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**NASA PROTECTIVE SERVICES CONTRACT****NASA HEADQUARTERS****TASK ORDER****Table of Contents****NPSC-TO-HQS– ATTACHMENT A – PERFORMANCE WORK STATEMENT (PWS)**

- 1.0 Purpose(See NPSC Performance Work Statement Section 1)
- 2.0 Scope (See NPSC Performance Work Statement Section 2)
- 3.0 Statement of Objectives (See NPSC Performance Work Statement Section 3)
- 4.0 Program Management (See NPSC Performance Work Statement Section 4)
- 5.0 Protective Services

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

- D.1 GFP (Reference FAR 52-245-2)
- D.2.a IAGP – General and Special Purpose Equipment, including office furniture
- D.2.b IAGP – Installation Services/Facilities

**NPSC-TO-HQS – ATTACHMENT E – WAGE DETERMINATIONS/CBAs**

<http://nps.ksc.nasa.gov/NPS/default.cfm>

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

## 5.0 Protective Services

At NASA HQ, contractor employees occupying any and all protective services positions may be required to perform work on an occasional basis at other locations within the Washington, DC, Metropolitan commuting area as directed by the Task Order Manager (TOM).

At NASA HQ, All contractor employees regardless of position or title working under this Task Order (TO) are to be cleared to at least the SECRET level. Some employees depending upon post assignment may be required by the Contracting Officer or the TOM to have a higher clearance.

- 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, open-house events, executive conferences, employee social events, and VIP visits. 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 TO and shall be considered to be within the scope of the priced TO.
  - 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 and approved by the contracting officer (CO). 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 TO shall not necessitate modification to or issuance of an additional TO and shall be considered to be within the scope of the priced TO. Unplanned Events that exceed dollar thresholds outlined in the TO shall be subject to adjustment with the amendment of the TO, or issuance of a separate TO, as provided in paragraph B. below.

At NASA HQ, The contractor shall maintain a capability to provide additional staffing to respond to such contingencies as emergencies, heightened threat situations, and visits by dignitaries.

- B. TO Adjustment Formula (reference Clause B.10) - Protective services required to support events considered outside of the TO and exceed dollar thresholds as outlined under the TO shall be subject to adjustment based on the following formula. Within an invoice billing period, any single unplanned event which exceeds (\$2,000); or all unplanned events not exceeding (\$2,000) but cumulatively totaling over (\$5,000) will be subject to adjustment with the amendment of the TO or issuance of a separate TO.

## 5.1 **Fire Services** Not Required at HQ

## 5.2 **Security Services**

### 5.2.1 Physical Security

#### 5.2.1.1 Resource Protection

- A. The contractor shall provide comprehensive and integrated systems that employ personnel and equipment to safeguard personnel, physical assets, and information.
- B. Security Services Support to NASA Priority/Critical Resources. Not Required at Headquarters.
- C. The contractor shall deploy teams to 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 as contained in NPRs 1620.2 and 1620.3.

#### 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. Requirements are located in NPRs 1600.1, 1620.2 and 1620.

At NASA HQ, the contractor shall conduct physical security studies, surveys and assessments, and prepare recommendations and reports related to physical security matters. The contractor shall utilize surveillance and monitoring equipment, intrusion detection systems, barricades, and other physical security systems and equipment.

At NASA HQ, the contractor conduct an annual comprehensive security assessment of Headquarters using the methodology outlined in NPR 1620.2 and 1620.3.

At NASA HQ, regular business or performance meetings are to be held at least once a month between representatives of NASA and the contractor. NASA attendees may include the Headquarters CCS, the TOM, the TO Contracting Officer, and/or other NASA or government officials.

At NASA HQ, the contractor may request a meeting with the TO CO and/or the TOM when the contractor considers such a meeting necessary to discuss or resolve business or performance matters.

At NASA HQ, the contractor shall attend and participate in meetings to discuss business, operational, and performance issues at the request of the TOM or CO.

At NASA HQ, protection of MEI assets is not required.

#### 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.

At NASA HQ, access control functions shall be performed primarily by the HISS Systems Administrator in support of the Headquarters Security Office. Monitoring of these systems also shall be performed by Contract Security personnel in the HQ Control Room.

The contractor shall adhere to IT policy contained in NPR 2810.1.

#### 5.2.1.5 Uniformed Operations

- A. The contractor shall provide uniformed security officers to perform tasks such as response to emergencies, enforcing 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, 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 other sensitive/available assets, provide motorist assistance, and escort persons and equipment.

At NASA HQ, the contractor shall ensure that all Headquarters Security Officers have and maintain weapons qualification as required by NPR 1600.1. At Headquarters, Security Officers will normally be unarmed, however the contractor shall maintain the capability to immediately arm their officers when directed to do so by the TOM.

At NASA HQ, in addition to the duties and responsibilities required of Security Officers in the NASA Protective Services Contract, at Headquarters security officers will: staff and monitor all alarm station, monitor the building(s) fire system(s), assist in the preparation and implementation of contingency and emergency plans, assist in law enforcement interagency liaison to include plans and agreements with local law enforcement agencies, establish and maintain required reporting systems, provide visitor control, visitor screening, and update the visitor data base, provide badge and identification services, assemble and issue badges, manage and operate the classified mail room and distribute specific

documents within the building(s), perform classified document control for classified and sensitive material, destroy classified and sensitive documents and track security containers.

At NASA HQ, security supervisors must hold or be eligible to receive a SECRET security clearance and shall ensure that all General, Post and Special Orders are current and adhered to by the contractor security employees on duty, ensure that every post/position is staffed in accordance with the requirements of this TO, ensure that in the event of a contractor employee absence that a qualified replacement is assigned to fill the post or position.

At NASA HQ, the contractor shall operate the 24-hour Duty Officer Emergency Notification Center.

At NASA HQ, the contractor shall provide a central lost and found services.

At NASA HQ, all uniformed security officers and supervisors shall have a minimum of a SECRET security clearance.

At NASA HQ, the contractor shall be responsible for acquiring supplies and equipment used directly by the contractor employees. This includes any hardware and software associated with the contractor's Security Management Software and Database. Other examples include uniforms, handcuffs, security wands; inspection equipment such as portable and under vehicle inspection mirrors; hand held cameras and film, office supplies; and computer software specific to the contractor's business activities and not provided by NASA. Should the TO direct arming security officers, the contractor shall provide belts, holsters, magazines, magazine pouches and other associated personal gear. Supplies to clean, maintain, and repair firearms, as well as all ammunition for qualification and re-qualification purposes shall be provided by the contractor.

- B. Staffing Configuration: The table below shall be used as the minimum security officer staffing requirements for NASA Headquarters:

Type Employee	Description and Location	Time	Hrs/Day	Days/Wk
Security Officer Armed	Fixed, Main Desk, West Lobby, Ground Floor, Access/Egress Control	0001 - 2400	24	7
Security Officer Armed	Fixed, Main Desk West Lobby, Ground Floor, Standing, Access/ Egress Control	0700 - 1700	10	Mon - Fri
Security Officer Armed	Fixed, East Lobby Security Desk, Ground Floor, Access/Egress Control	0600 - 1900	13	Mon - Fri
Security Officer Armed	Fixed, East Lobby Ground Floor, Standing, Access/Egress Control	0700 - 1700	10	Mon - Fri
Security Officer Armed	Rover	0700 - 1700	10	Mon – Fri

<b>Type Employee</b>	<b>Description and Location</b>	<b>Time</b>	<b>Hrs/Day</b>	<b>Days/Wk</b>
Security Officer Armed	Fixed, Loading Dock, Access/Egress Control	0600 – 1700	11	Mon – Fri
Security Officer Armed	Supervisor, Roving, Entire Building	0001 - 2400	24	7
Security Officer Armed	On-site Operations Manager, Entire Building	0700 - 1500	8	Mon – Fri
Security Officer Armed	Rover	0001 - 2400	24	7
Security Officer Armed	Investigator/Trainer, Ground Floor, Security Office, Entire Building	0800 - 1600	8	Mon – Fri
Security Officer Armed	Fixed, Garage Entrance	0530 - 1900	13.5	Mon – Fri
Security Officer Armed	Fixed, West Lobby, Ground Floor, Access/Egress Control	0700 - 1500	8	Mon – Fri
Security Officer Armed	Fixed, West Lobby, Ground Floor, Access/Egress Control	0001 - 2400	24	7
Security Officer Armed	Fixed, East Lobby, Ground Floor, Access/Egress Control. This position shall function as an additional Security officer in the West Lobby at Post 14H from 1500 – 1700 hours.	0600 - 1900	13	Mon – Fri
Security Officer Armed	Fixed, East Lobby, Ground Floor, Access/Egress Control	0700 - 1500	8	Mon – Fri
Security Officer Armed	Fixed, Alley Entrance	0600 - 1700	11	Mon – Fri
Security Officer Armed	Rover	0800 - 1600	8	Mon – Fri
Security Officer Armed	Fixed, Security Control Room	0001 - 2400	24	7

5.2.1.6 Explosive Recognition: Not Required at HQ

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.

5.2.1.8 Electronic Security Systems

- A. The contractor shall install and maintain electronic security systems (ESS) to include all components associated with the HISS, intrusion detection system (IDS), closed circuit television, access control system, electronic locking devices,

bollards and other security barriers, audio alarms, X-ray screening systems, magnetometer and all equipment associated with two-way radio operations.

At NASA HQ, the contractor shall perform computer systems administration support and services for the Headquarters Integrated Security System (HISS) including developing system security plans and certification and accreditation packages acquiring, installing, maintaining and repairing items related to HISS. The majority of work shall be performed at NASA Headquarters however some work shall be performed on an intermittent basis within the Washington, D.C., Metropolitan area. The contractor shall provide data entry in support of the HQ building(s) access system(s).

At NASA HQ, the contractor shall provide on-site support with a HISS System Administrator to provide day-to-day operation of the HISS. The contractor shall operate the HISS and complete tasks including: badging/credentialing of employees, providing printouts of information in the visitor and access control, monitoring alarms, updating and deleting badges, responding to alarms, conducting digital visual surveillance and recording on a daily basis, changing digital visual media and information as necessary, safeguarding and storage of digital visual media and information and investigative material, developing schedule for maintaining digital visual media and information inventory and other similar operational duties.

At NASA HQ, the HISS Administrator shall be Lenel® system trained and certified and capable of fully managing and operating NASA's integrated security system referred to as the Common Badge and Access Control System (CBACS). The HISS Administrator or any designated alternate shall attend the Picture Perfect Operations and Administration for Business Partner and End Users Course and be certified on all levels of Lenel® systems. In addition the HISS Administrator or alternate shall complete on the job training prior to being able to functioning in the position.

- 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 NPR 2810.1.
- C. The contractor shall maintain the capability to upgrade or expand the two-way radio system.

#### 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. The Locksmith must hold or be eligible to receive a TOP SECRET security clearance. Be on a twenty-four hour (24) on call basis in order to respond to requirements and emergencies that need locksmith services. Maintain a computer database of all work orders involving keys, locks, combinations, doors and any other repairs completed.

At NASA HQ, the contractor shall provide a trained and certified technician(s) to conduct all locksmith services, including the installation of locks, setting combination locks, providing duplicate keys, installing and maintaining high-security locking systems, and emergency opening of all locks, in accordance with DoD 5220.22, "National Industrial Security Program Operating Manual", (NISPOM) The contractor shall issue security keys and maintain a data base inventory of security locks and keys. The contractor shall manage the annual lock and key accountability inventory. All data base information will be accurate and be updated within 2 working days of completion of work.

At NASA HQ, the contractor shall expeditiously complete all locksmith work orders and key requests, normally within 48 hours of receipt, and all emergency requests shall be responded to immediately.

At NASA HQ, the contractor shall provide annual preventative maintenance on walk-in vault locks, electronic locking devices, and safes.

At NASA HQ, the contractor shall be responsible for acquiring all tools or other items to install, pick, maintain, and repair locks, locking devices, secured containers and safes. This encompasses such items as cables; brackets; lubricants; miscellaneous supplies; and "safecracking" equipment.

At NASA HQ, a SECRET security clearance is required to perform these tasks.

At NASA HQ, IDIQ TOs will be issued as needed to acquire specialized lock related equipment and devices. All of these acquired items shall be considered government property. Such items include locking devices and secure containers for use or change out, locks, lock cylinders, cipher locks, digital locks, and electromechanical locks; and keys embossed with NASA or other government identification. All lock related items, secure containers and/or safes shall be General Services Administration and/or Department of Defense approved and shall meet Federal Specification FF-L-2740A.

#### 5.2.1.10 ID Management

- A. The contractor shall manage and operate systems used to identify and issue PIV credentials and or access badges to employees, contractors, and visitors at NASA Headquarters. The contractor shall utilize the NASA Central 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

#### 5.2.1.11 Emergency Response Team: Not Required at HQ

#### 5.2.1.12 Dispatchers

- 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.

At NASA HQ, the contractor shall operate the Headquarters building alarm monitoring centers. The operator(s) of such centers will be responsible for dispatching emergency personnel to the scene of a security emergency or other emergency condition, and then to notify appropriate NASA officials as instructed in Standard Operating Procedures and Post Orders. Alarm and response times shall be noted in the post and special orders. The contractor shall conduct "no notice" alarm response exercises on a monthly basis to gauge proficiency at handling emergencies. The contractor shall provide the results of these exercises and any remedial action plans as appropriate. In addition, all components of the alarm system will be tested semi-annually to ensure correct operation. Results of these tests shall be provided to the TOM and corrective actions/repairs completed if necessary. All responses to alarms shall be made in five (5) minutes or less.

- B. The Contractor shall track and record all incidents.

At NASA HQ, the contractor shall furnish security management software capable of maintaining a security database and producing reports for tracking investigative and incident reports created by the Investigator/Trainer or other contractor employees on this TO. The database must be able to track, manage, and report incidents; track certified and registered mail and mail receipts; keep control of classified material; and maintain activity blotters, access rosters, lock and key requests, key issue and key return, and lost and found items. The required security management software shall be used on stand-alone Government furnished personal computers.

- C. The Contractor shall maintain and update written procedures for equipment operation as well as response to routine and emergency events.
- D. The operators shall provide emergency response elements with updated information vital to decision making.
- E. The Dispatchers shall operate the 911 emergency telephones: Not Required at HQ
- F. NFPA Standards. Not Required at HQ

#### 5.2.2 Personnel Security

At NASA HQ, contractor Security Specialists at the Headquarters shall perform tasks including the following:

At NASA HQ, assist in initiating and processing background investigations, security clearances, and visit requests for contractors, foreign nationals, consultants, Intergovernmental Personnel Act (IPA) assignees, civil servant employees and any other position authorized by an appropriate Headquarters Security official.

At NASA HQ, review, analyze, file, and assess investigative forms and information. This includes assisting with personnel adjudication document handling and records tracking.

At NASA HQ, perform fingerprint, biometrics, photographic, badge processing, and other identification or credential support and manufacturing related activities. Conduct National Crime Information Center (NCIC) checks.

At NASA HQ, update and maintain various security databases which include maintaining and tracking all NASA Headquarters employee required security training in a database.

At NASA HQ, perform security support functions within the Office of Security and Program Protection related to the responsibilities of the Headquarters Security Office. This includes interacting with other government agencies on security matters as appropriate; conducting special interviews relating to personnel security services; and performing various.

At NASA HQ, participate in emergency preparedness exercises and activities to test the response capability at Headquarters.

At NASA HQ, provide the full range of administrative and technical support activities to the Office of Security and Program Protection's functional specializations that include counterintelligence and counterterrorism; communications security; the secure compartmentalized information facilities; and information technology assurance and security. Security Specialists that work directly in support of any of the Office of Security and Program Protection's functional specializations shall be required to hold a TOP SECRET Security Clearance.

#### 5.2.2.1 Security Records Management

- A. The contractor shall maintain and operate the following systems of records in accordance with the NASA Records Retention Schedule
  - i. Pre-employment screenings, excluding civil servants
  - ii. Internal access control records
  - iii. National Security clearance records
  - iv. Title 5 and HSPD 12 related records

#### 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 policies.

- B. The contractor shall facilitate fabrication and issuance of temporary passes, picture badges/credentials, area permits and temporary area authorizations as well as necessary technology control plans.

At NASA HQ, the contractor shall enter all pertinent information required in the NASA Foreign National Management System and assist Headquarters personnel who require assistance with entering visit information in the NFNMS.

#### 5.2.2.3 Personnel Security Systems Administration

- A. The contractor shall maintain NASA databases denoting type of background investigation and clearance information.

#### 5.2.2.4 Electronic Questionnaires for Investigations Processing: (e-QIP)

- A. The contractor shall initiate, review and release background investigations utilizing e-QIP.

At NASA HQ, the contractor shall provide assistance to all NASA Headquarters personnel, regardless of affiliation with the initiation and processing of background investigations to the Office of Personnel Management and other Government agencies. The submission shall be by manual and/or electronic means with follow-up actions as required.

#### 5.2.2.5 Adjudications

- A. The contractor shall conduct, document and provide administrative support to the adjudicative process for suitability/access determinations using standards found in NPR 1600.1.

#### 5.2.2.6 CNSI/Suitability Investigations

- A. The contractor shall assist and coordinate with the Headquarters Human Resources Office personnel in the identification of the type of personnel investigation required for each position, including updating or upgrading 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 inquiries with personnel during the processing of security background investigation.

#### 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 Position Risk/Sensitivity Determinations

- A. The contractor shall provide support to process appropriate background investigations as determined by level of risk/sensitivity determination.

## 5.2.2.10 Fingerprinting

- A. The contractor shall process electronic fingerprints and associated data inputs for Headquarters 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).

## 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, NPD 1600.2 NASA Security Policy, NPR 1600.1 NASA Security Program Procedural Requirements, Executive Order 12958.

At NASA HQ, the contractor shall ensure compliance with the requirements of the following documents. The cited list of policy and procedure documents may not be all-inclusive:

Headquarters Operations Services Guide, Headquarters Procedural Requirements, HQPR 1590.1A,

Industrial Security Manual COMSEC Supplement 5220.22-S-1.

Workplace Safety and Health for Supervisors and Employees at NASA Headquarters, Headquarters Procedural Requirements, HQPR 8715.1.

#### 5.2.3.3 Classification Guides

- A. The contractor shall research, develop, train and interpret classification guides regarding new technologies and programs to describe what information is classified, at what levels of classification, for what duration, how it is to be protected, marked, stored, accounted for, and destroyed.

#### 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.
- 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

- A. The contractor shall be responsible for storing various levels of sensitive but unclassified and classified documents in storage containers and devices according to the applicable policies and procedures as delineated in section 4.16 above.
- B. As some documents will have special accountability requirements, the contractor shall develop and maintain accountability and check-out procedures that ensure that only appropriately cleared personnel with a confirmed need-to-know, and if required, proper program briefings, may check out these documents.
- C. The contractor shall also be responsible for periodic auditing to verify that all accountable documents can be verified to be in the possession of the proper individual and stored in a proper manner.

#### 5.2.3.6 Classification Management:

- A. The contractor shall be responsible for identifying national interest information, either obtained or created by NASA and its various contractors, that requires protection; the type protection required; and duration of protection.
- B. The contractor shall operate a classification management program to guide its own activities, and shall support various NASA-sponsored or -supported activities in which NASA and other NASA contracted organizations will be working with classified or sensitive but unclassified information. This classification management program shall include both classification and declassification.

#### 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 Headquarters 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.
- 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 and implement a program to ensure that all personnel granted a security clearance are trained to comply with E.O. 12958 and are aware of the penalties associated with non-compliance.
  - C. The contractor shall provide training prior to access to classified information, shall include a signed acknowledgement by the individual.
  - D. The contractor shall store the signed acknowledgements for durations consistent with the NASA Records Retention Schedule.
- 5.2.4 Law Enforcement
- 5.2.4.1 Criminal Investigation
- A. The contractor shall provide in-depth fact finding capability using the disciplined, logical, and intuitive tools of the investigative arts, including interviewing, interrogation, documents analysis, and a thorough understanding of State and Federal rules of criminal procedure, to identify offenders, acquire and control evidence, and document activities.

At NASA HQ, the contractor shall provide on-site, a qualified Armed Security Officer function as an Investigator/Trainer and shall provide security related investigative and training support and services. Services shall include the frequent preparation and

presentation of security awareness information and briefings, crime prevention activities, and other security related training, briefings, and education services. The Investigator/Trainer shall be responsible for conducting investigations, security awareness training, briefings, administrative support and central mail registry support for the Headquarters Physical, Personnel, and Information Security Programs. The contractor shall conduct investigations regarding matters involving security violations and/or criminal activity, and provide investigative reports. The contractor shall coordinate as necessary with the Federal Protective Service and other area law enforcement authorities.

At NASA HQ, the Investigator/Trainer must hold or be eligible to receive a TOP SECRET security clearance.

5.2.4.2 Patrol Operations Not Required at HQ

5.2.4.3 Traffic Accident Investigation Not Required at HQ

5.2.4.4 Canine (K-9) Explosive/Patrol

- A. The contractor shall provide training, nationally recognized certification, maintenance, care, and control of canine resources capable of providing indications of the presence of contraband (passive alert), such as weapons and explosives, and or to perform security and law enforcement patrolling as an adjunct to an armed security police officer.

At NASA HQ, this service will be performed on an intermittent basis based on a number of factors including increased threat levels. When required, this service will be performed during duty hours, 0700-1700. It is anticipated this service would be necessary approximately 15-days per calendar year. The service shall be performed on vehicles entering the parking garage and/or packages or parcels entering the facility. No kennels or explosive training aids will be provided by HQ. Training aids shall not be stored at Headquarters. Canine support at HQ will be arranged through an IDIQ TO.

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 in accordance with NASA Records Retention Schedule. The contractor shall prepare and forward to the TOM, quarterly statistics IAW NPR 1600.1.

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 criminal procedure to maintain the legal value of items identified as evidence, related to the identity of the perpetrator, fruits of the crime, or evidence of a 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: Not Required at HQ
- 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.
- 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.
- 5.2.5 Special Programs
- 5.2.5.1 Counterintelligence and Counterterrorism (CI&CT)
- A. The contractor shall provide analytical and general support services to the NASA's counterintelligence and counterterrorism programs, which are governed by NPD 1660.1 and NPR 1660.1.
- 5.2.5.2 Foreign Travel Briefings
- A. The contractor shall provide foreign travel briefings to NASA personnel as outlined in NPR 1600.1.
- 5.2.5.3 Special Access Program (SAP) and Sensitive Compartment Information (SCI) Operations
- A. The contractor shall provide support services to NASA'S special access and sensitive compartment information programs which is governed by NPR 1600.1.

## 5.2.5.4 Technology Protection Program

- A. The contractor shall provide support services to NASA's technology protection program.

At NASA HQ, this function shall be performed utilizing the Contract Security Specialists who support the Office of Security and Program Protection.

## 5.2.5.5 Technical Surveillance Countermeasures (TSCM):

At NASA HQ, this service capability will only be exercised as an IDIQ requirement with a specific TO being issued if needed. In that instance, the contractor shall provide technical surveillance countermeasures support services to NASA's security program, which is governed by NPR 1600.1.

## 5.2.5.6 Communications Security (COMSEC):

- A. The contractor shall provide COMSEC support services, which support unclassified, collateral, SAP, and SCI facilities and programs with global capability.

At NASA HQ, Agency-wide COMSEC support services shall be performed utilizing the Security Specialists who support the Office of Security and Program Protection. Otherwise, any Headquarters-specific COMSEC support services generally that would be needed by the Headquarters Information Technology staff and will be arranged by a separate TO.

**5.3 Emergency Management:** Not Required at HQ**5.4 Export Control:** Not Required at HQ**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.

At NASA HQ, this shall be performed utilizing the contract Security Specialists who support the Office of Security and Program Protection.

## 5.5.3 Verification of NASA Unclassified IT System Security Certification/Accreditation Program Not Required at Headquarters

- 5.5.3.1 The contractor shall develop an independent validation process to assess the effectiveness of the NASA Unclassified IT System Security Certification and Accreditation Program especially as it relates to self-certified (low impact) system.
- 5.5.3.2 The contractor shall provide internal compliance assessments of the NASA Unclassified Information Security Program.

## 5.5.4 Information Assurance Threat Awareness Briefings

- 5.5.4.1 The contractor shall develop methods and procedures to: gather threat and vulnerability information from classified as well as open sources and understand the consequences of threats and vulnerabilities to NASA information, intellectual property and target technologies; identify, assess, and disseminate threat information; verify that critical assets, intellectual property, and target technology are not publicly available in any format (digital or physical).

## **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.
- 5.6.2 Local And State Education Requirements Not Required at HQ
- 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 NASA facilities or on non-NASA facilities where appropriate.

At NASA HQ, there is not a firearms range facilities. The contractor shall coordinate the use of range facilities to conduct qualification, re-qualification, and other firearms training related activities.

- 5.6.3.3 The contractor shall ensure the safety of range operations and shall conduct lead monitoring and other operational or safety reviews as may be necessary.
- 5.6.3.4 Maintenance of fire arms ranges. Not Required at HQ
- 5.6.3.5 The contractor is required to ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment utilized by the contractor.

At NASA HQ, the contractor shall be responsible for providing all ammunition, weapons cleaning materials and supplies, firearms parts and repairs costs, range fees, transportation to and from the ranges, and other costs associated with Security Officers firearms qualification, re-qualification and carrying the firearms. The contractor shall be responsible for all maintenance, repair, and cleaning of Government provided firearms. The contractor shall only clean weapons and store cleaning fluids and solvents at a suitable off site location. The contractor shall not store or use weapons cleaning fluids, solvents, or lubricants in any building occupied by NASA Headquarters employees.

- 5.6.3.6 Firearms maintenance shall be conducted by a qualified armorer.
- 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 is listed in the following section.
  - 5.6.4.2 External training of personnel Not Required at Headquarters
  - 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.

At NASA HQ, this training shall be performed at Headquarters on an *ad hoc* basis, and in accordance with Headquarters regulatory requirements. These activities normally amount to six (6) events per calendar year.

- B. The contractor shall generally provide security education support or administration, briefing, training media, for external programs for which they administer.
- 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: Not Required at HQ

5.6.4.5 Fire Safety Training: Not required at HQ

5.6.4.6 Emergency Management Training

- A. The contractor shall participate in 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 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.

5.6.4.7 Identity Theft Training

- A. The contractor shall conduct security awareness training for all NASA personnel on an annual basis. Training shall include information relevant to the NASA work environment and information technology.

5.6.4.8 Wildlife Safety Training: Not Required at HQ

5.6.4.9 Preconstruction Briefings

- A. The contractor shall periodically participate in preconstruction briefings to educate personnel concerning security requirements prior to initiation of construction which may pose a risk to personnel.

5.6.5 NASA Federal Law Enforcement Training Academy (NFLET): Not Required at HQ.