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**NASA PROTECTIVE SERVICES CONTRACT****KENNEDY SPACE CENTER****TASK ORDER****Table of Contents****NPSC-TO-KSC – ATTACHMENT A – PERFORMANCE WORK STATEMENT (PWS)**

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

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

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**NPSC-TO-KSC – 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

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.

At KSC, a security clearance shall be required to the level of exposure expected within each contractor's respective work performance area.

### 5.0.2. Planned and Unplanned Events

#### 5.0.2.1. Planned Special Events

- A. The contractor shall provide protective services for anticipated special events such as, Launch Operations, Center Open House, Safety Day, Employee Picnics, Recreational Events and other planned but infrequent activities specified in the Task Order requiring increased effort and additional personnel above that required for normal daily operations. 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 KSC, the contractor, in conjunction with the TOM, will develop a comprehensive launch protective services plan. This plan will be priced and implemented as a separate ID/IQ Task Order on an annually basis or prior to each launch.

#### 5.0.2.2 Unplanned Events

- A. The contractor shall be required to provide timely and responsive support for such events. Unplanned events that do not exceed dollar thresholds established under individual 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 within the Task Order shall be subject to adjustment with the amendment of the Task Order, or issuance of a separate Task Order.

Primary examples of unplanned events at KSC involve hurricane, thunderstorms, tornadoes, hail and electrical storms, microburst and waterspouts. Some unplanned events may involve construction, modifications and alterations to facilities or processes that could require above baseline guard and access support. Additionally, technological events such as hazardous materials leaks, spills, and emissions, fires and explosions and launch accidents, although infrequent, can happen at anytime.

- B. Task Order Adjustment Formula (reference Clause B.10) - Protective services required to support unplanned events which exceed dollar thresholds as outlined under individual Task Orders shall be subject to adjustment based on the following formula. Within an invoice billing period, any single unplanned event which exceeds \$1000; or all unplanned events not exceeding \$5000 but cumulatively totaling over \$10,000 will be subject to adjustment with the amendment of the existing Task Order or issuance of a separate Task Order.

## 5.1 Fire Services

### 5.1.1 NASA Safety Standard for Fire Protection

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

At KSC the Contractor shall develop a Fire Prevention Program Plan that explains the Fire Management, Fire Operations, Fire Inspection and Fire Engineering functional activities as outlined in Agency NPSC DRD, Fire Protection Program. Medical examinations for the fire fighters will be provided on site by the Occupational Health Facility.

### 5.1.2 Scope

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

A. There are no Fire Brigade services at KSC.

At KSC, the contractor's Firefighters must be trained in flight crew rescue and Aircraft Rescue and Firefighting (ARFF) tactics for aerospace vehicles as well as structural, transportation vehicles and rural and urban interface firefighting.

At KSC, Aircraft Rescue and Firefighting tactics and aerospace hot fire training is provided by a mobile aircraft simulator leased by the contractor. There is no hot fire training facility on KSC.

- B. The management of the fire services program shall be focused on the provisions of quality-driven, customer-oriented services. Activities include: high angle, confined space, structural, vehicle, flight crew rescue, launch and landing Aircraft Rescue and Fire Fighting (ARFF) and emergency response and standbys; aircraft and facility pre-fire planning; fire inspection, fire permits (Burn/POL); fire prevention education, inspection and maintenance of fire extinguishers; fire protection engineering; design reviews and risk analysis surveys; fire hydrant flow testing. National Fire Incident Reporting System (NFIRS); and hazardous material emergency response; fire investigations; emergency medical services, and when applicable, a wild-land fire fighting team shall be trained and equipped to combat wild-land fires.

### 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

- A. The contractor shall use standardized uniforms, turn-out gear, self-contained breathing apparatus (SCBA), and associated equipment when practical. (see Attachment A.6 Firefighter Minimum Personnel Qualifications) Uniforms will be clean, fit well, pressed, and reflect a professional image at all times.

#### 5.1.2.4 Incident Management System

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

At KSC, the Senior Fire Officer on scene shall be the Incident Commander under NIMS for all emergency responses except those where violence, show of force or weaponry are required. Primary examples of these emergencies would be a hostage situation, workplace violence, or civil disturbance. In this case the senior security officer on scene shall perform as Incident Commander. (See paragraph 5.2.1.5)

#### 5.1.2.5 Fire Prevention Inspection Program

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

At KSC, the contractor shall resolve issues involving the identification of fire hazards with the customers involved. Issues that cannot be resolved by the contractor shall be brought to the attention of the NASA/KSC Authority Having Jurisdiction (AHJ) for resolution.

#### 5.1.2.6 Fire Inspection Documentation

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

## 5.1.3 Fire Operations and Firefighting

## 5.1.3.1 Emergency Medical Services Paramedic/Emergency Medical Technician

- A. The contractor shall provide a centralized rapid response of Advanced Life Support (ALS) Emergency Medical Services, including transport of patients at Centers or Component Facilities that are geographically separated from local municipalities offering this service.

At KSC, the transport of patients to local hospitals is frequently required for visitors, contract and government employees, and other contractors. Local hospitals such as Jess Parish Medical Center in Titusville FL, Cape Canaveral Hospital in Cape Canaveral FL, Wuesthoff Hospital in Rockledge, FL, and Holmes Regional Medical Center in Melbourne, FL are the primary hospitals in the local area.

- B. Fire Fighter Paramedics performing Emergency Medical Services shall operate under the authority and direction of the Center or Component Facility Medical Services Officer.

At KSC, Fire Fighter Paramedics must maintain a current state or national paramedic license.

- C. At Centers or Component Facilities where required, the contractor shall provide emergency medical services (paramedic/emergency medical technician) response capability on duty 24 hours a day, 7 days per week.

At KSC, the emergency medical services response capability shall be provided by the fire department and the paramedics and emergency medical technicians shall also be certified fire fighters.

- D. Ambulances and issuance of medical supplies shall be under the cognizance of the Center or the Component Facility Medical Services Officer.

At KSC, ambulances are provided as government furnished property. The contractor shall provide medical services by the Firefighter Paramedics. Medical supplies and equipment carried on the ambulances for Firefighter Paramedic use shall be under the cognizance of the Center Medical Officer. The inventory, reporting, and use of medical supplies used by the Firefighter Paramedics shall be the responsibility of the Fire Services. All ambulances that operate at the ALS level shall be certified as ALS ambulances by the medical authority having jurisdiction at the state or federal level.

- E. Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) Training shall be provided by the contractor.

#### 5.1.3.2 Fire Stations

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

At KSC, the contractor shall operate 3 fire stations 24 hours per day, 7 days per week; one combined structural and aircraft rescue and firefighting station operates from Building J6-2370; one industrial area structural fire station operates from Building M6-695; one ARFF launch pad fire station operates from Building J7-1339.

- B. The fire department shall conduct formalized shift turnover meetings to ensure that all on-duty personnel are informed of activities scheduled for their shift, including special scheduled work details, training requirements, and any special activities.

At KSC, a daily coordination between all three fire stations shall be conducted with the Fire Chief via telephonic conference call Monday through Friday. A daily activity report shall be provided by the contractor internally to their respective management and also to the government.

- C. All emergency responses shall comply with OSHA 1910.134 requirements for required personnel on scene to enter a fire area.
- D. When necessary, emergency responses to NASA facilities located off-site shall be accomplished through local agreement.

At KSC, non-emergency responses by fire vehicles and fire firefighters to off-site locations for static displays, briefings, and such things as air shows, and community events not deemed emergency in nature under the mutual aid agreements shall be coordinated with the government prior to the response.

#### 5.1.3.3 Fire Equipment and Services

- A. Detailed inspections of all emergency response apparatus and equipment, including personal protective clothing and equipment shall be conducted daily to ensure that all emergency response elements are functional as outlined in NPSC DRD, Fire Protection Program.

At KSC, the contractor shall conduct operations, testing, and operator maintenance in accordance with manufacturer's recommendations and NFPA Standards for all government furnished fire vehicles and equipment provided to the Fire Services by the government.

At KSC, all contractors provided vehicles must be appropriately maintained and maintenance records shall be made available to the government at anytime when requested. Fuel for the vehicles shall be provided by the contractor.

- B. Equipment shall be tested IAW NFPA Standards adopted in NASA-STD-8719.11, (ref. para 5.1.1) as follows:

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

At KSC, self contained breathing apparatus (SCBA) is serviced and tested by a life support contract on KSC which is not part this contract.

At KSC, use and operator care shall be the responsibility of the contractor. When SCBA are used in training or in an actual emergency the Life Support Contractor shall be notified and they will pick up the used air tanks and service them and place the SCBA tanks back in service.

#### 5.1.3.4 Response and Standbys

- A. All emergency responses and daily communications shall be managed through a Protective Services Communications Center (PSCC), also known as a 911 Dispatch Center.  
(See Paragraph 5.2.1.12)
- B. The fire department's Incident Commander on scene shall manage all fire/hazmat emergency operations; all communications shall be through the Dispatch Center.
- C. All emergency responses and standbys shall be within the parameters established by NASA. Time and distance response criteria shall be measured at each Center or Component Facility. The Government will provide these requirements in the TO.

At KSC, out of station time at KSC shall be no more than 1 minute to respond out of the station after receipt of the alarm.

At KSC, the time distance standard for response at KSC will be 3-5 minutes to hazardous operations facilities; 5-8 minutes to administrative facilities, and 8-12 minutes for outlying areas such as antenna sites, communications sites, and remote buildings not housing employees or hazardous operations.

At KSC, the minimum safe staffing for each type of responding fire vehicle shall be:

<u>Type Fire Vehicle</u>	<u>Minimum Crew Size</u>
First Run Fire Engine (1 per station)	4
Major Aircraft Rescue & Firefighting (All)	2

Aerial Fire Vehicle (All)	2
ALS Paramedic Ambulance (All)	2

- D. The fire department shall, through its shift staffing, provide a rapid intervention crew to provide emergency back-up during interior fire ground operations when they exceed initial response guidelines.

At KSC, the rapid intervention team/crew shall be on scene before entry is made into a fire area.

- E. All fire incidents shall be reported to the National Fire Incident Reporting System, (NFIRS) IAW NASA Standard 8719.11 and NPSC DRD, Report of Incident/Investigations (ROI).

#### 5.1.3.5 Aircraft Rescue and Firefighting (ARFF)/Flight Crew Rescue

- A. The contractor fire department shall meet all customer requirements for flight crew rescue and response for take-off/launch and landings; e.g., Return to Launch Site Services (RTLS) and landing mishaps.

At KSC, the contractor shall train and maintain a specialized astronaut rescue team. This training is initially provided at Johnson Space Center through a train-the-trainer concept by the government. The astronaut rescue training will evolve as does the changing of the flight vehicle. New vehicles will require new training by the government.

- B. The fire department shall provide an ARFF capability per NFPA 402 and 403 for aircraft based at their respective locations or those aircraft that frequently land at their location.

#### 5.1.3.6 Tactical Rescue

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

At KSC, examples of tactical rescue at KSC are high and low angle rescue, confined space, trench rescue, collapse structure, water rescue. All equipment to perform these tasks is provided by the government.

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

#### 5.1.3.7 Protective Clothing

- A. All emergency service protective clothing (such as turn-out gear, ARFF suits, HAZMAT suits, wild land firefighting ensemble and uniforms) shall meet all current NFPA 1971, NFPA 1977, and OSHA requirements.



At KSC, this type equipment shall be provided by the government at start of contract in an “as-is” condition and the contractor is expected to replace the clothing as needed.

- B. The Contractor shall adhere to the established NFPA and OSHA procedures which define the inspection process and frequency of inspections for protective clothing.
- C. Records shall be maintained on protective clothing items.

#### 5.1.3.8 Fire Department Training

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

At KSC, training subjects and frequency of training shall also comply with Agency Training DRD, Fire Services Proficiency Training.

- B. All fire department members with an emergency response mission shall be required to meet annual training requirements consisting of: SCBA training, live fire training, driver training, HAZMAT training, aircraft rescue and fire fighting (where required), safety training, and fire prevention training.
- C. The contractor shall conduct live fire training, both structural and Aircraft Rescue and Firefighting training (where flight is a mission focus).
- D. Live structural training shall be conducted twice every 12 months, 1 day burn and 1 night burn.
- E. All personnel assigned to the fire prevention unit shall receive training and course education on the requirements of their job (such as fire prevention inspections, testing of fire alarm systems, testing and maintenance of sprinkler systems, and fire extinguisher inspections).
- F. The fire department training program shall also perform time/distance drills to ensure that all customer-established response times are maintained.
- G. Not Required at KSC

#### 5.1.3.9 Hazardous Material Emergency Response Support

- A. The contractor shall respond to and mitigate all hazardous material spills or releases.
- B. The contractor shall develop and institute a program to ensure competency of Hazardous Materials Technicians IAW in NFPA 471 and 472, OSHA 29

CFR1910.120, and the State Emergency Response Commissions, Public Sector Hazardous Materials Training Guidelines.

- C. Where a HAZMAT Team is required, the contractor shall ensure a sufficient number of certified team members are on duty and fully mission capable 365 days a year 24 hours a day.

At KSC, the contractor shall maintain a trained and equipped Hazardous Materials Emergency Response capable of responding to an incident 24 hours, 7 days a week. The contractor shall respond, contain, rescue victims, and mitigate leaks, spills, and emissions of hazardous materials, and provide field expedient area clean-up and removal of hazardous materials if performed by another contractor. At KSC the fire fighters who perform HAZMAT duties shall be certified to the Technician level. Additional support personnel providing support to the fire HAZMAT team shall be trained to the Operations level. A minimum of 8 Technician level firefighters shall be on duty around the clock.

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

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

At KSC, specific requirements shall be addressed in a Standard Operation Procedure prepared by the contractor IAW NPSC DRD, Standard Operating Procedure (SOP) and Section 4.0, paragraph 4.1.5 Standard Operating Procedures.

#### 5.1.4 Fire Prevention Inspections And Fire Engineering

- 5.1.4.1 The contractor shall develop and maintain a Fire Prevention Inspection and Fire Engineering program that complies with NASA-STD-8719.11, NASA Safety Standard for Fire Protection and the NFPA as outlined in NPSC DRD, Fire Protection Program.

- 5.1.4.2 The contractor shall participate in facility or operational walk downs as required by the mission and documented in written procedures.

At KSC, facility walk downs are performed on all launch pads prior to launch, and throughout each facility at least annually.

- 5.1.4.3 The contractor shall identify all reportable fire discrepancies and track these until closure.

At KSC, fire discrepancies that are not corrected within one year of being detected shall be reviewed annually by the Fire Protection Discrepancy Review Board.

#### 5.1.4.4 Fire Prevention Inspection and Fire Engineering Program

- A. Inspections
  - i. The contractor shall perform onsite inspections of all facilities at least annually.

At KSC, the inspection reports shall be retained on file either electronically or hardcopy.

- ii. Onsite inspections shall identify fire hazards and discrepancies IAW the NASA-STD-8719.11, Safety Standard for Fire Protection. The contractor shall prepare a written report in accordance with NPSC DRD, Fire Protection Program.
- iii. Fire hazards and discrepancies shall be tracked until closure.

B. Investigations

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

C. Permits

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

D. Fire Extinguishers

- i. The contractor shall test, maintain, install, and inspect portable fire extinguishers for all facilities and areas where portable extinguishers are required, IAW NFPA 10.

At KSC, Fire Extinguishers will be provided by the government. Hydrostatic test shall be performed on the fire extinguisher as prescribe in NFPA 10.

- ii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher.

E. Fire Prevention Education

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

F. Pre-fire Planning

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

**G. Fire Protection Engineering**

- i. The contractor shall develop and implement a Fire Protection Engineering Program IAW NASA-STD-8719.11.
- ii. The contractor shall provide Facility Fire Risk Analyses and Fire Protection Engineering Surveys. In addition, the contractor shall witness all final acceptances of fire protection systems to comply with applicable documents listed in Section 4.16.
- iii. The contractor shall interpret technical fire safety requirements for all types of mechanical systems including heating, air conditioning, ventilation, lighting and electrical systems.
- iv. The contractor shall perform review and support functions for design reviews on all new projects, modifications, and refurbishments, including designs performed by other contractors.

**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 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 and Space Launch Systems, payload systems, and command and control systems.
- C. The contractor shall evaluate and report on installation protection needs and requirements based on the current threat IAW NPR 1600.1.

**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 IAW NPR 1620.2 and NPSC DRD, Self Assessment and Metric Report.

**5.2.1.3 Physical Security Support**

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

At KSC, the contractor shall plan for the protection of 30 Mission Essential Infrastructure (MEI) facilities. Annual reviews of the MEI will include Continuity of Operations Planning (COOP) and recommendations to relocate the MEI if necessary under COOP.

#### 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.

#### 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 KSC, all officers assigned to perimeter gates shall wear all government furnished security equipment, including personal emergency alarms. Security Officers who perform duties in an office setting such as issuing badges, passes and identification shall be

unarmed and may wear a standard soft uniform.

The contractor shall provide armed security officers to safeguard personnel and material resources located on KSC.

At KSC, the contractor shall prepare, review, distribute, and maintain such General Orders, Post Orders, and emergency and special orders for each security post and position as identified by the contractor, or as required by the TOM. The contractor shall draft, publish and obtain approval from the TOM for all security procedures, program security plans, building security plans, site security plans, contingency plans, and operational security plans. Additionally, the contractor shall prepare and maintain Standard Operating Procedures to fully comply with NASA Regulations and guidance, but sufficiently adaptable to KSC requirements IAW DRD, Standard Operating Procedure. All SOPs shall be reviewed by the government and become the property of the government when completed.

At KSC, the contractor shall have on hand an up-to-date list in the PSCC of emergency contact telephone numbers, including the Security Office, Center Management, Center Emergency Operations personnel, and Federal, State, Local and Federal law enforcement agencies and emergency personnel. This list shall be reconciled weekly with all electronic contact information in the blotter to ensure correctness.

At KSC, the contractor shall control access to incident scenes involving safety, fire, workplace violence, natural disaster or other emergencies as directed by the TOM, CCS, or other NASA Special Agent. The contractor senior fire or security officer on scene shall assume on-site incident command unless/until relieved by the CCS or designee for those incidents under the control of the CCS as defined in the KSC Emergency Plan, and then provide area access control until released by recognized KSC authority.

At KSC, the contractor shall exercise the authority and responsibility to identify and request the use of any service, equipment, or assistance at KSC that may be required to reduce the impact of an emergency. The contractor shall recommend to the CCS or incident commander when the area may be declared cleared. The contractor shall coordinate and recommend security related revisions to the KSC Comprehensive Emergency Management Plan.

At KSC, the contractor shall provide a command supervisory level authority for each shift on a 24 hour, 7 day per week basis.

At KSC, the contractor shall provide adequate patrols for the inspection and reporting of suspicious activities, unsecured, unsafe, and hazardous conditions of gates, bollards, buildings, offices, docks, and other facilities and roadways.

At KSC, the contractor shall conduct roving patrols of the Center at various times so as to avoid patterns of predictable behavior (PPB). Patrols primary function is to participate in maintaining a secure facility, e.g. to prevent/detect break-ins, vandalism, building perimeter breaches, criminal conduct, and security violations, etc.

At KSC, the contractor shall be alert for crimes of opportunity and shall initiate positive control actions to deter or prevent criminal activity IAW DRD, Physical Security Plan.

At KSC, the contractor shall be observant for crimes in progress, criminal and suspicious activity, and other security violations.

At KSC, the contractor shall detain unauthorized or suspected persons for identification and/or investigative purposes pending a release to own re-cognizance or release to other appropriate law enforcement authorities based on guidance from the TOM, the CCS, or other NASA Special Agent.

At KSC, the contractor shall provide investigative support to conduct internal/special investigations as directed by the TOM. Contractor investigator personnel will fall directly under the direction of the TOM. Additionally, incident reports and other traditional law enforcement reports will be provided, as detailed elsewhere in this task order.

At KSC, the contractor shall be continually alert for occurrences of fires, water leaks, environmental emergencies, and physical hazards by close and detailed observations and physical inspections.

At KSC, the contractor shall identify unsafe or potentially unsafe conditions, procedures or activities, and initiate work orders or take other corrective action if required.

At KSC, the contractor shall obtain, track, maintain, and provide inventory accountability of all necessary fire and security equipment. Beyond that equipment identified as government furnished equipment (GFE,) the contractor shall be responsible for obtaining such equipment as is necessary for the full and complete execution of this task order.

At KSC, the contractor shall ensure that patrols respond expeditiously to requests for assistance and emergencies and/or alarms. Examples include unlock requests, unsecured area alarms, duress alarms, credit union alarms, fire alarms, environmental and oxygen sensor alarms, hazardous incidents, and medical emergencies. The contractor shall respond within four minutes for all emergency calls, alarm activations or other situations where life or property is endangered. Delays in excess of four minutes shall be noted in the daily blotter. A ten minute response time to outlying areas is acceptable. The contractor shall respond within 15 minutes for all non-emergency calls. Delays in excess of 15 minutes shall be noted in the daily blotter.

At KSC, the contractor shall provide patrols to check all buildings/facilities to ensure they are properly secured, and shall periodically conduct building walk-through inspections to check for unlocked classified security containers. Should unforeseen operational requirements result in a delay in these checks, every effort shall be made to check the facilities as soon as possible.

At KSC, the contractor shall, during routine activities throughout the Center, identify and make a report of fire safety issues to include, but not limited to, coffee pots left on, overheated or "smoking" equipment, and the like, when detected during the normal course of patrol.

At KSC, the contractor shall perform flag protocol services and periodically inspect the U.S. and NASA flags at Building M6-399 for weathered or worn appearance. The CCS will provide specific flag protocol guidance as necessary. Weathered, tattered or faded flags shall be replaced with flags provided by the Government. During periods of national

mourning, flags shall be lowered to half-staff in accordance with NASA Flag Protocol Directives. The contractor shall, using protocols approved by the TOM, fold, unfurl, hoist and lower, render appropriate honors toward, and protect the Center outdoor, public, National Flag from disgrace or dishonor. Only sworn uniformed security/police officers shall have the public honor of hoisting, lowering, folding, unfurling and raising or lowering the National Flag.

At KSC, as directed by the TOM, CCS, or other authorized NASA Special Agent, the contractor shall conduct random inspections upon entry to or exit from the Center or specific locations, areas, buildings or facilities on Center. Such activities will be performed in lieu of routine patrol activities using on duty assets. The contractor shall provide other services as directed by the TOM during Center non-work hours that are within the capability of the security force. This includes such activities as monitoring temperature and pressure gauges, electronic equipment, security lighting, and environmental systems. These services are provided as part of normal patrol activities.

At KSC, the contractor shall provide protective services for stored or transported space hardware and other items/facilities as requested by the TOM.

At KSC, the contractor shall provide protective services for any onsite employee while the employee is at their job site, as requested by the TOM.

At KSC, the contractor shall assist in escorting persons being removed from the Center for security reasons.

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

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

At KSC, security officers stationed at the perimeter gates shall have personal gamma radiation detectors and be trained in the use and operation of the detectors. The contractor shall employ methods to detect the presence of explosives, chemicals, biological agents, or radiological threats to personnel and assets.

At KSC, the contractor shall at a minimum provide the capability to respond to bomb threats and suspicious packages including the following:

Investigate and conduct searches to locate possible threats.

Identify packages or items and make a determination if they are potential hazardous devices.

Establish and secure perimeters for an area or building should a package or items be determined a threat.

Potential hazardous devices examples are a bomb, improvised explosive device, commercial explosives, illegal fireworks, suspicious packages, or military ordnance.



At KSC, the contractor shall notify the CCS and the KSC Fire Department via 911 within 4 minutes of the determination of a suspicious package to request the appropriate assistance. Additionally, if circumstances dictate, the FBI shall be contacted to request support.

#### 5.2.1.7 Executive Protection

- A. The contractor shall provide executive protection for NASA designated personnel including important government officials, astronauts, distinguished visitors, and others designated by the TOM or COTR.

At KSC, executive protection shall be provided during KSC special events and occasions and other events as required by the CCS or TOM.

#### 5.2.1.8 Electronic Security Systems

At KSC, the contractor shall monitor and respond to the electronic security and access control system alarms. The contractor shall provide a security systems manager to oversee the operation of the electronic security and access control system as described in NPSC DRD, Electronic Security System Configuration Management Plan.

At KSC, Security Management System shall include all hardware and software associated with the security badging processes, access control processes, security alarm processes, security systems configuration and documentation control processes and provides a compatible interface process with other contractors supporting the Kennedy Space Center (KSC), Center Operations Directorate (COD), Protective Services Division (PSD), and Emergency Operation Center (EOC).

At KSC, the contractor is responsible for the 24-hour, 7-day a week operation and maintenance of the electronic Security Management System.

At KSC, the contractor shall operate and input data into the Incident Crime Information System (ICIS). The system is commercial off-the-shelf software developed and purchased from Public Safety Systems Incorporated (PSSI) and consists of a records management system for security and law enforcement departmental records.

At KSC, the contractor shall operate, monitor, maintain, and service the electronic access control devices, closed circuit television cameras, security alarms (Intrusion Detection Systems, IDS), terminals, panels, and systems, related and ancillary equipment.

At KSC, the Contractor shall ensure that the Dispatch Consoles in the PSCC are available and operational at all times. The contractor shall ensure badging stations are working on KSC.

At KSC, the contractor shall maintain the configuration management plan which includes the wiring diagrams, connections from the central station to buildings containing SMS equipment per Information Technology (IT) Security Plan (DRD).

At KSC, the contractor shall comply with and support program requirements for classified Communications Security (COMSEC) and unclassified security IAW NPR 1600.1. The Contractor shall be required to possess and maintain a TOP SECRET SCI level clearance. The Contractor shall support and troubleshoot technical classified system/networks. The contractor shall report all work performed per DRD, Self-Assessment and Metrics Report.

## 5.2.1.9 Locksmith

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

At KSC, the hours of operation for the Locksmith Shop at KSC will be Monday through Friday, 7:30 to 4:00 p.m. excluding contractor recognized government holidays. The Contractor shall provide the capability to recall a locksmith after normal hours. All key locks shall be compatible with the existing master key system. The contractor shall be responsible for the master key system at KSC. At KSC the Locksmith Shop is located in Building M6-486.

## 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 Central 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 compliance documents in Section 4.16. 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 KSC, when the contractor is notified of an employee termination the contractor shall comply with the deactivation procedures for SMART cards. The contractor, upon being notified of an employee termination, shall ensure deactivation of the SMART card within 10 minutes. The contractor shall submit the employees name to the Denied Access List within one hour of being notified of an employee's termination or undesired behavior. Resignations of all KSC employees will be IAW the process for Contractor Terminations.

At KSC, the following badging locations and hours of operations are required to meet the demands of the populace:

<b><u>Location</u></b>	<b><u>Hours of Operation</u></b>	<b><u>Staffing</u></b>
Visitor Records Center	0600-1600 Mon-Fri	8
Pass and ID III	0600-1600 Mon-Fri	3

F Gate

0800-1600 Mon-Fri

1

Note: Badging Stations are closed on holidays.

At KSC, a new Pass and ID III Facility is currently under construction; estimated completion date of this facility is June 30, 2008. Should the facility be delayed in opening beyond the start date of this contract, the contractor shall be required to relocate all existing equipment and personnel upon the completion of the new facility. If the new facility is not completed by October 1, 2008, the contractor shall be required to maintain the operational capabilities of the existing badging station during the hours and locations stated above.

#### 5.2.1.11 Emergency Response Team

- A. The contractor shall provide a team of security police officers who meet the enhanced physical standards for specialized teams found in NASA NPR 1600.1.

At KSC, the contractor shall provide Emergency Response Team 24 hours, 7 days a week capability.

At KSC, the team shall be trained in hostage and victim rescue, special tactics and planning, and the use of specialized equipment, firearms and other weapons.

- B. The team shall be capable of an immediate on-site response to effectively and safely resolve a variety of critical security incidents including terrorist aggression, workplace violence, active shooter, and hostage situation.

At KSC, the ERT function shall provide an initial ERT officer on scene at a critical KSC facility within 5 minutes with the fully assembled ERT on scene within 10 minutes. Fully assembled ERT responses to other remote locations on KSC shall not exceed 15 minutes.

At KSC, the team shall develop SOPs for operations in critical/hazardous and public facilities IAW NPSC DRD, Standard Operating Procedures.

- C. The team shall be capable of an immediate on-site response to effectively and safely resolve a variety of critical security incidents including, workplace violence, active shooter, hostage situation, and terrorist aggression.
- D. The team shall develop detailed plans for operations in critical/hazardous and public facilities.
- E. When not in training, these officers shall assume normal security police officer patrol duties as described in the Task Order; coming together as a team only as needed.

#### 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.

At KSC, the Protective Services Communications Center (PSCC) is located in room 2P10, Building K6-900, monitors all alarms, fire and security, access control, CCTV, emergency warning, all radio communications, recording and launch countdown communications to emergency responders 24 hours, 7 days a week. Present staffing in the PSCC is 4 dispatch operators on first and 3 dispatch operators on second and third shift. A supervisor is required to be on duty from 0600 hrs through 2400 hrs. Dispatchers shall initiate a response within one minute of receipt of call or alarm. PSCC personnel are required to have and maintain a SECRET clearance.

At KSC, the contractor will operate and maintain the Computer Aided Dispatch (CAD) located in the PSCC. The system is commercial off-the-shelf software developed and purchased from Public Safety Systems Incorporated (PSSI) and is used for the dispatch and control of both fire and security resources

- B. The Contractor shall track and record all incidents.
- 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.
- F. The Dispatchers shall meet the requirements of NFPA Standard 1061, Professional Qualifications for Public Safety Tele-communicator. Additionally, NFPA Standard 1221, Standard for the Installation, Maintenance, and Use of Emergency Services Communications shall be the guide for receiving, dispatching, and recording emergency communication.

#### 5.2.2 Personnel Security

##### 5.2.2.1 Security Records Management Systems

- A. The contractor shall maintain and operate the following systems of records:
  - i. Pre-employment screenings
  - ii. Internal access control records
  - iii. National Security clearance records
  - iv. 5 CFR 741 (re: Suitability Position Risk Designations) and HSPD 12 related records
  - v. Other records as required by specific TO.

At KSC, the contractor shall perform general personnel security program support tasks, to include processing security clearance and background investigation forms, preparation of

documentation for adjudication, processing employment and termination documents, employee risk determinations, badge applications, employee interviews, previous or ongoing investigations, fingerprinting, receiving and processing other agency documentation, and processing other personnel security documentation required by NASA or KSC.

At KSC, the contractor shall perform data base inputs and queries of other Federal Agencies for information related to personnel security matters utilizing services such as: e-QIP, OPM, DCII, NCIC, FBI, CIA, and INS.

At KSC, the contractor shall distribute, file, destroy and archive personnel security documentation and coordinate personnel security actions with other KSC employees.

At KSC, the contractor shall support Personnel Security hours of operation that are consistent with the KSC Protective Services Office. Overlapping tours of duty are acceptable to cover these hours.

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

#### 5.2.2.2 International Visits Coordinator (IVC)

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

At KSC, the contractor shall utilize the automated NASA Foreign National Management System to record information on FN/FR visits.

At KSC, the contractor shall assist in the process of developing and approving Security/Technology Transfer Control Plans (STTCP) prepared in concert with international visits to KSC.

At KSC, the contractor shall perform visit compliance checks and complete other tasks associated with the administration of the International Visits program.

At KSC, the contractor shall brief international visit sponsors on security and escort requirements.

#### 5.2.2.3 Personnel Security Systems Administration - The contractor shall promptly update NASA databases containing background investigation and security clearance information.

#### 5.2.2.4 Electronic Questionnaires for Investigations Processing (E-QIP)

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

## 5.2.2.5 Adjudications

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

## 5.2.2.6 CNSI/Suitability Investigations

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

## 5.2.2.7 Inquiries

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

## 5.2.2.8 Records Checks

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

## 5.2.2.9 Risk Determinations

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

## 5.2.2.10 Fingerprinting

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

## 5.2.2.11 Public Key Infrastructure (PKI) Certificate Issuance

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

## 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).

At KSC, 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, and others.

At KSC, the contractor shall support the Information Security Program by conducting inspections of classified document containers, conducting classified custodian training and briefings, providing customer advice regarding declassification, and processing DD Form 254.

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

5.2.3.2 Not Required at KSC

5.2.3.3 Classification Guides: Not Required at KSC

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 SECRET level.
- B. Destruction will cover paper media only.

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 CNSI, 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 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 civil servant and contractor employee's as to what information falls under SBU, how it shall be marked, who shall have access, how it will be disseminated, and how it shall be stored.
    - i. Should the federal government subsequently develop new categories or titles for sensitive but unclassified information, the contractor shall ensure that the NASA workforce is trained in the policies and procedures for protecting this information from unauthorized and inappropriate use and availability.
- 5.2.3.8 Mandatory Training (Executive Order 12958)
- A. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.
  - B. The contractor shall develop, implement and maintain a program to ensure that all personnel granted a security clearance are trained to comply with EO 12958 and are aware of the penalties associated with non-compliance.

- C. The contractor shall provide training prior to access to classified information and shall obtain a signed acknowledgement, that the training was received, from the trained individual.
  - i. When a person no longer has need for an active security clearance, a clearance is suspended, or a person ends their service with certain classified activities, the contractor shall debrief the person to make them aware of any continued requirements for the protection of the information to which they previously had access and a reminder of associated penalties for non-compliance.
  - ii. The debriefing shall include a signed acknowledgement from the person being debriefed.
- D. The contractor shall store the signed acknowledgements for durations consistent with applicable policies and procedures.

#### 5.2.4 Law Enforcement

##### 5.2.4.1 Criminal Investigation

At KSC, the contractor shall provide in-depth fact finding capability using the disciplined, logical, and intuitive tools of the investigative profession, including interviewing, interrogation, confidential informants, technical intelligence collection capabilities, forensic and documents analysis, and a thorough understanding of State and Federal law and rules of criminal procedure, to identify offenders, seize and safeguard evidence, and document the foregoing activities via reports of investigation IAW DRD, Reports of Investigation.

At KSC, the contractor shall support both criminal and administrative investigations of actual or suspected crimes, suspicious activities, and security hazards, with activities and responsibilities to include such duties as:

1. Conducting investigations of missing property and completing detailed investigative reports with recommendations to prevent recurrence
2. Conducting Special Investigations as requested by the TOM
3. Conducting follow-up investigations on reports of incidents to determine facts concerning specific events
4. Informing the TOM of unusual activities and conducting after-hours checks as required
5. Establishing and maintaining liaison with Local, State, and Federal Law Enforcement Agencies and NASA Office of Inspector General, as required, in the conduct of investigations

At KSC, the contractor shall conduct preliminary investigations and submit reports on lost or stolen property, suspicious activity, and other incidents IAW DRD, Physical Security Plan. Preliminary investigations shall be conducted on the reported day and a preliminary report submitted to the KSC PSO Criminal Investigations Program Manager via e-mail by 9:00

a.m. the following workday. Preliminary investigations shall be followed up in a timely manner with a detailed investigation. The contractor shall ensure that reports are detailed, accurate, and timely.

At KSC, the contractor shall provide an aggressive theft/conversion prevention and detection program with specific responsibilities to include such activities as inspecting and documentation of KSC areas and buildings for property theft hazards, providing recommendations for improvements, conducting investigations and preparing Reports of Investigation, and making National Crime Information Center (NCIC) inquiries. The contractor shall submit Reports of Investigation to the TOM and PSO Criminal Investigations Program Manager.

At KSC, the contractor shall identify those personnel who will be supporting crew departure and comply with DRD, Health Stabilization Program.

At KSC, the contractor shall utilize the Government-provided Investigations database to document all investigations.

#### 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.

At KSC, the contractor shall provide security patrol operations 24 hours 7 days a week for all KSC property. These patrols shall include designated off-center facilities. At KSC, state law enforcement services outside the perimeter gates are provided by the Brevard County Sheriffs Office. Mobile patrols include the ERT capabilities described above.

At KSC, the contractor shall provide Security Officers for the following fixed posts and mobile patrols:

#### **KSC FIXED AND MOBILE POST HOURS OF OPERATIONS**

POST	HOURS OF OPERATION
LC-39 Rover #1 (LC-39 Area)	1/24/7 MOBILE
LC-39 Rover #2 (LC-39 Area)	1/24/7 MOBILE
VAB Protection (LC-39 Area)	1/24/7 MOBILE
OPF Protection (LC-39 Area)	1/24/7 MOBILE
KSC Facility Rover (All KSC Areas)	1/24/7 MOBILE
Launch Pad Rover (LC-39 Pad A & B Area)	1/24/7 MOBILE
Escort Unit (Industrial Area)	1/24/7 MOBILE
Industrial Rover #1 (Industrial Area)	1/24/7 MOBILE
Industrial Rover #2 (Industrial Area)	1/24/7 MOBILE
Installation Gate 3 Entry Control	2/24/7 FIXED
Installation Gate 2 Entry Control	2/15.5/5 FIXED

Installation Gate 4 Entry Control	2/24/7
River Boat Patrol	1/24/7 MOBILE (Motor vehicle during inclement weather)
Air Boat Patrol	1/24/7 MOBILE (Motor vehicle during inclement weather)
K-9 Unit (Explosive Detection)	1/24/7
Area Supervisor (All KSC Areas)	1/24/7 MOBILE
<u>Merritt Island Launch Area Entry Control</u>	<u>1/24/7 FIXED / MOBILE</u>

- B. The contractor shall utilize “in-car” audio and video systems.

#### 5.2.4.3 Traffic Accident Investigation

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

#### 5.2.4.4 Canine (K-9) Narcotics/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 narcotics or explosives, and or to perform security and law enforcement patrolling as an adjunct to an armed security police officer.

At KSC, the contractor shall provide, at a minimum, one (1) K-9 officer on duty 24 hours, 7 days a week.

#### 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
- A. The contractor shall provide security and protection to persons in custody or detained persons during transport operations pending further detention, release or transfer to another jurisdiction.
- 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.
- 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 paragraph 8.9.3.9.
- 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 (Not a function of this contract)

**5.2.5.5 Technical Surveillance Countermeasures (TSCM)**

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

A TOP SECRET security clearance is required for SCI, TSCM and COMSEC task.

**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 provide comprehensive planning in policy, procedures, directives, and all-hazard assessment IAW internal and external (current and future) requirements as specified in DRD, Comprehensive Emergency Management Plan (CEMP).

**5.3.2.2 Emergency Operations**

- A. The contractor shall provide Emergency Operations Center (EOC) management 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 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&amp;E)

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

## 5.3.3 Emergency Preparedness

## 5.3.3.1 General

- A. The contractor shall ensure the Emergency Preparedness tenet incorporates guidance and implementation applicable emergency preparedness policies and directives from NASA headquarters, federal, state and local directives as well as provide for an integrated and coordinated local, state and federal response under the guidance of the National Incident Management System (NIMS); the National Response Plan (NRP); NFPA 1600, Standard on Emergency Management and Business Continuity Programs; and NFPA Standard on Emergency Services Incident Management System.
- B. The contractor shall ensure that a response capability exists that can communicate and support a Centers or Component Facility declared emergency, Presidential Declaration of Disaster or an Incident of National Significance. The core components of any emergency preparedness documents, including the required Comprehensive Emergency Management Plan (CEMP) shall comply with the NIMS structure.

At KSC, the contractor shall be the lead for the development of the Comprehensive Emergency Management Plan (CEMP) as required by NPSC DRD, Comprehensive Emergency Management Plan. The contractor shall coordinate for approval of the government the hazard specific annexes to the CEMP.

## 5.3.3.2 CEMP Verification Reviews

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

## 5.3.4 Emergency Operations

## 5.3.4.1 Emergency Operations Center Staffing

- A. The contractor shall staff and operate an Emergency Operations Center (EOC) and related equipment (computer systems/software and communications equipment) 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.

At KSC, the Emergency Operations Center is under the Incident Command of NASA and supported by safety, shuttle, payloads, weather, USAF, and other components. The Protective Services Contractor operates the EOC for NASA. The EOC is located in the Launch Control Center in room 2R21.

At KSC, within the EOC, 2 servers are provided to operate the Web EOC® software program and related EOC functions. The contractor shall operate the Web EOC® program and locally or remotely maintain the 2 servers, in addition, the contractor shall be responsible for the accreditation and security plan associated with these servers and detached devices.

- C. The contractor shall maintain and operate a Mobile Command Vehicle with related emergency response equipment.

At KSC, the Mobile Command Vehicle at KSC is provided by the Government. The vehicle is equipped with wireless internet, cell phones, VHF and UHF radio, Satellite radio phones, audio video equipment and infrared telescopic cameras, generator powered, and personal comfort.

#### 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



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 ensure that testing of the alert, notification and activation procedures and systems shall be accomplished per FPC-65.
  - B. Training Component - The contractor shall develop and administer a lessons-learned and corrective actions program consistent with standards and requirements, to redress shortfalls and weaknesses identified during evaluation of TT&E activities.
  - C. Exercise Component -Annual exercises shall be conducted by the Contractor to demonstrate the capability to (a) adequately and appropriately execute emergency response plans using first response force; (b) mobilize a deliberate and pre-planned movement to activate and stand-up the EOC (all-hands); (c) mobilize a deliberate and pre-planned movement to activate and stand-up the Alternate Facility (COOP Management, Support Team).
- i. The contractor shall support and participate in biennial Agency participation in national-level exercise programs to evaluate Agency capabilities to execute emergency operating plans.
  - ii. The contractor shall develop and administer a Lessons-Learned Program and Corrective Action Plan (CAP) consistent with national practices to identify shortfalls, weaknesses, and failures identified during the evaluation of exercises whether as exercise monitor or after-action reviewer. A published, final report will describe assessed performance against exercise objectives and include recommended corrective actions.
  - iii. The contractor shall coordinate activities with NASA, State and local emergency management officials, and other local, state, and government agencies including

tenants and adjacent military installations. Documentation of activities such as training, response to emergencies, and accident/incidents requiring emergency response will be maintained by the contractor on behalf of the government.

**5.4 Export Control:** Not required at KSC

**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 supports 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 develop and recommend requirements for the protection of specific categories of SBU information.

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 develop 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, ITAR); storage, access, disclosure and transmittal of SBU information; and access and disclosure.

**5.5.3 Verification of NASA Unclassified IT System Security Certification/Accreditation Program**

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 also 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 shall provide a skilled and capable workforce. Where appropriate, performance-based training, and quality control measures shall be applied to validate performance capabilities. This capability shall be documented in NPSC DRD, Training Plan Report.
- 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 DRD, Training Plan Report.

**5.6.2 Local And State Education Requirements**

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

At KSC, the locksmith shall be certified either state or national; all firefighter paramedics shall be licensed in the State of Florida, Fire Fighters with Emergency Medical Technician duties shall be state or nationally certified; K-9 dogs and handlers shall be certified by a nationally recognized certification authority.

**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 will be conducted on NASA facilities (KSC Range Training Facility) or on non-NASA facilities where appropriate, and in accordance with this Task Order.
- 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, and in accordance with this Task Order.

Lead monitoring at KSC will be conducted by the KSC Environmental Office and is not the responsibility of the contractor.

- 5.6.3.4 The contractor may be required to conduct maintenance of firearms ranges and related facilities as specified in the Task Orders.

At KSC, the Range Officer shall be responsible for target maintenance, policing expended cartridge shells, general good housekeeping, and overall operational safety of the range. Vegetation control, facility maintenance, and infrastructure support shall be provided by another contract.

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

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

At KSC, the contractor shall be responsible for providing external training to the Astronauts in the operation of the M-113 Armored Personnel Carriers. The M-113's are used as evacuation vehicles from the Launch Pads in case of an anomaly. Additionally, training shall also be provided to the general population in the areas of emergency management, security awareness and fire safety.

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 training.
- B. The contractor shall generally provide security education support or administration, briefing, training media, for external programs for which they administer or as specified in Task Orders.
- C. The contractor shall conduct crime prevention training for the general NASA population. Training may include such topics as locking offices and security

containers, use and control of keys and security systems, and general loss prevention topics.

At KSC, the contractor shall develop and implement a Security Education and Training Program for all NASA and Contractor personnel in accordance with NPR 1600.1, Chapter 8.

5.6.4.4 Export Control Training: Not Required at KSC

5.6.4.5 Fire Safety Training

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

5.6.4.6 Emergency Management Training

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

- A. The contractor shall conduct wildlife safety briefings when tasked by this Task Order. Briefing shall include risk avoidance and protection from insects, reptiles, and other wildlife which may be harmful.

At KSC, alligators, Florida Panthers, wild hogs, snakes, and an occasional black bear can present a threat to employees.

5.6.4.9 Preconstruction Briefings

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

5.6.5 NASA Federal Law Enforcement Training Academy (NFLET)

- 5.6.5.1 The contractor shall staff, manage, equip, and operate the NASA Federal Law Enforcement Training Academy.

At KSC, NFLET personnel will fall directly under the direction of the TOM.

- 5.6.5.2 Utilizing the NFLET Academy as described in Section 4.1.11 above, the contractor shall provide sufficient training opportunities through course design, scheduling, and training staff, so as to facilitate delivery of core required security training courses including the Basic Course (for Security Police Officers), the Security Officer Fundamentals Course (for Security Officers), and required refresher and in-service training to all armed contractor officers and managers, as well as all NASA Special Agents.
- 5.6.5.3 The contractor shall, through the NFLET Academy, provide a certification program for NFLET instructors who may be assigned to other Centers or Component Facilities or be assigned to the NFLET Academy itself.
- 5.6.5.4 The contractor shall, through the NFLET Academy, maintain and periodically recommend updates to training curricula IAW the Commission on Accreditation for Law Enforcement Agencies (CALEA) and Federal Law Enforcement Training Center (FLETC) standards.
- 5.6.5.5 The contractor shall, through the NFLET Academy, maintain student records and instructor certifications.
- 5.6.5.6 The contractor shall, through the NFLET Academy, deliver training classes or develop training plans for other security courses as necessary including defensive tactics, the use of various forms of intermediate weapons, and other specialized equipment.
- 5.6.5.7 The COTR the contractor shall provide training opportunities to facilitate delivery of CALEA certified training courses to other Federal law enforcement officers and federally contracted security officers on a reimbursable basis.
- 5.6.5.8 The contractor shall operate the NFLET Academy under the auspices of an assigned NASA Special Agent.