minimum of four (4) hours of classroom training and/or practical training and shall include the following subject areas:

- a. Certification that all security personnel must be certified in the operation of hand-held magnetometers, walk through magnetometers, and X-Ray machines to identify and stop prohibited items from entering Judiciary facilities.
- b. Law - Constitutional, State Law, Search and Seizure, Evidence, and Arrest.
- c. Command presence recognition and the understanding of working in large crowds and being able to provide direction to these crowds.

- d. Certification of First Responder First Aid Training, Cardiopulmonary Resuscitation (CPR) Training, use of an Automated External Defibrillator (AED), and Stop The Bleed Training.
  - e. Americans with Disabilities Act (ADA) and the proper handling of service animal issues related to the entry of service animals into Judiciary Facilities.
  - f. Fire detection, suppression, life safety and evacuation.
  - g. Appropriate knowledge and understanding to apply acceptable defensive tactics to include, but not limited to, the use of Avoid, Deny, and Defend principles (the use of Run - evacuation, Hide - cover and concealment, and Fight principles).
  - h. Contractor's Standard Operating Guidelines (SOGs) for this contract.
  - i. Trained in the operation of a Judiciary owned handheld touchless digital thermometer to take individual's body temperatures before entering Judiciary Facilities during an epidemic or pandemic event.
3. Prior to commencing work on this contract and for each program subject, Contractor shall provide the curriculum outline for review and approval by the Contract Administrator, and shall specify an instructor qualified to conduct the training.

The instructor(s) of the Contractor's Training Program shall possess the following minimum qualifications:

- a. Bachelor's Degree in Criminal Justice or related field of study. An acceptable "related field of study" shall be reviewed and determined on a case-by-case basis by the Contract Administrator.
- b. Three (3) years experience as a full-time instructor on subject matters required by the training program as specified herein or other related courses of instructions.

Prior to commencing work on this contract, a resume containing the background, education, work, and academic experiences for each instructor shall be submitted to the Contract Administrator. This information for each instructor shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for "Training". In the file for "Training", a file will be created for each instructor where this information will be filed.

The Contract Administrator reserves the right to determine whether or not an instructor is qualified, and also reserves the right to require the Contractor to change, modify, or upgrade its training program.

## **SECTION TWO – ADDITIONAL REQUIREMENTS**

### **2.1 Introduction:**

It is the Contractor's responsibility to maintain hard copies of all electronic files and maintain backup of electronic data at all times. Contractor produced forms are subject to Contract Administrator's approval.

### **2.2 Reports:**

The contractor will provide the following reports to the Chief Court Administrator and/or their designee at the following timed intervals:

- a. Log of Prohibited Items – monthly by the 5th of each month for the previous month.
- b. Dosimeter Reports - quarterly by the 5th of January, April, July, and October of every year of this contract.
- c. Annual Report of Complaint Resolution for each Circuit - annually by February 1 of each year.
- d. Standard Operating Guidelines (SOGs) for each Circuit - annually by February 1 of each year of this contract. First version must be provided prior to commencing work on this contract.

Prior to commencing work on this contract, the Contractor will develop and complete individual Standard Operating Guidelines (SOGs) for each facility where the security services of this contract are performed. These SOGs will be updated annually and tendered to the Contract Administrator and Chief Court Administrator and/or their designee annually by February 1 of each year of this contract. The Contract Security Manager and the Circuit Security Supervisor will keep their SOGs current and ensure that all Contractor personnel are knowledgeable of these SOGs and all updates.

Prior to commencing work on this contract, the SOGs shall be submitted to the Contract Administrator. The SOGs shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for "Judiciary Facilities" where security from this contract will be deployed. In the file for "Judiciary Facilities", a file will be created for each Judiciary Facility where the SOG of that facility will be filed.

## **SECTION THREE – OFFICE AND REPRESENTATIVES**

### **3.1 Offices and representatives:**

The contractor shall have local offices and representatives in place on the island of Oahu, Maui, Hawaii, and Kauai at the time the contract begins. Prior to commencing work on this contract, the contractor shall substantiate compliance to this requirement with the Contract Administrator.

The information on the local offices and responsible individuals who can be contacted twenty fours (24) a day by the Judiciary on matters concerning this contract shall be submitted to the Contract Administrator prior to commencing work on this contract in a digital file identified "Judiciary" with an independent file for "Required Offices". In the file for "Required Offices", a file will be created for each Required Office where that information will be filed. The information required should include, but not be limited to, the identified Circuit Security Supervisor for that facility, and the Contract Security Manager assigned to this contract.