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**NASA PROTECTIVE SERVICES CONTRACT****AMES RESEARCH CENTER****TASK ORDER****Table of Contents****NPSC-TO-ARC – ATTACHMENT A – PERFORMANCE WORK STATEMENT (PWS)**

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The provisions of the NPSC PWS Sections 1.0 – 4.0, are global in application and apply to all protective services at all locations supported by this contract. As such, pricing must be included for NPSC PWS Section 1.0 – 4.0 and location PWS Section 5.0. Contractor shall perform services in accordance with master contract PWS and each Task order PWS.

**NPSC-TO-ARC – ATTACHMENT B – MAXIMUM ALLOWABLE DEFECT RATES (MADRs)****NPSC-TO-ARC – ATTACHMENT C – ADDITIONAL DATA REQUIREMENTS DOCUMENTS****NPSC-TO-ARC – ATTACHMENT D – GOVERNMENT FURNISHED PROPERTY/SERVICES**

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(Located at: <http://nps.ksc.nasa.gov/NPS/default.cfm>)

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

## 5.0 Protective Services

At ARC, Fire Services included in 5.1.4 (Fire Prevention and Fire Engineering) and 5.1.3.4 A (9-1-1 dispatch function) shall begin on Jun 1, 2009. All remaining 5.1 Fire Services will begin on 8/1/11.

At ARC, once an activity has been initiated within this Task Order, it is anticipated to be under performance for the duration of the NASA Protective Services Contract. As the contract will already have been through much of the start-up transition, a planned transition period of 30-days is provided until the contractor shall reach full performance. The following identifies the dates upon which the service shall begin.

Start Date	Section Header	Section Title
December 1, 2008	5.0	Protective Services
	5.4	Export Control
	5.6.1	Responsibilities
	5.6.2	Local and State Education
	5.6.4.4	Export Control Training
June 1, 2009	5.1.4 & 5.1.3.4A	Fire Prevention and Fire Engineering & 9-1-1 Dispatch Services
	5.2	Security Services
	5.3	Emergency Management
	5.5	Unclassified Information Assurance
	5.6.3	Firearms Training, Range Operations and Maintenance
	5.6.4.3	Required Security Education, Briefing and Orientation
August 1, 2011	5.1	Fire Services (except Section 5.1.4 Fire Prevention and Fire Engineering)

At ARC, all contractor personnel shall have, at a minimum, a high school diploma or GED.

5.0.1. All requirements contained within this PWS are considered to be within the day-to-day baseline effort, with the exception of the Unplanned Events paragraph below.

5.0.2. Planned and Unplanned Events

5.0.2.1. Planned Special Events

- A. The contractor shall provide protective services for Planned Special Events, which are considered within the baseline effort. Examples of Planned Special Events include picnics, rodeo events, open-house events, and air shows. The contractor shall be required to provide timely and responsive support for such events. Planned Special Events shall not necessitate modification to or issuance

of an additional Task Order and shall be considered to be within the scope of the priced Task Order.

At ARC; examples of historical special events include air shows, open houses, JASON Project, Sally Ride Festivals, Yuri's Night celebrations. Planning activities for special events shall be considered part of this Task Order.

#### 5.0.2.2. Unplanned Events

- A. The contractor shall provide protective services for Unplanned Events outside of the baseline effort, as directed by the TOM. The contractor shall be required to provide timely and responsive support for such events. Examples of Unplanned Events are visits by domestic and/or senior foreign dignitaries, natural disasters, new programmatic requirements, or significant changes in the level of protection required as the result of increased threat levels. Unplanned Events that do not exceed dollar thresholds established under the Task Order shall not necessitate modification to or issuance of an additional Task Order and shall be considered to be within the scope of the priced Task Order. Unplanned Events that exceed dollar thresholds outlined in the Task Orders shall be subject to adjustment with the amendment of the Task Order, or issuance of a separate Task Order, as provided in paragraph B. below.
- B. Task Order Adjustment Formula (reference Clause B.10) - Protective services required to support events considered outside of the Task Order and exceed dollar thresholds as outlined under the Task Order shall be subject to adjustment based on the following formula. Within an invoice billing period, any single unplanned event which exceeds (\$1,000); or all unplanned events not exceeding (\$10,000) but cumulatively totaling over (\$10,000) will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order. (See each specific Task Order for the dollar amounts.)

### 5.1 Fire Services

#### 5.1.1 NASA Safety Standard for Fire Protection

- 5.1.1.1 The contractor shall provide a professionally managed, comprehensive fire services program that complies with the NASA-STD-8719.11, NASA Safety Standard for Fire Protection, National Fire Protection Association (NFPA) codes and standards, as well as the OSHA, state, and local laws, standards, regulations and requirements as applicable, and NPR 8715.3 NASA General Safety Program Requirements. The Contractor shall report information of fire protection IAW NPSC DRD, Fire Protection Program. (see Attachment A.6 Firefighter Minimum Personnel Qualifications and Attachment A.2 Medical Examination for Emergency Services First Responders).

At ARC the fire services program will address the NASA Ames Research Center (ARC) facilities and property including: Ames Research Center Campus; Ames Research Center/East Side; NASA Research Park (NRP); University Affiliated Research Center (UARC); Moffett Federal Airfield; California Air National Guard (CAANG) Cantonment Area(s); United States Army Reserve Center; Pinnacle Military Housing (Westcoat Village

and Berry Park communities); and Moffett Orion Park facilities. The term NASA Ames Research Center (ARC) will refer to all the above identified facilities and property, unless otherwise specified. These services will be in compliance with associated agreements with NASA Ames tenants and resident agencies.

ARC has a civil servant Fire Marshal, holding the Authority Having Jurisdiction (AHJ) for all fire service related issues for ARC. All fire service activities identified within this Task Order shall be carried out in support of and under the direction of the Fire Marshal or any other person formally designated as the AHJ for fire services.

#### 5.1.2 Scope

5.1.2.1 The contractor shall provide (1) fire operations and firefighting, and (2) fire prevention inspection and fire engineering services at the locations.

- A. NOT REQUIRED AT ARC.
- B. Firefighters must be trained in flight crew rescue and Aircraft Rescue and Firefighting (ARFF) tactics for aerospace vehicles.
- C. The management of the fire services program shall be focused on the provisions of quality-driven, customer-oriented services. Activities include: high angle, confined space, structural, vehicle, and Aircraft Rescue and Fire Fighting (ARFF) and emergency response and standbys; aircraft and facility pre-fire planning; fire inspection, fire permits (Burn/POL); fire prevention education, fire protection engineering; design reviews and risk analysis surveys; fire hydrant flow testing. National Fire Incident Reporting System (NFIRS); and hazardous material emergency response; fire investigations; emergency medical services, and when applicable, a wild-land fire fighting.

At ARC, the Fire Protection Engineering function shall be limited to plan examiner review services as a function of the fire prevention office. These plan examiner reviews shall be performed in conjunction with the ARC construction permit board process. The Fire Prevention function shall include: fire code compliance inspections and reporting; fire hydrant flow testing; building sprinkler system testing; fire investigations; building evacuation drills; public fire education training; issuance of burn/POL permits; and pre-fire planning.

At ARC, the Fire Operations and Firefighting function shall include the operational domains of: structural firefighting and rescue; aircraft rescue and firefighting; emergency medical services; tactical rescue; hazardous materials response; and wild-land firefighting.

#### 5.1.2.2 Mutual And Automatic Aid Programs

- A. The contractor shall actively participate in approved NASA mutual and automatic aid programs with the local city, county, state and federal emergency response agencies.

At ARC, the fire service emergency response resources shall not fall below minimum levels as stated in existing mutual aid agreements without approval by the TOM. This applies to

staffing levels, certification and training levels, apparatus and equipment type and readiness.

#### 5.1.2.3 Standardized Uniforms

- A. The contractor shall use standardized uniforms, turn-out gear, self-contained breathing apparatus (SCBA), and associated equipment when practical. (see Attachment A.6 Firefighter Minimum Personnel Qualifications)

#### 5.1.2.4 Incident Management System

- A. Fire services shall manage all emergency operations IAW the National Incident Management System (NIMS), NFPA 1561, Emergency Services Incident Management System and NFPA 1710, Organization and Deployment of Fire Services. Personnel Accountability on the incident scene shall be a priority consideration by the fire department's Incident Commander and shall be managed in compliance with NFPA 1500, Fire Department Occupational, Safety and Health Program.

#### 5.1.2.5 Fire Prevention Inspection Program

- A. The Fire Prevention Inspection program shall, through scheduled inspections, continually assess the fire-safe posture of the Center or Component Facility based upon NFPA 1, Uniform Fire Code, and applicable NASA guidance as addressed throughout this PWS, and state standards and requirements. This program shall identify hazards and include the authority to immediately correct imminent danger situations to prevent any emergency.

#### 5.1.2.6 Fire Inspection Documentation

- A. All inspections shall be documented, with follow-up and closure activities, to ensure that deficiencies are corrected. The fire prevention unit shall test, inspect, and ensure the maintenance of fire extinguishers at the Center or Component Facility, according to the NFPA inspection frequency requirements. As part of its public fire and safety education programs the fire department shall provide periodic publications, e.g. quarterly, or semi-annually, focused on fire prevention and safety.

At ARC, the contractor shall maintain and retain the following records to include: plan fire prevention inspection reports; fire burn/POL permits; fire investigation reports; fire drill records; and other records/reports as requested by the TOM. (Refer to DRD, Fire Protection Program Plan(s).

#### 5.1.3 Fire Operations and Firefighting

##### 5.1.3.1 Emergency Medical Services Paramedic/Emergency Medical Technician

- A. NONE REQUIRED AT ARC.
- B. NONE REQUIRED AT ARC.

- C. At Centers or Component Facilities where required, the contractor shall provide emergency medical services (paramedic/emergency medical technician) response capability on duty 24 hours a day, 7 days per week. .
- D. NONE REQUIRED AT ARC.
- E. Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) training shall be provided by the contractor.

#### 5.1.3.2 Fire Stations

- A. The contractor fire department shall staff the Fire Stations 24 hours a day, 7 days per week to meet the emergency response mission for the Center or the Component Facility.

ARC will provide the facility (currently Bldg. 580) for the fire station. The facility will be transferred at no cost to the contractor for use in performance of the contract and will remain the property of the government. The facilities maintenance of Bldg. 580 will be provided by the Government. The regular and recurring infrastructure services such as utilities and communications for Bldg. 580 will be provided by the Government. The regular and recurring janitorial services for Bldg. 580 shall be provided by the contractor. The contractor shall maintain clean and orderly facilities at all times during normal and routine operational and climatic conditions.

- B. The fire department shall conduct formalized shift turnover meetings to ensure that all on-duty personnel are informed of activities scheduled for their shift, including special scheduled work details, training requirements, and any special activities.
- C. All emergency responses shall comply with OSHA 1910.134 requirements for required personnel on scene to enter a fire area.
- D. When necessary, emergency responses to facilities located off-site shall be accomplished through local agreement.

#### 5.1.3.3 Fire Equipment and Services

- A. Detailed inspections of all emergency response apparatus and equipment, including personal protective clothing and equipment shall be conducted daily to ensure that all emergency response elements are functional.

At ARC the contractor shall maintain a medical oxygen cylinder cache at the fire station.

At ARC the contractor shall be responsible for the maintenance, repair, and/or replacement of facility tools and furnishings, and the replacement of facility supplies/stock.

At ARC, the contractor shall inspect, maintain, and repair all government-provided fire apparatus/vehicles in compliance with NFPA 1500 and the manufacturer's specifications. The contractor shall maintain all government and/or GSA-provided fire apparatus/vehicles

in a clean and orderly condition at all times during normal and routine operational and climatic conditions. The contractor shall notify the TOM of any government and/or GSA-provided fire apparatus/vehicle placed out of service for mechanical reasons for more than twenty-four (24) hours. Financial responsibility for the motor fuels and lubricants used in the government and/or GSA-provided fire apparatus/vehicles will be borne by the government.

B. Equipment shall be tested as follows:

- i. Fire Pumps shall be tested annually IAW NFPA Standard 1911.
- ii. Aerial Ladders shall be tested annually IAW NFPA Standard 1914.
- iii. Ground Ladders shall be tested annually IAW NFPA Standard 1931.
- iv. Self-Contained Breathing Apparatus, including filling equipment, shall be tested IAW NFPA Standard 1404 and 1989. Each firefighter shall be fitted and issued a personal mask.
- v. All fire hose shall be tested annually per NFPA 1962.
- vi. ARFF foam producing equipment shall be tested IAW NFPA 412 and 414.
- vii. The contractor shall develop a plan and flow test and mark all fire hydrants located on the Center or the Component Facility per NFPA 291.

At ARC, the contractor shall calibrate all atmospheric monitoring equipment, including any monitoring equipment provided by the government, in a manner in compliance with manufacturer's specifications.

At ARC the contractor shall maintain and repair all fire protection service portable power equipment/tools, including the portable power equipment/tools in either "reserve" or "spare" status. Maintenance and repair services shall be conducted in compliance with manufacturer's specifications. The term "power" refers to electric, hydrocarbon fuel, pneumatic, or hydraulically powered equipment/tools.

The contractor shall maintain and repair all manually operated fire protection service equipment/tools, including those manually operated equipment/tools in either "reserve" or "spare" status. Maintenance and repair services shall be conducted in compliance with manufacturer's specifications.

The contractor shall maintain tool/equipment complements of all fire apparatus/vehicles in compliance with NFPA 1901, Fire/Rescue Branch of the California State Office of Emergency Services, Santa Clara County Local Fire Service and Rescue Mutual Aid Plan.

5.1.3.4 Response and Standbys

- A. All emergency responses and daily communications shall be managed through a Communications Control Center (CCC), also known as a 911 Dispatch Center.

At ARC, the CCC function shall begin on Jun 1, 2009.

- B. The fire department's Incident Commander on scene shall manage all fire/hazmat emergency operations; all communications shall be through the Dispatch Center

- C. All emergency responses and standbys shall be within the parameters established by NASA. Time and distance response criteria shall be measured at each Center or Component Facility. The Government will provide these requirements in the TO.
- D. The fire department shall, through its shift staffing, provide a rapid intervention crew to provide emergency back-up during interior fire ground operations when they exceed initial response guidelines.
- E. All fire incidents shall be reported to the National Fire Incident Reporting System, (NFIRS) IAW NASA Standard 8719.11.

At ARC turn out and response times shall be recorded for each incident and these records shall be maintained, IAW paragraph 4.14.2 above, for periodic evaluation by the TOM.

At ARC time objectives for non-ARFF responses shall be in accordance with the following:

Turnout and response times for the Ames Research Center Campus, Moffett Federal Airfield, United States Army Reserve Center, Pinnacle Military Housing (Westcoat Village, Berry Park and Shenandoah Square communities) and Moffett Orion Park facilities shall be in accordance with the following two sub-paragraphs:

Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and Ames Procedural Requirement (APR) 1600.5, where applicable, the contractor shall ensure that the turnout time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents shall be compliant with Chapter 4.1.2.1(1) of NFPA 1710.

Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and APR 1600.5, where applicable, the contractor shall ensure that the response time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services and tactical rescue services incidents shall be compliant with Chapter 4.1.2.1(2), Chapter 4.1.2.1(3) and Chapter 4.1.2.2 of NFPA 1710.

Turnout and response times for Ames Research Center/East Side and California Air National Guard Cantonment Area shall be in accordance with the following three sub-paragraphs:

Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and Ames Procedural Requirement (APR) 1600.5, where applicable, the contractor shall ensure that the turnout time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents shall be compliant with Chapter 4.1.2.1(1) of NFPA 1710.

Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and APR 1600.5, where applicable, the contractor shall ensure that the response time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services and tactical rescue



services incidents shall be compliant with Chapter 4.1.2.1(2), Chapter 4.1.2.1(3) and Chapter 4.1.2.2 of NFPA 1710.

Turnout and response times for Ames Research Center/East Side and California Air National Guard Cantonment Area shall be in accordance with the following three subparagraphs

At ARC under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and Ames Procedural Requirement (APR) 1600.5, where applicable, the contractor shall ensure that the turnout time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents shall be compliant with Chapter 4.1.2.1(1) of NFPA 1710

At ARC with the exception of the provisions of the next paragraph below, under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and APR 1600.5, where applicable, the contractor shall ensure that the response time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services and tactical rescue services shall be compliant with Chapter 4.1.2.1(2), Chapter 4.1.2.1(3) and Chapter 4.1.2.2 of NFPA 1710.

At ARC for facilities whose accessibility is impacted by aircraft movement, security fencing and/or a response routing via either South Macon/Macon Road, Zook Road, and/or North Perimeter Road, the contractor shall ensure that the following response times for the fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents are met under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and APR 1600.5, where applicable, at not less than 90 percent of all applicable incidents:

Seven (7) minutes or less response time for the first-arriving engine or truck company at a fire suppression incident;

Eleven (11) minutes or less for the arrival of a full first-alarm assignment at a fire suppression incident; and

Seven (7) minutes or less response time for the first-arriving Basic Life Support or higher level capability unit at an emergency medical incident.

At ARC, time objectives for ARFF responses to the Moffett Federal Airfield shall be in accordance with the following:

Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and APR 1600.5, where applicable, the contractor shall ensure that the response time of aircraft rescue and firefighting vehicles shall be compliant with Chapter 9.1.3 of NFPA 403 and Chapter 9.1.4 of NFPA 403.

#### 5.1.3.5 Aircraft Rescue and Firefighting (ARFF)

- A. The fire department shall meet all customer requirements for flight crew rescue and response for take-off/launch and landings.
- B. The fire department shall provide an ARFF capability per NFPA 402 and 403 for aircraft based at their respective locations or those aircraft that frequently land at their location.

At ARC, the contractor shall provide ARFF services required for an NFPA 403 Category 6 airport; a Category 6 aircraft type currently being the largest aircraft either regularly assigned to or regularly scheduled into the airport. These ARFF services will include both in-flight and ground emergencies. With the exception of the following two sub-paragraphs, below, when a larger-than-Category 6 aircraft occasionally uses ARC, the contractor shall provide those ARFF services required for an NFPA Category 6 airport.

When Air Force One occasionally uses Moffett Federal Airfield, the contractor shall staff and operate all available ARFF resources on-Center.

During any air show at ARC, the contractor shall staff and operate all available ARFF resources on-Center.

As required by an emergency event at ARC, the contractor shall reallocate emergency response resources from the ARFF mission to a non-ARFF mission. If/when on-Center resources are reduced below the minimum number and type of resources required for an NFPA 403 Category 6 airport, the contractor shall immediately implement those notifications specified in ARFF Non-Availability Notifications, below.

At ARC, ARFF Non-Availability Notifications: If/when the contractor reduces on-Center ARFF resources below the minimum number and types of resources required for an NFPA 403 Category 6 airport due to either an ARFF or non-ARFF emergency, the contractor shall immediately notify the ARC Air Traffic Control Tower, the ARC Aviation Management Office, and the ARC Fire Marshal that they are unable to maintain the required level of ARFF services.

If the aircraft type either regularly assigned to or regularly scheduled into ARC changes, the contractor shall coordinate a service assessment process with the government to review NFPA 403 and determine the appropriate ARFF services required for the new aircraft type. This service assessment process may result in an adjustment to the airport's current NFPA 403 category and subsequently change the minimum number and type of ARFF resources required on-Center. The Government will coordinate any necessary Task Order modification process with the contractor associated with either an increase or decrease in the required level of ARFF services.

#### 5.1.3.6 Tactical Rescue

- A. The contractor shall provide tactical rescue at situations that present more complex and dangerous circumstances than what are routinely encountered. These types of incidents require a higher degree of training and specialized equipment to conduct safe operations.

- B. Several types of emergency incidents require this level of response, including confined space rescue, trench and excavation collapse, high and low angle rope rescues from buildings and rough terrain, water rescues, structural collapses, and non-typical/unique accidents as a result of natural disasters.

At ARC the contractor shall provide training, certification and special equipment that is not provided in the TO by the Government. Where available, the training curriculum and instruction shall be compliant with California Fire Service Training and Education System requirements.

#### 5.1.3.7 Protective Clothing

- A. All emergency service protective clothing (such as turn-out gear, ARFF suits, HAZMAT suits, wild land firefighting ensemble and uniforms) shall meet all current NFPA 1971, NFPA 1977, and OSHA requirements.
- B. The Contractor shall adhere to the established NFPA and OSHA procedures which define the inspection process and frequency of inspections for protective clothing.
- C. Records shall be maintained on protective clothing items.

#### 5.1.3.8 Fire Department Training

At ARC, within one (1) year of the date of hire, the firefighter shall have successfully completed the California State Fire Marshal Rescue Systems 1 training curriculum.

At ARC, within one (1) year of the date of hire, the fire officer shall have successfully completed the California State Fire Marshal Rescue System 1 training curriculum.

At ARC, within two (2) years of the date of hire/promotion, the fire officer shall be qualified Fire Inspector II and have completed the curriculum of California (CFSTES) Fire Investigation 1A and 1B, or equivalent.

At ARC, the Fire Department Training Officer(s) shall meet the qualifications of the Fire Officer and/or Senior Fire Officer, depending upon how the contractor utilizes the Fire Department Training Officer against NFPA response resource requirements.

At ARC, all Senior Fire Officers shall meet the requirements of a Fire Officer. The Senior Fire Officer shall possess and maintain a valid American Heart Associate CPR/AED provider certification, or equivalent and basic-level Medic First Aid provider certification, or equivalent, in lieu of the EMT-D level of certification. The Senior Fire Officer is not required to have a Driver/Operator I certification (Refer to DRD, Fire Services Proficiency Training Plan).

- A. The fire department shall provide a fire service training program that meets agency standards and complies with OSHA and NFPA Standards. The Contractor shall report information on fire services training IAW NPSC DRD, Fire Services Proficiency Training.

- B. All fire department members with an emergency response mission shall be required to meet annual training requirements consisting of: SCBA training, live fire training, driver training, HAZMAT training, aircraft rescue and fire fighting (where required), safety training, and fire prevention training.
- C. The contractor shall conduct live fire training, both structural and Aircraft Rescue and Firefighting training.
- D. NONE REQUIRED AT ARC.
- E. All personnel assigned to the fire prevention unit shall receive training and course education on the requirements of their job (such as fire prevention inspections, testing of fire alarm systems, testing and maintenance of sprinkler systems, and fire extinguisher inspections).
- F. The fire department training program shall also perform time/distance drills to ensure that all customer-established response times are maintained.
- G. NONE REQUIRED AT ARC

At ARC, live structural fire training shall include both day and night burns and will be coordinated with required regulatory agencies to include, but not limited to, the Bay Area Air Quality Management District.

At ARC, the contractor shall ensure that all newly-hired firefighters and all newly-hired/promoted fire officers and chief officers complete a two-week orientation and training program prior to being assigned to a fire protection services position performing fire suppression services, ARFF services, emergency medical services, rapid intervention crew, hazardous materials response services, and/or tactical rescue services. During the two-week orientation and training program, affected fire protection services personnel will not be considered as part of the minimum staffing/operating levels as required by NASA and NFPA standards.

At ARC, the contractor shall ensure that all fire protection services personnel assigned as a fire-rescue mutual aid resource are in compliance with all applicable technical certifications and qualifications of the California Incident Command Certification System (CICCS), the Office of the State Fire Marshal and its associated CFSTED and FSTEP training and education activity, the Fire/Rescue Branch of the State Office of Emergency Services, and the Santa Clara County Local Fire Service and Rescue Mutual Aid Plan.

At ARC, the contractor shall ensure that required annual ARFF refresher training is conducted for all fire protection personnel with flammable liquid-fueled live fires as opposed to flammable gas-fueled live fires at least once every three-year period.

At ARC, the contractor shall conduct monthly aircraft familiarization activity for all employees of the type of aircraft regularly assigned to, regularly scheduled into, and/or transiently operating through ARC.

At ARC, the contractor shall ensure the active involvement and participation of fire protection services resources in all ARC multi-discipline emergency response readiness exercises.

At ARC, under normal and routine operational and climatic conditions, the contractor shall have the authority to commit a maximum of one (1) on-duty fire apparatus/vehicle and four (4) on-duty fire protection services personnel to off-Center fire service training and educational classes, drills, and/or exercises within the Santa Clara Operational Area. The contractor's Fire Chief and his/her assigned vehicle will not be counted against the maximum off-Center resource deployment described in the previous sentence of this paragraph. The contractor's off-Center commitment of fire/rescue resources for training and education purposes in excess of those numbers identified above will not be authorized without the approval of the Government. For a deployment period of twenty-four (24) hours or less, the contractor shall not be required to back fill for those fire-rescue resources deployed off-Center for training and education purposes.

#### 5.1.3.9 Hazardous Material Emergency Response Support

- A. The contractor shall respond to and mitigate all hazardous material spills or releases.
- B. The contractor shall develop and institute a program to ensure competency of Hazardous Materials Technicians IAW in NFPA 471 and 472, OSHA 29 CFR 1910.120, and the State Emergency Response Commissions, Public Sector Hazardous Materials Training Guidelines.
- C. The contractor shall ensure a sufficient number of certified team members are on duty and fully mission capable on a yearly basis 24 hours a day.

At ARC, as required by an emergency event at ARC, the contractor shall reallocate emergency response resources from the ARFF mission to a non-ARFF mission. If/when on-Center resources are reduced below the minimum number and type of resources required for an NFPA 403 Category 6 airport, the contractor shall immediately implement those notifications specified in paragraph Airfield Rescue and Firefighting, sub-paragraph "ARFF Non-Availability Notifications", above.

At ARC, hazardous materials and hazardous waste disposal is the responsibility of the ARC Environmental Division. The contractor shall not be required to dispose of hazardous materials and hazardous waste.

#### 5.1.3.10 Immediately Dangerous to Life or Health Rescue Program

- A. The Contractor shall establish and implement an Immediately Dangerous to Life or Health (IDLH) Rescue Program IAW 29 CFR. This does not include confined space rescue IAW CFR 1910.146 and Section 5.1.2

#### 5.1.4 Fire Prevention Inspections And Fire Engineering

- 5.1.4.1 The contractor shall develop and maintain a Fire Prevention Inspection and Fire Engineering program that complies with NASA-STD-8719.11, NASA Safety Standard for Fire Protection and the NFPA.
- 5.1.4.2 The contractor shall participate in facility or operational walk downs as required by the mission and documented in written procedures.
- 5.1.4.3 The contractor shall identify all reportable fire discrepancies and track these until closure.
- 5.1.4.4 Fire Prevention Inspection and Fire Engineering Program |
  - A. Inspections
    - i. The contractor shall perform onsite inspections of all facilities at least annually.
    - ii. These inspections shall identify fire hazards and discrepancies as prescribe by the NASA-STD-8719.11; a written report shall be recorded to comply with this standard.
    - iii. Fire hazards and discrepancies shall be tracked until closure. More frequent walkthroughs, site visits, assessments or inspections may be required where unique hazards, processes, or operations exist

At ARC, the annual inspections shall look for discrepancies in accordance with the California Fire Code, the California Building Code and the NFPA National Fire Codes.

At ARC, the contractor shall support requests from the ARC Fire Marshal in performing fire hydrant and building fire sprinkler system inspections and testing per year.

- B. Investigations
  - i. The contractor is responsible for investigating all fires at each Centers or their Component Facility per NFPA 921.
  - ii. Persons assigned the responsibility of determining origin and cause shall be trained to NFPA 1033 with annual refresher training provided by independent parties or certified instructors.

At ARC, the responsibility and authority for fire investigations is the ARC Fire Marshal. The contractor shall support the ARC Fire Marshal in fire investigations.

- C. Permits
  - i. The contractor shall prioritize and issue burn permits for scheduled, as well as short-notice, welding and burning operations in all areas of the Centers or Component Facility, except when other contractors may be responsible for issuing permits.

- ii. Burn permits shall be issued at the work site.

At ARC, the contractor shall receive, assess and process burn permits for recreational fires, barbecues (other than in military housing areas), and hot work permits for maintenance and repair involving brazing, welding and torch cutting. The contractor shall coordinate concurrence on burn permits with the Safety and Environmental Divisions.

D. Fire Extinguishers NONE REQUIRED AT ARC

E. Fire Prevention Education

- i. The contractor shall conduct annual fire evacuation drills and train the Centers or Component Facility populace in maintaining good fire safety habits, recognizing and eliminating fire hazards, and reporting fire and/or emergency situations.
- ii. Fire evacuation drills shall be documented by the contractor.

At ARC, the contractor shall develop a schedule for fire evacuation drills such that every ARC facility is exercised annually. The contractor shall also train the Center populace that as part of the evacuation procedures, supervisors, or other pre-designated individuals, shall be responsible for providing an accounting report regarding all their sub-ordinate building occupants to the responding fire service personnel (Refer to DRD, Fires Services Proficiency Training Plan).

F. Pre-fire Planning

- i. The contractor shall conduct pre-fire planning on occupied (10 or more occupants) or high value structures, aircraft, and unique vehicles IAW NFPA 1620.
- ii. Pre-fire planning reports shall be updated annually and retained on first response and command vehicles. (Refer to DRD, Fire Protection Program Plan).

G. Fire Protection Engineering

- i. The contractor shall develop and implement a Fire Protection Engineering Program.
- ii. The contractor shall provide Facility Fire Risk Analyses and Fire Protection Engineering Surveys. In addition, the contractor shall witness all final acceptances of fire protection systems to ensure compliance with all applicable codes and standards.
- iii. The contractor shall interpret technical fire safety requirements for all types of mechanical systems including heating, air conditioning, ventilation, lighting and electrical systems.
- iv. The contractor shall perform review and support functions for design reviews on all new projects, modifications, and refurbishments, including designs performed

by other contractors. At a minimum, the initial and final stages of projects and modifications shall be reviewed.

At ARC, the contractor shall interface with the ARC System Safety and Mission Assurance Division, Occupational Safety, Health and Medical Services, Environmental Services, Plant Engineering Branch and Facilities Engineering and Real Property Management Division on overlapping fire/life safety issues and work with their professional staff in appropriately interpreting and applying fire protection criteria and standards for new construction projects and projects involving renovations of or modification to existing facilities. The contractor shall provide requested technical assistance to the Ames Fire Marshal to perform plans examiner review services to ensure that submitted development and construction plans are in compliance with applicable chapters of NASA-STD-8719.11. The contractor shall provide requested technical assistance to the Ames Fire Marshal to perform new construction inspection services to ensure that new construction projects are in compliance with both approved plans and applicable chapters of NASA-STD-8719.11.

## **5.2 Security Services**

At ARC, the contractor's Manager at ARC shall have a TOP SECRET security clearance. The senior contractor's staff member in the Infrastructure Security Section shall also have a TOP SECRET security clearance. All contractor personnel with access to sensitive personal information, law enforcement information, IT security information, and classified national security information will have SECRET security clearances. The following personnel require SECRET security clearances: Security Officers, Security Police Officers, Personnel Security Specialists, and Infrastructure Security Specialists, Emergency Operations Center staff, Protective Services Communications Center Dispatchers, and Locksmith.

### **5.2.1 Physical Security**

#### **5.2.1.1 Resource Protection**

- A. The contractor shall provide comprehensive and integrated systems that utilize both personnel and equipment to safeguard personnel, physical assets, and information.
- B. NONE REQUIRED AT ARC.
- C. The contractor shall evaluate and report on installation protection needs and requirements based on the current threat.

#### **5.2.1.2 Inspections, Audit, Assessments**

- A. The contractor shall conduct physical security inspections audits and assessments of installations, buildings, or areas for the purpose of identifying security weaknesses and vulnerabilities, and recommending countermeasures

#### **5.2.1.3 Physical Security Support**



- A. The contractor shall execute and sustain a comprehensive physical security protection program utilizing physical measures designed to safeguard people, prevent unauthorized access to equipment, facilities, material, and documents, and to safeguard them against damage and loss.
- B. The contractor shall conduct security studies, recommend security solutions, write reports, conduct briefings, review and analyze proposed construction and renovation projects, respond to user inquiries, evaluate statistical data, execute additional or enhanced physical security measures during periods of increased threat.
- C. The contractor shall provide priority attention and added protection to NASA Mission Essential Infrastructure assets and conduct MEI assessments as required by NPR 1600.1. The contractor shall adhere to policy as set forth in NPR 1620.2. NPR 1620.3 and NPR 1600.1.

At ARC, Physical Security is the same as Infrastructure Security.

#### 5.2.1.4 Access Control Program

- A. The contractor shall manage and operate the physical, mechanical and electronic/IT systems used to control access to installations, areas, and facilities. This includes walls, fences, gates, doors, electronic and mechanical locks, turnstiles, and bollard.

At ARC, the contractor shall manage, operate and maintain the physical, mechanical and electronic systems used to control access to installations, areas and facilities. The contractor shall maintain and control the numeric combinations used to access designated cipher types of access control locks under the control of the Protective Services Office.

At ARC, the contractor shall maintain records of the numeric combinations and who has been approved for and received these combinations.

At ARC, the contractor shall also manage, operate and maintain the Information Technology (IT) systems associated with the control and monitoring of the access control systems. This shall include the updating, as necessary, of access control databases used to determine what access control badges assigned to individuals provide access to the various electronic access control devices around the ARC. This updating shall require continuous updating throughout the daily period as new employees are hired on Center or as changes to access privileges occur for various individuals on Center. This shall also include developing and maintaining the IT Security Plan appropriate for the risk designation of the IT systems associated with access control. The contractor shall maintain the IT systems, including the necessary IT security controls, in order to keep the system operating and in a manner consistent with approved IT Security Plan(s). (Refer to DRD, Information Technology (IT) Security Plan).

#### 5.2.1.5 Uniformed Operations

- A. The contractor shall provide armed security officers and armed uniformed security police officers to perform tasks such as respond to emergencies, enforce NASA regulations, conduct personnel, vehicular, building and facility checks and inspections, access control, package and parcel inspection, crowd control, parking and traffic control, patrol public areas, roadways and marine waterways, staff gates, establish roadblocks, observe and report fires, water leaks, environmental threats, and other hazards, lock and unlock buildings and rooms, conduct flag protocols, safeguard NASA aircraft and other sensitive/available assets, provide motorist assistance, and escort persons and equipment. The Contractors security and law enforcement activities shall be reported IAW the requirements of 4.14 above and NPSC DRD, Report of Incident/Investigation (ROI). (See Attachment A.3 Physical Fitness Requirements, Attachment A.4 Security Officer/Police Qualifications, Attachment A.5 Officer Uniform and Equipment Requirements, Attachment A.7 Psychological and Emotional Requirements, and A.8 Drug Testing and Drug and Alcohol-Free Workforce Requirements).

At ARC, the contractor shall provide access control and security, twenty-four (24) hours per day, seven (7) days per week at the Arnold Street Gate;

At ARC, the contractor shall provide access control and security, twenty-four (24) hours per day, seven (7) days per week at the South Macon Road Gate;

At ARC, the contractor shall provide access control and security, Monday through Friday, 0600 hours through 1800 hours at the Mark Avenue Gate, the Ellis Street Gate, and the Wright Avenue Gate (Gate 17); except Federal holidays;

At ARC, the contractor shall provide access control and security, twenty-four (24) hours per day, seven (7) days per week. The contractor shall also provide access control and security for an additional traffic lane, from 0600 hours through 1800 hours Monday through Friday, except Federal holidays, at the Moffett Boulevard gate (Main Gate);

At ARC, the contractor shall provide minimum staffing of two roving patrols, as indicated, to perform mobile patrols, building checks, room admits, etc. The contractor shall provide roving patrols, twenty-four (24) hours per day, seven (7) days per week. Minimum roving patrol staffing levels apply from 0600 hours through 2200 hours Monday through Friday, except Federal holidays.

At ARC, the contractor will establish Vehicle Inspection Teams. The contractor shall provide vehicle inspection points (Main, Ellis and Wright gates) as indicated, one inspection team, per inspection point, performing vehicle inspections, Monday through Friday, 0615 hours through 1745 hours, except Federal holidays. During lower threat conditions, the TOM may direct inspection teams to attend training while on duty.

At ARC, vehicles owned or leased by the contractor shall be inspected, maintained and in good repair at all times during the performance of duty. Faulty vehicles shall not be used for patrol duty. Vehicle emergency equipment and other ancillary equipment such as in-car video systems, and radar detection devices will be operational at all times while the vehicle is in use on patrol duty.

#### 5.2.1.6 Explosive/Chemical/Biological Hazmat Recognition

- A. The contractor shall employ methods to detect the presence of explosives, chemicals, biological agents, or radiological threats to personnel and assets.

At ARC, the contractor shall utilize explosive vapor detection devices capable of detecting PETN, dynamite, nitroglycerin, and SEMTEX during vehicle inspections. These devices shall be portable such that they can be utilized to detect threats that may be suspected at any location throughout the facility. The contractor's security force shall identify the presence of a hazard to prevent themselves and others from being harmed. The response to mitigate or eliminate a hazard identified will either be addressed by the ARC Fire Department hazardous materials response capability or through outside agency assistance per separate agreement(s).

At ARC, in order to perform threat identification, all Security Police Officers shall be trained by the contractor in hazardous materials to the First Responder – Operations level. This training and certification shall be maintained through required recertification training to be conducted at least once per year.

#### 5.2.1.7 Executive Protection

- A. The contractor shall provide executive protection for important government officials, distinguished visitors, and others designated by the TOM.

At ARC, the primary responsibility for executive and VIP protection resides with the civil servant Special Agents. At the direction of the TOM the contractor shall work with ARC Special Agents to develop any necessary plans and to provide any staffing required of the contractor for a particular event.

#### 5.2.1.8 Electronic Security Systems

- A. The contractor shall install and maintain electronic security systems (ESS) such as to intrusion alarms, closed circuit television, access control, electronic locking devices, bollards and other security barriers, audio alarms, and mobile patrol closed circuit television.
- B. The contractor shall maintain the capability to expand existing electronic security systems as new requirements develop. Electronic security systems that are IT based shall adhere to the IT Security policies set forth in 2810.1.

At ARC, the contractor shall assist in the infrastructure design, development, review and coordination of planned design, acquisition, installation, monitoring and maintenance of all electronic security systems. The contractor shall develop and operate a monitoring and alerting system that notifies and initiates appropriate responses, emergency or otherwise, based on the activation, attempted breach or actual breach of the electronic security systems.

At ARC, the contractor shall administer, in compliance with all NPR 2810.1, IT Security standards and processes, all IT systems within the Protective Services Office, whether operated by contractors or civil servants, which are not otherwise administered through

other organizations or contracts (e.g., ODIN). These IT Systems shall include systems utilized by other contractors that may be simultaneously under contract to the Protective Services Office. These IT systems include desktop computers, laptops, servers, workstations and patrol vehicle recording devices, including backup servers, web servers and other unique hardware and software. Activities include the administration, development, and maintenance of IT Security Plans for all Protective Services, Office IT systems that address the appropriate risk ratings of the IT systems per the requirements of NPR 2810.1. This shall include certification and accreditation of the IT system and the certification of all contractor personnel who perform the duties of IT system administration. The installation, repair and maintenance of hardware and software as not to interfere with or supersede the Center's primary computer contractor's area of responsibility; (Refer to DRD, Information Technology (IT) Security Plan and DRD, Information Technology (IT) Systems Security Plan).

At ARC, installation of hardware and software upgrades to approximately 120 government owned computers and 8 servers.

At ARC, provide the Protective Services Office civil service and contractor staff with technical support to resolve hardware and software problems to approximately 120 government owned computers and 8 servers.

At ARC, provide backup and restore services to approximately 120 government owned computers and 8 servers.

#### 5.2.1.9 Locksmith

- A. The contractor shall provide a full range of locksmith services including lock and key management, data control, installation and repair of locks and locking devices both mechanical and electronic, performing emergency openings, setting and changing combinations, fabricating and issuing keys, issuing and controlling padlocks, and maintaining work order information.

At ARC, the contractor shall plan, establish and maintain a Master Key system program for all assigned facilities.

At ARC, locksmith services shall be provided eight (8) hours per day, Monday through Friday, excluding Federal holidays. Walk-up customer service such that keys can be issued and returned shall be at set times not to be less than two hours per day, Monday through Friday. The contractor shall work with the TOM to determine the time periods most appropriate for walk-in customer service.

#### 5.2.1.10 ID Management

- A. The contractor shall manage and operate systems used to identify and badge employees, contractors, and visitors at designated NASA facilities. The contractor shall utilize the NASA Common Badging and Access Control System (CBACS) to issue and record the issuance of badges, and other facility access credentials.

- B. The contractor shall adhere to the requirements of Homeland Security Presidential Directive 12 (HSPD-12), and applicable NASA regulations as delineated in section 4.16 above. The contractor shall manage the ID management databases which contain personally identifiable information (PII).
- C. The contractor shall recover ID credentials from personnel upon termination of employment or as directed.
- D. Blank PIV-II card stock will be provided by the Government as GFP. Ancillary badge material such as non PIV-II card stock, pouches, lanyards and clips shall be provided by the contractor and in compliance with FIPS 201

At ARC, the contractor shall provide all consumables and badging materials required to create and issue badges and visitor passes. The Government will provide the badging and fingerprinting hardware and software systems.

At ARC, the ID Management operation shall provide customer service hours between 0600 hours through 1800 hours, Monday through Friday, excluding Federal holidays. As the functions of visitor processing and employee badging are similar but separate. The employee badging function shall be operated, at a minimum, between the hours of 1000 and 1600.

At ARC, the contractor shall design and issue Center-specific badges that provide for different access privileges to different locations within the ARC installation. This is required based on the ARC capability of entering into Enhanced Use Lease (EUL) agreements with non-NASA organizations for use of NASA-owned facilities. EUL tenants have access privileges that differ from other personnel associated with NASA and as such, require Center-specific badge designs to so designate these access privileges.

At ARC, the contractor shall create and maintain a "Badge Book" to describe the access privileges of each type of badge either created and issued by the ID Management operation or recognized by but issued from another organization (e.g., military ID cards). The contractor shall work with the TOM to determine how many copies of the "Badge Book" must be provided and maintained and to whom these "Badge Books" will be issued.

At ARC, the contractor shall also input all new employee information into the Integrated Security Information System (ISIS).

#### 5.2.1.11 Emergency Response Team NONE REQUIRED AT ARC

#### 5.2.1.12 Dispatchers – Protective Services Communications Center

- A. The Contractor shall provide personnel to operate emergency dispatch Centers containing emergency and administrative telephones, point-to-point telephones, access control systems, fire and security alarm systems, Closed Circuit Television (CCTV) systems, 2-way radio base stations with multi-net/bridging capabilities, emergency warning systems, and CCTV recording and voice recording systems. Additionally a dispatcher may be required to monitor an air

space surveillance radar system to identify and report on suspected incursions into NASA restricted air space.

- B. The Contractor shall track and record all calls for service i.e. fire, law enforcement or service calls in the ARC Daily Blotter database. (Refer to DRD, Reports of Incident/Investigation (RO).
- C. The Contractor shall maintain and update existing written Standard Operating Procedures (SOPs) for equipment operation as well as response to routine and emergency events. (Refer to DRD, Standard Operating Procedures).
- D. The Dispatchers shall operate the 911 emergency telephones, the Telephone Device for the Deaf (TDD), and maintain the ability to document a continuous chronological listing of events during response activities by entering all information on the ARC Daily Blotter database. (Refer to DRD, Standard Operating Procedure (SOP).
- E. The Dispatchers shall meet the requirements of NFPA Standard 1061, Professional Qualifications for Public Safety Tele-communicator. Additionally, NFPA Standard 1221, Standard for the Installation, Maintenance, and Use of Emergency Services Communications shall be the guide for receiving, dispatching, and recording emergency communication.

At ARC, the contractor shall provide an additional emergency dispatcher to the ARC Emergency Operations Center (EOC) during EOC activations, when requested by the EOC Director. While the duties in the EOC of the emergency dispatcher may vary based on immediate need, the primary purpose is to monitor and document for EOC display the current and overall situation, resource utilization and resources required. This EOC emergency dispatch support shall be available, upon request, 24 hours per day, 365 day per year.

#### 5.2.2 Personnel Security

At ARC, the contractor shall staff a Personnel Security Office from 0700 hours through 1600 hours Monday through Friday, excluding Federal holidays. These staff will have daily contact with members of the ARC community as part of their duties.

##### 5.2.2.1 Security Records Management Systems

- A. The contractor shall maintain and operate the following systems of records:
  - i. Pre-employment screenings, excluding civil servants

At ARC, the contractor shall maintain an Official Personnel Security File for each of their employees working under this Task Order. All Personnel Security related information associated with each employee will be maintained within the file. Information within this file shall be made available to NASA civil servant Protective Services Office personnel, for the performance of the civil servants' official duties, within the limits of availability associated with applicable laws and regulations.

At ARC, the contractor shall identify the Position Risk Sensitivity (PRS) designation for each of the contractor's employees working under this Task Order. The PRS designation shall be used to determine the level and type of background investigation to be performed on each contractor employee.

ii. Internal access control records

At ARC, the contractor shall be operating and maintaining the access control systems, electronic and mechanical, and through badges viewed by Security Officers at fixed posts as identified in Sections 5.2.1.4 Access Control Program, 5.2.1.9 Locksmith and 5.2.1.10 ID Management. The following records shall be maintained under the Security Records Management system:

Key issuance and return records

Common Badge Access Control System (CBACS) access control records and proximity cards issued log

Safe combinations

"Badge Book"

Foreign National Visit/Assignee Files, monthly and quarterly reports

Badge Request Forms (ARC 107)

Employee Checkout Records

Employee Badge Envelope (ARC 113)

Picture Badge Issued log, including Center-specific badges

Visit Requests (ARC 127)

Foreign National Security/Technology Transfer Plans and Status Log

Foreign National Security/Technology Transfer Plans (as completed)

Foreign National Security/Technology Transfer Plan synopsis spreadsheet/database

Foreign National Status of Pending Visit Request Log

iii. National Security clearance records

The following records will be maintained regarding National Security clearances:

Request for Access to Classified National Security Information (NF 1630)

Classified Information Non-Disclosure Agreements (SF 312)

Cleared Personnel Roster

Visitor Clearance Log

Adjudication Log

Outgoing Requests for Visit Authorization (ARC 63)

In-coming Classified Visit Authorization Letters

Contract Security Classification Specifications (DD254) for all NASA Ames Research Center contracts requiring contract access to classified information

- iv. 5 CFR 741 (re: Suitability Position Risk Designations) and HSPD 12 related records

The following records will be maintained regarding Title 5 and HSPD 12:

Official Personnel Security File (OPSF) for all persons employed at the Center

Personnel Security Investigations (SF85, SF85P, SF86, and NF531)

Authorization for Release of Credit Reports (NF 1684)

Public Trust Investigations

Child Care Worker Investigations

Adjudication Log

- v. Other records as required by specific TO.

At ARC, the following other records and reports will be created and maintained per the instruction in paragraph 4.14 above:

Police Reports

Reports of Investigation

Police Contact Reports

Special Events Calendar

Daily Blotter

Property Return Letter Status

Integrated Security Information System (ISIS) database

5.2.2.2 International Visits Coordinator (IVC)



- A. The contractor shall process foreign national, foreign representatives, dignitaries and guests according to current NASA NPR 1371.2 and NPR 1600.1.
- B. The contractor shall fabricate and issue temporary passes, picture badges/credentials, area permits and temporary area authorizations as well as necessary technology control plans. (Refer to DRD, Self-assessment and Metrics Report)

At ARC, the IVC personnel shall enter data into the NASA Foreign National Management System (NFMMS). For visitors from or representing designated countries, the IVC shall coordinate with NASA headquarters for visit approvals.

At ARC, the IVC contractor personnel shall develop, in conjunction with the foreign national visit sponsor, Foreign National Security/Technology Transfer Control Plans. The IVC shall ensure that the foreign national sponsor has signed the plan and has been briefed on the procedures and limitations associated with the plan.

At ARC, the contractor shall staff the IVC Office from 0700 hours through 1600 hours, Monday through Friday, excluding Federal holidays. It should be noted that it is the goal of the IVC Office to provide a customer-service oriented capability.

5.2.2.3 Personnel Security Systems Administration - The contractor shall continuously update the ARC Integrated Security Information System (ISIS) database containing background investigation and security clearance information.

5.2.2.4 Electronic Questionnaires for Investigations Processing (E-QIP)

- A. The contractor shall initiate background investigations utilizing E-QIP.

At ARC, the contractor shall staff their Personnel Security Office with sufficient trained personnel to enable the staff to assist personnel with filling out their E-QIP forms.

5.2.2.5 Adjudications

- A. The contractor shall support government adjudicators in making contractor suitability for access determinations.

At ARC, the contractor shall perform a preliminary review of adjudication information prior to referral to the Civil Servant Personnel Security Manager. The contractor shall conduct follow-up investigation regarding derogatory information which was developed during the background investigation.

5.2.2.6 CNSI/Suitability Investigations

- A. The contractor shall assist and support Centers or Component Facility HR personnel in the identification of the type of personnel investigation required for each position, including updating or upgrading clearance requirements. The type of investigation to be conducted is a product of the risk level designation of a position.

## 5.2.2.7 Inquiries

- A. The contractor shall conduct interviews with personnel during the processing of security background investigations to resolve any issues.

## 5.2.2.8 Records Checks

- A. The contractor shall conduct law enforcement records checks to collect criminal and security information.

## 5.2.2.9 Risk Determinations

- A. The contractor shall provide support to process appropriate Security Investigation as determined by level of risk determination.

## 5.2.2.10 Fingerprinting

- A. The contractor shall process electronic fingerprints and associated data inputs for Centers or Component Facility access and Security Background Investigations and support potential biometric solutions.

## 5.2.2.11 Public Key Infrastructure (PKI) Certificate Issuance

- A. The contractor shall assist applicants in submitting the Certificate application to the designated Registration Authority (RA).

At ARC, the contractor shall perform the functions of PKI registration authority administrators in the maintenance and operation of the PKI Registration Authority (RA) program and shall assist the Center Chief Information Officer (CIO) by safeguarding information systems. These include the processing and maintenance of Digital Certificate Application, logging and archiving of PKI actions, verification of requester/user (i.e. identification and affiliation, certificate issuance, periodic re-certification, disabling, suspension, revocation and recovery.)

## 5.2.2.12 Personnel Security Data Management

- A. The contractor shall create and securely maintain all personnel security investigative and screening records on all NASA personnel security cases.

## 5.2.3 Information Security (INFOSEC)

## 5.2.3.1 NASA activities span the classification domain from unclassified, sensitive but unclassified, collateral Classified National Security Information (Confidential, Secret and Top Secret), Special Access Programs through Top Secret/Special Compartmented Information (TS/SCI).

## 5.2.3.2 The information security activities of the contractor will be guided by the regulations, policies, procedures and requirements identified in documents such as the Information Security Oversight Office (ISOO), National Industrial Security

Program Operating Manual (NISPOM), NISPOM Supplement (NISPOMSUP), the Department of Defense Overprint to the NISPOMSUP, Joint Air Force-Army-Navy (JAFAN) manuals (6/1, 6/3, 6/4, 6/9), Director of Central Intelligence Directives (DCID), National Security Telecommunications and Information Systems Security Advisory Memorandum (NSTISSAM) TEMPEST/2-95 manual, 1600.2 NASA Security Policy, NPR 1600.1 NASA Security Program Procedural Requirements, Executive Order 12958.

5.2.3.3 Classification Guides NOT REQUIRED AT ARC

5.2.3.4 Document Destruction

- A. The contractor shall be responsible for providing the personnel, tools and equipment required for the proper destruction of documents and media of various classification levels, from unclassified through the TS/SCI level.
- B. Destruction will cover various forms of media such as paper, electronic memory, compact disks, computer hard drives, flash drives. The capability shall exist or be readily obtainable to destroy large volumes of documentation at any one time.

5.2.3.5 Document Storage and Accounting NOT REQUIRED AT ARC

5.2.3.6 Classification Management NOT REQUIRED AT ARC

5.2.3.7 Sensitive But Unclassified (SBU), For Official Use Only (FOUO), Administratively Controlled Information (ACI), and Successor Terminology.

- A. The contractor shall comply with the Computer Security Act of 1987, Public Law 100-235. PL 100-235 defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act) but which has not been specifically authorized under criteria established by an executive order or an act of Congress to be kept secret in the interest of national defense or foreign policy." NASA previously identified this information as "For Official Use Only" with a subsequent change to the term "Administratively Controlled Information" for added clarity. However, recent attempts to provide uniform markings across the government have led NASA to utilize the term "Sensitive But Unclassified" (SBU). SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.
- B. The contractor shall develop and implement a program to train the NASA work force as to what information falls under SBU, how it shall be marked, who shall have access, how it will be disseminated, and how it shall be stored.
  - i. Should the federal government subsequently develop new categories or titles for sensitive but unclassified information, the contractor shall ensure that the NASA workforce is trained in the policies and procedures for protecting this information from unauthorized and inappropriate use and availability.

#### 5.2.3.8 Mandatory Training (Executive Order 12958)

- A. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.
- B. The contractor shall develop, implement and maintain a program to ensure that all personnel granted a security clearance are trained to comply with EO 12958 and are aware of the penalties associated with non-compliance.
- C. The contractor shall provide training prior to access to classified information and shall obtain a signed acknowledgement, that the training was received, from the trained individual.
  - i. When a person no longer has need for an active security clearance, a clearance is suspended, or a person ends their service with certain classified activities, the contractor shall debrief the person to make them aware of any continued requirements for the protection of the information to which they previously had access and a reminder of associated penalties for non-compliance.
  - ii. The debriefing shall include a signed acknowledgement from the person being debriefed.
- D. The contractor shall store the signed acknowledgements for durations consistent with applicable policies and procedures.

#### 5.2.4 Law Enforcement

##### 5.2.4.1 Criminal Investigation NONE REQUIRED AT ARC

##### 5.2.4.2 Patrol Operations

- A. The contractor shall provide crime detection and prevention, make arrests, respond to emergencies and provide roadway and parking area safety through the application of directed enforcement techniques using observation and technical means to detect and cite violators.
- B. The contractor shall utilize “in-car” audio and video systems.

At ARC, the contractor shall provide armed uniformed Security Police Officers in order to meet the following requirements:

Respond to two (2) simultaneous emergencies, including providing at least one (1) backup officer at each event;

Respond to emergency calls within 5 minutes of notification to the Emergency Dispatch Center, with at least one (1) backup officer also on-scene within five (5) minutes;

Respond to intrusion alarms at certain pre-identified facilities within five (5) minutes, with at least one (1) backup officer also on-scene within five (5) minutes.

Respond to non-emergency calls within fifteen (15) minutes of notification to the Emergency Dispatch Center;

At ARC, Security Police Officers shall perform traffic enforcement IAW APR 1600.5. Security Police Officers will cite violators with either the ARC Traffic Violation Notice (non-monetary points-based system) or for more serious violations, a Federal Magistrate Citation.

At ARC, Security Police Officers shall utilize radar and laser speed measurement systems to enforce traffic regulations.

#### 5.2.4.3 Traffic Accident Investigation

- A. The contractor shall provide in-depth fact finding capability using the disciplined, logical, and intuitive tools of observation, including interviewing, scene and damage analysis, and a thorough understanding of state or federally adopted traffic rules.

At ARC, the contractor shall notify a NASA Special Agent when a traffic accident involves members of the contractor's staff. The NASA Special Agents will assume investigative responsibility.

#### 5.2.4.4 Canine (K-9) Narcotics/Explosive/Patrol NONE REQUIRED AT ARC

#### 5.2.4.5 Criminal Incident Reports/Records

- A. The contractor shall provide complete reports on criminal incidents reported. Maintain records of crime and criminal information IAW in accordance with applicable Federal Law and NASA regulations (Refer to DRD, Reports of Incident/Investigation (ROI)).

At ARC, refer to APR 1600.5.

#### 5.2.4.6 Testify in Court/Other Official Hearings

- A. The contractor shall give direct evidence in the form of sworn testimony, to identify legal issues, establish facts, and identify procedures in judicial and non-judicial settings.

#### 5.2.4.7 Evidence Collection & Storage

- A. The contractor shall identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody.

- B. The contractor shall apply Federal Rules of Evidence to maintain the evidentiary value of items identified as indicative of a crime, items related to the identity of the perpetrator, fruits of the crime, contraband or other items illegally possessed.

#### 5.2.4.8 Standard Blotter and Reports

- A. The contractor shall provide a daily topical and/or chronological record of activities associated with criminal incidents, life safety, and general security.

#### 5.2.4.9 Prisoner Transport

- A. The contractor shall provide security and protection to persons in custody or detained persons during transport operations pending further detention, release or transfer to another jurisdiction.

At ARC, the transport of prisoners by contractor personnel will be conducted according to the Center policy and SOPs and according to agreements with other jurisdictional authorities and agencies.

#### 5.2.4.10 Federal, State & Local Liaison

- A. The contractor shall establish and maintain a cordial and professional working relationship with various levels of Federal, State and local law enforcement agencies, whose jurisdictions include, abut, impinge or are excluded from specific areas of operation.

At ARC, the contractor shall develop standard operating procedures (SOPs) that coordinate the activities of the ARC Protective Services Office personnel and State and Federal military organization security forces (California Air National Guard) that may also operate on ARC. These SOPs will be consistent with the terms of any agreements in effect with these military organization(s).

#### 5.2.4.11 Crime Scene Protection.

- A. The contractor shall respond to and protect the physical area associated with criminal activity likely to provide valuable information to the investigative process.
- B. The contractor shall guard and maintain the legal and physical integrity of evidence from destruction, tampering, or loss.

At ARC, Security Officers and Security Police Officers shall protect the population at ARC who may be affected by a crime in progress. This may include traffic control, crowd control, gathering of personnel in safe areas away from the crime scene, searching individuals who were present or suspected to have been present at the crime scene and/or other measures that may be appropriate to the incident (e.g. active shooter, barricaded hostage, etc.)

#### 5.2.5 Special Programs NONE REQUIRED AT ARC

### 5.3 Emergency Management

### 5.3.1 General

- 5.3.1.1 The contractor shall provide and maintain services relevant to the efficient, effective and obligatory capabilities supporting the framework by which NASA prepares for, responds to, recovers from, and mitigates the impacts of a wide variety of emergencies and natural and technological disasters that could adversely affect the health and safety of people, the continuity of mission essential operations and infrastructure, and the environment. The contractor shall comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, and applicable Homeland Security Presidential Directives.

At ARC, the contractor shall ensure all their personnel who are either emergency responders or part of the Center emergency management team are trained in compliance with NIMS, CEMP and COOP.

### 5.3.2 Emergency Management Four Tenets Framework

#### 5.3.2.1 Emergency Preparedness

- A. The contractor shall provide comprehensive planning in policy, procedures, directives, and all-hazard assessments as specified in the Comprehensive Emergency Management Plan (CEMP). (Refer to DRD, Comprehensive Emergency Management Plan).

#### 5.3.2.2 Emergency Operations

- A. The contractor shall provide Emergency Operations Center (EOC) management and support, interoperable communications processes and systems, interagency coordination, and mutual aid efforts.

#### 5.3.2.3 Continuity of Operations (COOP)

- A. The contractor shall provide short and long term COOP planning and operations to build in resilience for mission essential functions and infrastructure, supporting facilities, IT systems, and other essential interdependencies.

#### 5.3.2.4 Test, Training and Exercise (TT&E)

- A. The contractor shall coordinate TT&E activities using a multi-year planning calendar to address NASA and external requirements demonstrating the Agency's capabilities in readiness and continuity.

### 5.3.3 Emergency Preparedness

#### 5.3.3.1 General

- A. The contractor shall ensure the Emergency Preparedness tenet incorporates guidance and implementation applicable emergency preparedness policies and directives from NASA headquarters, federal, state and local directives as well as provide for an integrated and coordinated local, state and federal response under

the guidance of the National Incident Management System (NIMS); the National Response Plan (NRP); NFPA 1600, Standard on Emergency Management and Business Continuity Programs; and NFPA Standard on Emergency Services Incident Management System.

- B. The contractor shall ensure that a response capability exists that can communicate and support a Centers or Component Facility declared emergency, Presidential Declaration of Disaster or an Incident of National Significance. The core components of any emergency preparedness documents, including the required Comprehensive Emergency Management Plan (CEMP) shall comply with the NIMS structure.

At ARC, the contractor shall provide disaster/emergency management technical assistance to the Chief of the ARC Protective Services Office and the Emergency Services Manager pertaining to the operation of the ARC Disaster Assistance and Rescue Team (DART), a volunteer emergency response team. For further information on DART and its facilities, please see <http://dart.arc.nasa.gov/>. DART and its facilities are explicitly identified as a NASA obligation in the National Response Plan – Emergency Support Function 9: Urban Search & Rescue. The contractor shall support the government in performing the following ARC DART-related tasks:

The contractor shall provide administrative, technical and logistical support to DART and the Ames Disaster Training and Technology Test bed Facility (DTTTF), to include photographic documentation of DART activities and events;

The contractor shall assist with the development and implementation of DART-related training and exercises;

The contractor shall coordinate the scheduling and development of reimbursable Space Act Agreements and Memoranda of Agreement/Understanding for the use of the DTTTF by outside agencies and organizations.

At ARC, the contractor shall provide all necessary logistical support and coordination in support of the annual NASA Ames Collapsed Structure Rescue class.

At ARC, the contractor shall coordinate, participate and remain a member in good standing as a member of the California Task Force 3 Urban Search & Rescue Team.

#### 5.3.3.2 Comprehensive Emergency Management Plan (CEMP) Verification Reviews

- A. The contractor shall develop, maintain, and conduct operational and process verification reviews (of existing plans) to ensure a CEMP and other emergency plans adequately addresses evacuations; sheltering; post-disaster response and recovery; deployment of resources; interoperable communications, and warning systems.

#### 5.3.4 Emergency Operations

##### 5.3.4.1 Emergency Operations Center Staffing



- A. The contractor shall staff and operate an Emergency Operations Center (EOC) and related equipment (computer systems/software and communications equipment) as needed, in addition to being capable of staffing and maintaining an alternate facility under continuity of operations planning.
  - B. The EOC is staffed when major emergencies occur or likely to occur, such as, interagency emergency operations, and other responses where an intra- or interagency response is required.
  - C. NONE REQUIRED AT ARC
- 5.3.4.2 Recovery Operations NONE REQUIRED AT ARC
- 5.3.4.3 Incident Command Structure
- A. The contractor shall conduct emergency operations (whether NASA direct or interagency under plan or mutual aid agreement) consistent with standard practices for response and recovery protocol, the incident command structure and the NIMS.

At ARC, the contractor shall support the government in performing the following Ames EOC-related tasks:

Provide administrative, technical and logistical support to the EOC during the time of EOC activation due to disaster/emergency, special events, or planned functional exercises, including the photographic documentation of EOC activities and events. (Refer to DRD, Reports of Incident/Investigation (ROI).

Maintain necessary levels of operational EOC supplies, stock, and equipment, including the development, maintenance and updating of the Ames Protective Services Offices' web sites;

Maintain EOC liaison with Ames' customers, applicable Federal, state and local government agencies, private sector organizations and volunteer groups;

Assist with the development and implementation of EOC-related training and exercises;

Integrate EOC web-based and voice/electronic resources internally with Ames organizations such as Ames Geographic Information System (GIS), Ames (Protective Services Communication Center) Emergency Dispatch/911 Call Center, and the Ames Applied Information Technology Division.

#### 5.3.5 Continuity of Operations (COOP)

##### 5.3.5.1 Planning Requirements

- A. The contractor shall support developing, maintaining and evaluating plans and operations, to ensure the required COOP capability exists.

- B. Readiness and Deployment - The contractor shall maintain a high level of readiness consistent with the Federal COOP Readiness and Deployment directive. Plans shall be capable of being implemented with and without warning, and be operational within four (4) hours of activations, and maintain sustained mission essential operations for a minimum of thirty (30) days, utilizing existing and available field infrastructure where practical. Plans will be reported IAW NPSC DRD, Contingency and Emergency Plan.
  - C. Memorandums of Understanding - NONE REQUIRED AT ARC
- 5.3.6 Test, Training & Exercise (TT&E)
- 5.3.6.1 The contractor shall test, train and exercise emergency management and continuity capabilities essential to demonstrate, evaluate, and ultimately improve the ability to execute the planned capabilities.
  - 5.3.6.2 The contractor shall develop, maintain and administer a comprehensive TT&E program IAW standards and requirements outlined in NIMS, Federal Preparedness Circular-65, Homeland Security Exercise and Evaluation Program (HSEEP).
- A. Testing Component – The contractor shall ensure that testing of the alert, notification and activation procedures and systems shall be accomplished per FPC-65 which is available in the bidder's list library.
  - B. Training Component - The contractor shall develop and administer a lessons-learned and corrective actions program consistent with standards and requirements, to redress shortfalls and weaknesses identified during evaluation of TT&E activities.
  - C. Exercise Component - Annual exercises shall be conducted by the Contractor to demonstrate the capability to (a) adequately and appropriately execute emergency response plans using first response force; (b) mobilize a deliberate and pre-planned movement to activate and stand-up the EOC (all-hands); (c) mobilize a deliberate and pre-planned movement to activate and stand-up the Alternate Facility (COOP Management, Support Team).
    - i. The contractor shall support and participate in biennial Agency participation in national-level exercise programs to evaluate Agency capabilities to execute emergency operating plans.
    - ii. The contractor shall develop and administer a Lessons-Learned Program and Corrective Action Plan (CAP) consistent with national practices to identify shortfalls, weaknesses, and failures identified during the evaluation of exercises whether as exercise monitor or after-action reviewer. A published, final report will describe assessed performance against exercise objectives and include recommended corrective actions. (Refer to DRD, Self-assessment and Metrics Report).

- iii. The contractor shall coordinate activities with NASA, State and local emergency management officials, and other local, state, and government agencies including tenants and adjacent military installations. Documentation of activities such as training, response to emergencies, and accident/incidents requiring emergency response will be maintained by the contractor on behalf of the government.

## **5.4 Export Control**

### **5.4.1 Export Control Program**

- 5.4.1.1 The contractor shall provide on-site support as well as access to corporate resources to accomplish assignments. The general areas of expertise shall include US export control laws and regulations, information management, subject matter expertise, training, information technology, Code of Federal Regulations knowledge; where applicable aerospace and aerospace related functions, NASA Export Control Program and Policy, and knowledge of scientific and engineering disciplines.

- 5.4.1.2 The contractors work is to be performed IAW all applicable laws, regulations, and Executive Orders, as well as NASA and installation policies and procedures promulgated to govern international technology transfer and export control compliance. The contractor shall comply with NPD 2190.1, NPR 2190.1 and all U.S. export control laws and regulations, including the international Traffic in Arms Regulations (ITAR), 22 CFR Parts 120 through 130, and the Export Administration Regulations (EAR), 15 CFR Parts 730 through 799, in the performance of this contract. In the absence of available licenses or other approvals, if required, for exports of hardware, technical data, and software, or for the provision of technical assistance.

- A. The scope of the work shall include:

At ARC, the contractor shall research and provide recommendations to the Center Export Administrator (CEA) for the classification of hardware, software and technology.

- i. Classify hardware, software and technology for export and develop a technology control list.
- ii. Evaluate and analyze potential exports and provide recommended actions.
- iii. Prepare and/or coordinate export license applications and supporting documentation.
- iv. Evaluate technology disclosure and availability.
- v. Develop Program policy options and recommendations.
- vi. Maintain records of meetings, attendees, case analyses, and actions.
- vii. Support the development of NASA Export Control Training Programs; maintain training products and place on an Export Control website.
- viii. Analyze foreign national visit request as required.
- ix. Provide export assistance.
- x. NOT REQUIRED AT ARC
- xi. Review and approve all Centers or Component Facility mail and other shipments being sent to foreign countries.

At ARC, the contractor shall also review requests for foreign national access to ARC information technology resources.

At ARC, the contractor shall support the CEA in preparing export license application data packages, in coordination with NASA Headquarters. The contractor shall support development of Departments of Commerce and State export license applications including the determination of license requirements with ARC program and project staff, development of license justification and background material, and preparation of license forms and transmittal documents.

#### 5.4.2 Export Analysis and Research

5.4.2.1 The contractor shall conduct analyses and research in a variety of disciplines to formulate recommendations associated with: the classification of hardware, software and technology; disposition of Scientific and Technical Information (STI) and DOD DFOISR cases; website content; process/procedure development; hardware and data protection; visitor clearance; excess property sales; export laws and regulations; international agreements; and export planning for international projects. This task applies at installations having aerospace and aerospace related hardware, technical data, photography, reports, scientific papers, foreign national visitors, internet websites, and academia-related projects.

#### 5.4.3 Export Control Training

5.4.3.1 The Contractor shall provide support in the development and maintenance of export control training materials and products. The contractor shall develop a variety of training modules for incorporation into export control training program.

5.4.3.2 The contractor shall also maintain these products to ensure accuracy and compliance with changing laws and regulations. Products may include computer-based training, web-based training, presentations, booklets, and awareness products such as posters and signs.

5.4.3.3 The contractor shall conduct surveys and prepare reports on the status of civil service training, including metrics of required training. (Refer to DRD, Self-assessment and Metrics Report).

#### 5.4.4 Program Policy

5.4.4.1 The Contractor shall assist in the development of policy by exploring options, conducting studies, recommending strategies, and assisting in implementations. This task shall be directed to support the CEA in overall program management as well as the individual organizations for conduct of day to day activities. This activity shall include coordination with other installations including other contractors.

5.4.4.2 The contractor shall also identify initiatives that will provide enhancements to export control processes.

#### 5.4.5 Program Management Support

- 5.4.5.1 The Export Control Programs require that policies, procedures, and processes be closely monitored for compliance and effectiveness. This includes audits, analysis, observations and extensive record keeping of exports, issue resolution and other decision activities.
- 5.4.5.2 The contractor shall identify and assist the development of program/projects plans for exporting including metrics of exported items.
- 5.4.5.3 The Contractor shall provide support in accomplishing the program management function to include: support in preparing or reviewing export license applications; analyzing cases for compliance resolution; maintaining records or providing oversight of record systems and processes; validating or conducting export classifications; and reviewing agreements and procurement instruments for appropriate compliance instructions.
- 5.4.5.4 The contractor shall also participate and support the Export Control Working Group (ECWG) chaired by the Center Export Administrator. The Contractor shall provide the support necessary to assist the CEA in the preparation of meeting agenda, meeting minutes, schedules, issue papers, and plans in support of the ECWG.
- 5.4.5.5 The Contractor shall track the action items and resolve anomalies as required and provide recommendations to Center export officials for coordination with US industry organizations and to NASA export officials at Headquarters coordination with appropriate U.S. Government and industry representatives.

#### **5.5 Unclassified Information Assurance**

##### 5.5.1 General

- 5.5.1.1 The contractor shall provide Unclassified Information Assurance (IA) services in support of the Unclassified Information Assurance Program IAW NPD 2810.1 and NPR 1600.1.
- 5.5.1.2 The contractor will support NASA's Unclassified IA Program by supporting NASA's management of information risk through the development of IA policy, strategy, tools, verification, and validation of information categorization, tracking monitoring and IA compliance oversight.
- 5.5.1.3 Information Assurance Functions and Services - The contractor shall provide support to the verification of FIPS IT System Categorization by developing a verification methodology and that validates that NASA information is being categorized correctly; and developing processes, standards and methods to validate consistent compliance across NASA.

##### 5.5.2 Identification, Handling and Marking of SBU Information

- 5.5.2.1 The contractor shall recommend requirements for the protection of specific categories of SBU information and handle, store and mark SBU information in accordance with NPR 1600.1.
- 5.5.2.2 The contractor shall provide technical assistance in the development of SBU classification guidelines in support of NASA programs and projects.
- 5.5.2.3 The contractor shall assist in developing SBU education and awareness training that includes: designation of SBU information; marking and handling of SBU information; SBU covered by other protocols (Limited Exclusive Rights, STI, EAR, and ITAR); storage, access, disclosure and transmittal of SBU information; and access and disclosure.

## **5.6 Training Requirements and Mandatory Skill and Performance Levels**

### **5.6.1 Responsibilities**

- 5.6.1.1 The contractor is responsible for providing a skilled and capable workforce. Where appropriate, performance-based training, and quality control measures shall be applied to validate performance capabilities.
- 5.6.1.2 Best practices and prevailing industry practices shall be considered as a minimal standard when more severe standards are not established.
- 5.6.1.3 Training and certification records shall be maintained in an electronic data base and be available for inspection. The Contractor shall report on employee training IAW NPSC DRD, Training Plan Report.

### **5.6.2 Local And State Education Requirements**

- 5.6.2.1 The contractor may be required to complete local and state educational requirements plus obtain licenses or certifications when required by NASA. Task Order will detail any specific relevant state and local training; however State certification is not required for contractors performing under the FAR based contract.

### **5.6.3 Firearms Training, Range Operations and Maintenance**

- 5.6.3.1 The contractor shall conduct firearms range operations as may be necessary to maintain the required qualification and proficiency of the workforce, and support of other training requirements.

- 5.6.3.2 Range operations may be conducted on non-NASA facilities.

ARC does not have a firearms range. The contractor shall make arrangements to utilize other firearm ranges in the area.

- 5.6.3.3 The contractor shall ensure the safety of range operations.

- 5.6.3.4 NONE REQUIRED AT ARC

5.6.3.5 The contractor is required to ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment.

5.6.3.6 Firearms maintenance shall be conducted by a qualified armorer.

At ARC, the contractor shall provide the maintenance on all firearms, including those issued to civil servants. The contractor shall provide all duty, training and qualification ammunition for both contractor and approximately five (5) civil service personnel authorized to carry firearms. The contractor shall also provide all replacement parts and expendable items such as, cleaning materials for all firearms, targets, including those issued to civil servants. A list of firearm types and calibers is attached at Attachment D of this TO.

At ARC, firearms maintenance shall be carried out according to manufacturer specifications. All replacement parts shall utilize manufacturer equipment. Modification of firearms from original factory equipment may only be done with the written approval of the Center Chief of Security and TOM.

At ARC, the contractor shall, at the request of the TOM, schedule and conduct firearms training and qualifications to include approximately five (5) civil servants who are authorized to carry firearms and are therefore also required to periodically qualify with the firearms, including pistols, shotguns, and rifles.

#### 5.6.4 External Training

5.6.4.1 External training is that training which the contractor may be tasked to perform for personnel who are not protective services contractor employees or subcontractors. Example of training which applies to most Centers or Component Facilities is listed in the following section.

5.6.4.2 The contractor shall also conduct external training for personnel at all Centers or Component Facilities where required by NPR's, by law or as detailed in Task Orders.

#### 5.6.4.3 Required Security Education, Briefings and Orientations

- A. The contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include classification management training, SBU training, annual or periodic security briefings for those with access to various categories of classified information or Special Access Programs, annual workplace violence train.
- B. NONE REQUIRED AT ARC.
- C. The contractor shall conduct crime prevention training for the general NASA population. Training may include but is not limited to such topics as locking offices and security containers, use and control of keys and security systems, and general loss prevention topics.

#### 5.6.4.4 Export Control Training

- A. The contractor shall conduct export control training. Training may include but is not limited to program requirements and administration, technology control or related topics.

#### 5.6.4.5 Fire Safety Training

- A. The contractor shall conduct a fire safety and fire safety awareness program for the general population. Training shall include, as a minimum, fire evacuation, and fire prevention and awareness.

#### 5.6.4.6 Emergency Management Training

- A. The contractor shall participate in or conduct emergency Management training for the general population as required by NPR 8715.2, the National Incident Management System (NIMS) and other requirements.
- B. The contractor shall conduct or support comprehensive drills, tests and exercises. The contractor shall support efforts associated with the Continuity of Operations Plan (COOP), to include significant support of COOP drills and exercises.

At ARC, the contractor shall assist in planning and participate in CEMP drills, tests and exercises.

- C. The contractor shall prepare comprehensive plans and procedures as defined in Task Orders.

#### 5.6.4.7 Identity Theft Training Not Required at ARC.

#### 5.6.4.8 Wildlife Safety Training Not Required at ARC.

#### 5.6.4.9 Preconstruction Briefings

- A. The contractor shall periodically participate in preconstruction briefings to educate personnel concerning security and fire prevention requirements prior to initiation of construction which may pose a risk to personnel. Expanded requirements are provided in Center Task Orders.

#### 5.6.5 NASA Federal Law Enforcement Training Academy (NFLET) NONE REQUIRED AT ARC.