
NASA PROTECTIVE SERVICES CONTRACT
INDEPENDENT VALIDATION & VERIFICATION FACILITY
TASK ORDER

Table of Contents

NPSC-TO-IV&V – 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- IV&V – ATTACHMENT B – MAXIMUM ALLOWABLE DEFECT RATES (MADRs)

NPSC-TO- IV&V – ATTACHMENT C – ADDITIONAL DATA REQUIREMENTS DOCUMENTS

NPSC-TO- IV&V – 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-ARC – ATTACHMENT E – WAGE DETERMINATIONS/CBAs

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

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

5.0 Protective Services

At IV&V, The contractor shall provide general progress and time expended for the various functions for the previous month, including, but not limited to, regular and "non-billable" hours expended, special request activities and hours, investigative activities, incidents, EACS installations and maintenance of the Center's EACS, doors opened, personnel processed, badges issued, classified material tracked, distributed, and destroyed, number of visitors, vendors, and foreign nationals visiting the Center, keycards programmed and issued, number of responses to include type and response times, maintenance performed on weapons, training conducted, tickets issued, and number of hand-carried items inspected IAW DRD, Self-Assessment and Metrics Report

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 IV&V, requirements under this section will be ordered under the IDIQ section at 5.0.1.

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 (\$250); or all unplanned events not exceeding (\$250) but cumulatively totaling over (\$500) 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, 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.

At IV&V, The contractor shall monitor the fire alarm system 24 hours a day 7 days a week and respond according to the level needed. Security shall coordinate with local, state and federal entities if resources are required.

5.1.2 Scope

5.1.2.1 Not Required at IV& V

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.

5.1.2.3 Standardized Uniforms: Not Required at IV& V

5.1.2.4 Incident Management System: Not Required at IV& V

5.1.2.5 Fire Prevention Inspection Program: Not Required at IV& V

5.1.2.6 Fire Inspection Documentation: Not Required at IV& V

5.1.3 Fire Operations and Firefighting: Not Required at IV& V

5.1.3.1 Emergency Medical Services Paramedic/Emergency Medical Technician

- A. Not Required at IV& V
- B. Not Required at IV& V
- C. Not Required at IV& V
- D. Not Required at IV& V
- E. Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) Training shall be provided by the contractor.

At IV&V, all contractor personnel shall be trained and certified in CPR, AED, First Aid, and Bloodborne Pathogens.

- 5.1.3.2 Fire Stations: Not Required at IV& V
- 5.1.3.3 Fire Equipment and Services: Not Required at IV& V
- 5.1.3.4 Response and Standbys: Not Required at IV& V
- 5.1.3.5 Aircraft Rescue and Firefighting (ARFF)/Flight Crew Rescue: Not Required at IV& V
- 5.1.3.6 Tactical Rescue: Not Required at IV& V
- 5.1.3.7 Protective Clothing: Not Required at IV& V
- 5.1.3.8 Fire Department Training: Not Required at IV& V
- 5.1.3.9 Hazardous Material Emergency Response Support

A. The contractor shall respond to all hazardous material spills or releases.

At IV&V, in accordance with OSHA CFR 1910.120, the contractor shall ensure that all (security police officers, security officers, security supervisors, and management personnel) are trained to the First Responder Awareness Level for HAZMAT incidents.

- 5.1.3.10 Immediately Dangerous to Life or Health Rescue Program: Not Required at IV& V
- 5.1.4 Fire Prevention Inspections And Fire Engineering
 - 5.1.4.1 Not Required at IV& V
 - 5.1.4.2 Not Required at IV& V
 - 5.1.4.3 Not Required at IV& V
 - 5.1.4.4 Fire Prevention Inspection and Fire Engineering Program
 - A. Not Required at IV& V
 - B. Not Required at IV& V
 - C. Not Required at IV& V
 - D. Fire Extinguishers
 - i. Not Required at IV& V
 - ii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher

At IV&V, all Contractor personnel will be trained in the use of the sites fire extinguishers.

- E. Fire Prevention Education: Not Required at IV& V
- F. Pre-fire Planning: Not Required at IV& V
- G. Fire Protection Engineering: Not Required at IV& V

5.2 Security Services

At IV&V, the contractor shall ensure that, all uniformed supervisory personnel, all support personnel subject to carrying a firearm and a minimum of 25% of the remaining uniformed personnel are trained to the Security Police Officer level. All other uniformed personnel shall be trained to at minimum the Security Officer level.

At IV&V, all armed personnel shall qualify with 9mm handgun. Weapons shall be furnished by NASA.

At IV&V, every armed security officer/police will be issued and will be required to wear Threat Level III concealable body armor in a color appropriate to the duty uniform, while armed for duty or training. Threat level III concealable body armor shall be provided and maintained by the contractor.

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. The contractor shall provide security services to support NASA Priority/Critical Resources
- 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.

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. Adhere to policy as set forth in NPR 1620.2. NPR 1620.3 and NPR 1600.1

At IV&V, the contractor shall provide a comprehensive study of the security posture, noting deficiencies and making recommendations for appropriate security measures to be taken to ensure the security and safety welfare of the employees, guests, visitors, equipment, and NASA assets IAW DRD, Annual Physical Security Assessment.

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 bollards.

At IV&V, the contractor shall be responsible for the issuance, programming, and record maintenance of keys and keycards for facilities and equipment.

At IV&V, the contractor shall provide the personnel necessary to maintain the operation and management of the Key/Keycard Issuance and Control Facility which is responsible for the cutting, proper issuance, tracking, documentation, revocation, and recovery of keys and electronic keycards, maintaining adequate security and control over the key and masterkey, electronic access control (keycard portion), and lock systems on the Center, and maintaining accurate records, both electronic and manual (signature receipt forms), to account for all keys/keycards issued.

At IV&V, the contractor shall ensure that only authorized individuals receive keys or keycards, and that issued keys and keycards only permit access to authorized areas, facilities, buildings, rooms, etc., maintaining both manual and automated records of keys/keycards issued to individuals/organizations on Center.

At IV&V, the contractor shall also be responsible for tracking security work requests issued by the government to the EACS, ensuring a timely completion of all security work, providing monthly reports reflecting all work requested, work completed, keys/keycards issued, keys cut, access levels established, deleted, or changed, EACS access level and admission reports completed, etc.

5.2.1.5 Uniformed Operations

- A. The contractor shall provide armed and unarmed security officers and 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 Contractor's 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 IV&V, the Contractor shall properly staff two fixed security posts and one roving post within the facility. The Main Entrance Post is located at the main entrance lobby on the first floor of the facility. It is staffed 24 hours per day, 7 days per week. The Rear Employee Entrance Post is located at the second floor entrance to the facility. This post is staffed from 0600 hours to 1800 hours, Monday through Friday, excluding holidays. The hours and days of operation at this post shall vary based upon operational needs of the WVU/NASA mission. A roving officer shall patrol the facility both internally and externally, 24 hours per day, 7 days per week.

At IV&V, patrols shall be exercised requiring inspection of building and appurtenances on the following basis:

Internal Building every other hour.

External patrol on the alternating hour.

The internal and external patrols can be performed by the same officer.

At IV&V, a total of four (4) internal patrols and four (4) external patrols will be accomplished for each eight hour tour of duty, with the last tour concluding no later than one-half hour before the end of the shift.

NOTE: Such tours may be suspended during the investigation of an incident, but must be noted in the Security Log Book and tours must be re-instituted upon completion of the activity.

At IV&V, the contractor shall verify all registered employee vehicle license numbers and check for lights, left on in parking lot, vehicle left over night without notifying Security, suspicious vehicles, and verify any vehicle license number on or near the IV&V Facility through contacts with local law enforcement.

At IV&V, the Security E-mail Account is a valuable tool for communications, and shall be used for official business only. Security's E-Mail Account is monitored by the Main Entrance Post Security Officer.

At IV&V, the book shall be continuously maintained with accurate time entries made for the following: Signature of Officers coming on duty; Signature off Officers going off duty.

At IV&V, the contractor shall report to the TOM all fires, including time of discovery, notice of fire department, arrival of first apparatus and any police units and final departure of all. The report shall also include all pertinent information as to probable cause and an account of officer's actions during the emergency.

At IV&V, the contractor shall report to the TOM all incidents involving trespass or any other crime. Enter information, including identity, address, vehicle registration number or description as may be available, action by officer action and result by appropriate police agency.

At IV&V, the contractor shall report to the TOM Information on visits by persons who represent other agencies or companies that may occur during guard's tour of duty.

At IV&V, the contractor shall report to the TOM all inquiries from news media, radio or TV concerning the operation of the facility.

At IV&V, all occasions when patrol vehicles or personnel representing the City Police, Sheriff's Department, or State Police are observed entering or present on the grounds. The contractor shall notify the TOM of the license number and vehicle number, if possible, with time on and off the grounds as well as any conversations held with them.

At IV&V, the Contractor shall ensure that all personnel entering the building have a valid entry badge; either a temporary or visitor badge and will maintain current and accurate daily visitor reports.

At IV&V, the Contractor shall request personnel entering the building with personal or non-NASA equipment to complete an authorization form identifying the equipment.

At IV&V, the Contractor shall deny access to unauthorized persons.

At IV&V, the contractor shall ensure all Badged Employees properly utilize their Key cards

At IV&V, the contractor shall provide the TOM with Identi-Pass History Reports upon At IV&V, authorized request

At IV&V, the contractor shall Monitor, verify, and acknowledge, and dispatch to all Identi-Pass Alarms.

At IV&V, all of the following documents are to be kept on a daily basis and be available for immediate inspection when requested by the TOM:

Standard Operating Procedures

Incident Reports

Electronic Badge Data Base

Reports of Investigations and Analysis

Locked Room Access Log

Visitor Log

At IV&V, the contractor shall perform receptionist services to process official visitors, tours, groups, vendors, foreign nationals, employees, in to conduct official business on the Center, including recording names, citizenship, points of contact, reasons for visit, contacting points of contact for visit authorization, and issuing appropriate badges for authorized access.

At IV&V, the contractor shall monitor Alarms (Generators, HVAC, etc); Review all alarms reported and confer or enter into the Maintenance Log; Report all emergency responses to appropriate Technicians, and Supervisors; Monitor Site Scan or current system Printer for Alarms (Power, etc); Review all alarms reported and confer or enter into the Maintenance Log; Report all emergency responses to appropriate Technicians, and Supervisors; Monitor Simplex Fire Panel; Review all alarms reported and confer or enter into the Maintenance Log; Report all emergency responses to appropriate Technicians, and Supervisors

At IV&V, the contractor shall submit all initial Incident Reports (IR) or Reports of Inquiries (ROI) shall be within 12-hours or by the beginning of the next workday, whichever is sooner. Supplemental Reports to either IR's or ROI's shall be submitted within 12-hours of completion of the report IAW DRD, Report of Incident/Investigation (ROI)

At IV&V, the contractor's staff shall provide a monthly recap and summary of the number and type of incidents for which analysis was provided, including dollar amounts associated with losses, recoveries, property damage, and "found" property, locations of "problem" areas, "crime trends" for the Center, and recommendations for corrections, enhancements, etc., of the security of the Center from a security standpoint IAW DRD, Self-Assessment and Metrics Report

At IV&V, the contractor shall develop, issue, and maintain General Orders, Post Orders for each post and position, and special or "emergency" orders, procedures, and other instructions as may be necessary to inform contractor personnel of the nature of their duties and guide them in the successful performance thereof. These instructions shall also include policies and procedures to be followed in emergency situations. All Orders, procedures, instructions and the like shall be approved in advance by the TOM before their distribution and/or implementation.

At IV&V, the contractor shall be responsible for the flying, replacement, and maintenance of the flags of the United States, the State where the facility resides, and the National Aeronautics and Space Administration, and other special purpose flags as designated and authorized by the Center Director, Security Director, or other designated official. The contractor shall ensure that a sufficient number of U.S., NASA, and State flags are on hand to replace worn, tattered, or otherwise unserviceable flags, as appropriate; flags shall be purchased by the Government and made available to the contractor upon proper and timely notification of need by the contractor.

At IV&V, the contractor shall lock and unlock rooms, IV&V facilities, gates, and the like upon valid request from the TOM, the Chief of Security, or other authorized personnel. Prior to unlocking any location, the officer shall verify the authenticity of the request, fully identify the person for whom the location is being opened, and record all information, including the date, time, location, name of person, their code, and phone number, before opening the location.

At IV&V, the contractor shall maintain a Lost & Found at the facility for items brought to the Security Force with an unidentifiable owner; the contractor shall make every effort to identify the owner and return the property to its rightful owner in a timely manner; when this is not feasible, or possible, the contractor shall appropriately document and record the recovery, track the item, and arrange for the appropriate disposal or destruction of the item at the end of a specified period of time.

At IV&V, the contractor shall manage all emergency operations utilizing the nationally accepted Incident Management System that complies with the National Incident Management System (NIMS). At a minimum, all uniformed security supervisors shall be trained as Incident Commanders. All contractor personnel will be trained in accordance with HSPD-5.

At IV&V, the contractor shall conduct periodic welfare checks of employees and other personnel authorized or required to work after normal duty hours, especially in remote areas or where they are working alone; routine reports of these checks will be made on a monthly basis; problems or unsafe conditions shall be reported immediately in an Incident Report to be submitted by the beginning of the next business day. All safety and health related incident report shall be reported as soon as they occur to the NASA Management. The contractor shall be responsible to track all incidents until closure, and report results to NASA Management.

At IV&V, the contractor shall conduct daily fire and safety surveillances in all facilities, buildings, and areas of responsibility under this contract to ensure that no obvious fire and safety hazards or safety and security violations are in evidence.

At IV&V, act as standby personnel for confined space entry. If facility personnel need to enter a confined space the contractor shall act as a standby monitor in case of an emergency. Contractor shall coordinate with local emergency response agency for rescue if needed.

At IV&V, all uniformed security supervisors and members of the Emergency Response Team (ERT) shall be trained and qualified in the use of Tasers. Uniformed Security Supervisors and at least one duty security police officer will be armed with a Taser while on duty. Tasers will be provided by NASA.

5.2.1.6 Explosive Recognition

- A. The contractor shall employ methods to detect the presence of explosives threats to personnel and assets.

Equipment will be provided by NASA as required.

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) 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 NPR 2810.1.

At IV&V, the contractor shall be responsible for the operation and maintenance of the main computer system and peripheral equipment which comprise the Electronic Access Control System (EACS) used on the Facility.

At IV&V, the contractor shall provide trained and certified personnel in the form of Electronic Access Control Security Technicians (EACS Techs) to establish, install, monitor, maintain, and service the Facility's EACS and Intrusion Detection Systems (IDS) which consists of electronic access control devices, security alarms, keycard terminals, panels, and systems, and related equipment.

At IV&V, the contractor is required to solve system problems involving the Center's EACS, prepare estimates for installations of EACS equipment; coordinate with appropriate Center organizations for smooth, efficient, timely, and complete installations of EACS equipment and components; maintain accurate records and diagrams of the Center's EACS wiring, installations, data points, etc., for the facility, and the individual buildings; repair and maintain electronic "modules," keycard readers, modems, output modules, monitoring panels.

At IV&V, the contractor shall troubleshoot and correct system and component problems; program information into the EACS database; establish schedules for and perform preventive maintenance; and prepare and produce system and special reports upon authorized request.

At IV&V, the contractor shall meet the varied needs of this function in providing timely installations, maintenance, upkeep, emergency response, reports, etc. (e.g., installations of keycard readers, alarms, electronic locking devices, emergency exit devices, integrating electronic exit devices with exit devices installed for people with disabilities, and the like).

At IV&V, the contractor shall also install, maintain, troubleshoot, and repair video surveillance systems under the control of or authorized by the TOM. EACS "on call" emergency services during all non-duty hours, with timely (maximum 2-hour - 1-hour, if personnel are "locked in") response to the Greenbelt Facility, are required and are not considered "Special Security Requests" to be requested or "authorized" specifically by the Government under the IDIQ section of this contract.

At IV&V, Emergency Services shall be determined by the TOM.

At IV&V, the contractor shall provide configuration management plan to include complete wiring diagrams showing connections from the central EACS/CCTV monitoring are to buildings containing EACS/CCTV equipment; diagram must show interconnect routing through duct banks, and entrances to buildings, terminal strip numbers, etc.; if phone lines are indicated, diagram shall show interconnect cables and cable markings, and house pair numbers, and the phone interconnect in buildings and central telephone frame room IAW DRD, Electronic Security System Configuration Management Plan.

5.2.1.9 Locksmith: Not Required at IV & V

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, vehicle decals, 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 IV&V, the contractor shall provide and track all authorized permanent, temporary, "Special," "OFFICIAL VISITOR," "ESCORT REQUIRED," and other designated badges for personnel working or conducting business on the Facility. The contractor shall also processes in-coming personnel, both Government and contractor.

At IV&V, the contractor shall ensure that adequate forms, supplies, and materials are on hand to efficiently provide required badges to employees and guests, and shall produce and distribute appropriate reports as required. The contractor shall provide Facility briefings for all new employees and visitors.

5.2.1.11 Emergency Response Team: Not Required at IV& V

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.

At IV&V, the contractor shall provide sufficient and properly trained 911 Call Takers to answer the Center's 911 Emergency Call System telephones, assess the nature of the emergency, document all information, dispatch appropriate Center emergency services, and contact local emergency services for backup and support. This function/service shall be manned 24/7 in conjunction with the alarms and video monitoring duties and services in the Security Operations/Communications Center. These duties are encompassed with those of the Main Entrance Post.

At IV&V, the training plan for contractor personnel working this position will be submitted to the TOM for approval.

- B. The Contractor shall track and record all incidents until closure.
- C. The Contractor shall maintain and update existing 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, the Telephone Device for the Deaf (TDD), and maintain the ability to document a continuous chronological listing of events during response activities.

5.2.2 Personnel Security: Not Required at IV& V

5.2.2.1 Security Records Management Systems: Not Required at IV& V

5.2.2.2 International Visits Coordinator (IVC): Not Required at IV& V

5.2.2.3 Personnel Security Systems Administration. The contractor shall continuously update NASA databases containing background investigation and security clearance information: Not Required at IV& V

5.2.2.4 Electronic Questionnaires for Investigations Processing (E-QIP)

Not Required at IV& V

5.2.2.5 Adjudications: Not Required at IV& V

5.2.2.6 CNSI/Suitability Investigation: Not Required at IV& V

5.2.2.7 Inquiries: Not Required at IV& V

5.2.2.8 Records Checks: Not Required at IV& V

5.2.2.9 Risk Determinations: Not Required at IV& V

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: Not Required at IV& V
 - 5.2.2.12 Personnel Security Data Management: Not Required at IV& V
 - 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.
 - 5.2.3.3 Classification Guides: Not Required at IV& V
 - 5.2.3.4 Document Destruction: Not Required at IV& V
 - 5.2.3.5 Document Storage and Accounting: Not Required at IV& V
 - 5.2.3.6 Classification Management
 - A. The contractor shall be responsible for identifying CNSI, either obtained or created by NASA and its various contractors, that requires protection; the type protection required; and duration of protection.
 - 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.

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: Not Required at IV& V

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.

5.2.4.3 Traffic Accident Investigation: Not Required at IV& V

5.2.4.4 Canine (K-9) Narcotics/Explosive/Patrol: Not Required at IV& V

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 applicable Federal law and NASA regulations.

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: Not Required at IV& V

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): Not Required at IV& V

5.2.5.2 Foreign Travel Briefings: Not Required at IV& V

5.2.5.3 Special Access Program (SAP) and Sensitive Compartment Information (SCI) Operations: Not Required at IV& V

5.2.5.4 Technology Protection Program: Not Required at IV& V

5.2.5.5 Technical Surveillance Countermeasures (TSCM): Not Required at IV& V

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.
- B. The contractor shall provide support services to the NASA OPSEC program, which is governed by NPR 1600.1.

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.

5.3.2 Emergency Management Four Tenets Framework

5.3.2.1 Emergency Preparedness

- A. The contractor shall support comprehensive planning in policy, procedures, directives, and all-hazard assessment IAW internal and external (current and future) requirements as specified in NPSC DRD, Comprehensive Emergency Management Plan (CEMP).

5.3.2.2 Emergency Operations

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

5.3.2.3 Continuity of Operations (COOP)

- A. The contractor shall provide support to 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 participate in 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.

5.3.3.2 CEMP Verification Reviews

- A. The contractor shall participate in 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 hurricane ride-outs, launches and landings, interagency emergency operations, and other responses where an intra- or interagency response is required.
- C. Not Required at IV& V

5.3.4.2 Recovery Operations

- A. Contractor shall support recovery operations to include physical inspection of buildings, structures, systems, and equipment after a crisis has occurred. Such Preliminary Damage Assessments (PDA) is to be consistent with NASA protocol.

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.

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. Readiness and deployments under this section will be ordered under the IDIQ section at 5.0.1.
- C. Memorandums of Understanding - The contractor shall ensure consistency in the outcomes directed by Federal Preparedness Circular (FPC-65), June 2004; Executive Order 12472 for Telecommunications Preparedness; Executive Order 12656 for Assignment of Emergency Preparedness Responsibilities; and when applicable, Memorandums of Understanding or Agreement with Federal, state and local counterparts engaged in continuity of operations activities such as shared facilities and systems.

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 assist in the testing of the alert, notification and activation procedures and systems shall be accomplished per FPC-65.
- B. Training Component - The contractor assist in developing and administering 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 – The contractor shall participate in annual exercises conducted by the Government 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 assist in developing and administering 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.
 - iii. The contractor shall assist in coordinating 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: Not Required at IV& V

5.5 Unclassified Information Assurance

5.5.1 General: Not Required at IV&V

5.5.1.1 Not Required at IV& V

5.5.2 Identification, Handling and Marking of SBU Information: Not Required at IV& V

5.5.3 Verification of NASA Unclassified IT System Security Certification/Accreditation Program: Not Required at IV& V

5.5.4 Information Assurance Threat Awareness Briefings: Not Required at IV& V

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.

New Hire Training:

At IV&V, in addition to training requirement identified in this task order, the contractor shall develop a training program to provide each employee (uniformed, supervisory, administrative, technical, and management) with at initial orientation (“new hire”) training. Orientation training must be completed within fifteen (15) days. The following are minimum Orientation Training topics and subjects that are required:

Mission and Function of IV &V. (1/2 hour provided by the Government)
 Public Relations/Customer Service
 Substance Abuse and Drug Awareness
 Safety and Fire Prevention
 Sexual Harassment, Diversity, and Multi-Cultural Training
 Access Control (updates on IV&V ID Badges and Electronic Physical Access Control Systems – E-PACS)
 In-Service Training:

At IV&V, in addition to training requirement identified in this task order, the contractor shall develop an in-service training program to provide each employee (uniformed, supervisory, administrative, technical, and management). All employees will receive a minimum of sixteen (16) hours of training per contract year. The type of training received will be determined by the employee’s position.

- 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: Not Required at IV& V
- 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.

IV&V does not have a Firearms Range on Center. The contractor is responsible for coordinating with local ranges for training/qualification times. All associated costs such as; range time, labor, targets, safety equipment and ammunition shall be paid for by the contractor.

- 5.6.3.2 Not Required at IV& V
- 5.6.3.3 The contractor shall ensure the safety of range operations.
- 5.6.3.4 Not Required at IV& V
- 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 location.
- 5.6.3.6 Firearms maintenance shall be conducted by a qualified armorer.
- 5.6.4 External Training
 - 5.6.4.1 Not Required at IV&V
 - 5.6.4.2 Not Required at IV& V
 - 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. 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 IV& V
 - 5.6.4.5 Fire Safety Training: Not Required at IV& V
 - A. Not Required at IV& V.
 - 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 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.

- C. The contractor shall prepare comprehensive plans and procedures as defined in Task Orders.
- 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 IV& V
- 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.
- 5.6.5 NASA Federal Law Enforcement Training Academy (NFLET): Not Required at IV& V.

INTENTIONALLY LEFT BLANK