

Statement of Work (SOW) for Butterfly Pavilion Assistant Services

02/28/2024

National Museum of Natural History
Office of Education and Outreach

Background

This contract position is located in the Branch of Visitor Experience and Audience Engagement (VEAE) of the National Museum of Natural History (NMNH), Smithsonian Institution (SI). The Branch of Visitor Experience and Audience Engagement is responsible for implementing for NMNH a myriad of services for daily visitor operations and activities in the public areas of the Museum and in the volunteer program. The position is responsible in assisting with the maintenance and day-to-day operation of the Butterfly Pavilion. The contractor will be needed to be onsite Sunday to Thursday.

The contractor assists with the operations of the Insect Zoo and Butterfly Pavilion of the National Museum of Natural History serving over 7 million visitors annually. The Visitor Experience and Audience Engagement team interfaces with the majority of Museum Offices including Education, Exhibitions, Special Events, Office of Facilities Management, Security, Building Management, Information Technology, Restaurant Associates, Administration and partner organizations including Central Smithsonian Office of Visitor Services and Smithsonian Enterprises.

The contractor upholds the Smithsonian, National Museum of Natural History's philosophy, vision, and core standards for visitor service. Their primary focus is to ensure that the visitors' "first and last impression" of their experience at the museum is a positive, productive, and memorable one.

The Butterfly Pavilion and Insect Zoo house live insects in exhibition space within the National Museum of Natural History. Daily care for the insects and exhibits is needed.

Scope

Contractor shall care for live butterfly displays in the Butterfly Pavilion and Insect Zoo Lab and engage with visitors during open hours. Contractor must be available to work onsite at the National Museum of Natural History. Contractor must work 40 hours per week, including one weekend day and holidays that fall during the scheduled work week. Contractor must be able to lift 50 pounds. Contractor will work in hot humid environments for extended periods of time. Contractor must be ok with handling live and dead arthropods. Contractor must abide by the safety protocols for all Smithsonian Institution Contractors that perform services on-site.

Qualifications include:

- Minimum of Bachelor's Degree in the Biological Sciences or related fields or equivalent specialized experience in animal care

- Ability to engage with diverse audiences, including students, scientists, museum educators, volunteers, other museum staff, and visitors
- Knowledge and skill in oral, written and digital communication sufficient to address varied audiences and to serve as an interface between multiple museum constituents and stakeholders
- Outstanding organizational skills and demonstrated ability to follow procedures and policies to maintain safety and security at an institution
- Exceptional customer service skills

Must be prepared to obtain a Unique Entity ID and register in the System for Award Management (SAM) prior to start date.

Objectives

Contractor shall water, feed, clean, perform exhibit maintenance, keep appropriate animal and plant care records, and comply with all USDA guidelines concerning containment or animal and plants in the Butterfly Pavilion and Insect Zoo exhibits and lab areas.

Contractor shall also interact with visitors in the Butterfly Pavilion to enhance visitor experience, as well as assist with containment of butterflies in the exhibit. Contractor shall also assist Visitor Experience in times of need.

Tasks

The Butterfly Pavilion Assistant is responsible for:

- Preparing the Butterfly Pavilion for visitors by cleaning all surfaces in the pavilion, watering plants, stocking fruit stations, cleaning chrysalis cases, removing dead butterflies, and draining flower beds before the museum opens at 10am
- Assist Horticulture Department in the installation of new plants in the exhibit space before the museum opens at 10am
- Closing the Butterfly Pavilion by exiting visitors, watering plants, and releasing emerged butterflies into the Butterfly Pavilion
- Keeping accurate chrysalis emergence data used in the annual USDA report
- Pinning shipments of pupae
- Maintaining a clean lab including emergence cases
- Keeping staff informed when supplies are needed
- Fulfilling USDA requirements by inspecting exiting visitors for potential hidden butterflies on their person (at least 2 hours per day)
- Engaging with Public in the Butterfly Pavilion and ensuring that visitors adhere to Pavilion rules and guidelines
- Follow all USDA and Smithsonian guidelines and directives including proper waste disposal
- Assist with annual Insect Zoo and Butterfly Pavilion maintenance
- Assist with entry of Public into the Butterfly Pavilion

- Assist Visitor Experience Staff with crowd management, information desks and other areas of the museum overseen by VEAE during periods of peak visitation and/or special events
- Feed Lab arthropods (non-butterflies). This task is only to be used as a backup function when no IZ/BP staff are available
- Meet weekly with the COTR for status updates on deliverables and provide weekly written updates on deliverables via email

Delivery

The Butterfly Pavilion Assistant is responsible for:

- Preparing the Butterfly Pavilion for visitors by cleaning all surfaces in the pavilion, watering plants, stocking fruit stations, cleaning chrysalis cases, removing dead butterflies, and draining flower beds before the museum opens at 10am
- Assist Horticulture Department in the installation of new plants in the exhibit space before the museum opens at 10am
- Closing the Butterfly Pavilion by exiting visitors, watering plants, and releasing emerged butterflies into the Butterfly Pavilion
- Keeping accurate chrysalis emergence data used in the annual USDA report
- Pinning shipments of pupae
- Maintaining a clean lab including emergence cases
- Keeping staff informed when supplies are needed
- Fulfilling USDA requirements by inspecting exiting visitors for potential hidden butterflies on their person (at least 2 hours per day)
- Engaging with Public in the Butterfly Pavilion and ensuring that visitors adhere to Pavilion rules and guidelines
- Follow all USDA and Smithsonian guidelines and directives including proper waste disposal
- Assist with annual Insect Zoo and Butterfly Pavilion maintenance
- Assist with entry of Public into the Butterfly Pavilion
- Assist Visitor Experience Staff with crowd management, information desks and other areas of the museum overseen by VEAE during periods of peak visitation and/or special events
- Feed Lab arthropods (non-butterflies). This task is only to be used as a backup function when no IZ/BP staff are available
- Meet weekly with the COTR for status updates on deliverables and provide weekly written updates on deliverables via email

Government-Furnished Property

Contractors are provided uniforms to be worn when onsite, a computer and Smithsonian network account, and the necessary tools/supplies for animal care and cleaning.

Place of Performance

Contractor must be available to work onsite at the National Museum of Natural History.

1000 Constitution Avenue NW, Washington, DC 20013

Period of Performance

Contractor must work 40 hours per week, 8 hours per day, including one weekend day and pre-arranged holidays, evenings, and special events. For each 8-hour day a 30-minute unpaid lunch and two paid 15-minute breaks. Lunch and break times are flexible in the day depending on the days' needs.

Schedule One: Sunday-Thursday

Schedule Two: Tuesday-Saturday

Original period of performance will cover a one year period from July 21, 2024 – July 20, 2025.