
NASA PROTECTIVE SERVICES CONTRACT**GLENN RESEARCH CENTER****TASK ORDER****Table of Contents****NPSC-TO-GRC – 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-GRC – ATTACHMENT B – MAXIMUM ALLOWABLE DEFECT RATES (MADRs)**NPSC-TO GRC – ATTACHMENT C – ADDITIONAL DATA REQUIREMENTS DOCUMENTS****NPSC-TO-GRC – 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-DFRC – ATTACHMENT E – WAGE DETERMINATIONS/CBAs

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

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

NPSC-TO-GRC – ATTACHMENT F – ADDITIONAL PERFORMANCE REQUIREMENTS

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.

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 of this Task Order. 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.

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 unplanned events which 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 (\$200); or all unplanned events not exceeding (\$1000) but cumulatively totaling over (\$1000) will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order

5.1 Fire Services

5.1.1 NASA Safety Standard for Fire Protection Not Required at GRC

- 5.1.2 Scope
- 5.1.2.1 Not Required at GRC
- 5.1.2.2 Mutual And Automatic Aid Programs
- 5.1.2.3 Not Required at GRC
- 5.1.2.4 Not Required at GRC
- 5.1.2.5 Not Required at GRC
- 5.1.2.6 Not Required at GRC

At GRC, the functions within this section are performed by security officers-armed.

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

At GRC, the contractor shall manage emergency communication to include notification and coordination with all adjacent jurisdictions for emergency response, police, fire and medical services. The contractor shall initiate notifications which are required to activate mutual and automatic aid programs 24 hours a day, seven days a week. The contractor shall participate and take an active roll in exercises, drills and coordination and after action meeting associated with the mutual aid program as defined by Glenn Emergency Preparedness Plan.

At GRC, the contractor shall ensure that all security sensor systems, CCTV, security radio transmissions, and designated emergency phone lines are continuously monitored, and that appropriate security, police or emergency personnel are promptly notified and dispatched. The contractor shall monitor and operate or control all Protective Services Communications Center (PSCC) systems which include: life safety, fire, access control, intrusion detection, duress alarms, building and systems monitors (heat, smoke, water flow, etc) and CCTV systems, weather alert, emergency pager notifications, public address and evacuation systems, and all other systems which transmit to and are monitored or assessed in the PSCCs. The contractor shall maintain detailed SOPs and maintain comprehensive records of Dispatch operations and actions taken in response to alarms, emergencies and disasters.

At GRC, the contractor shall:

- Ensure constant uninterrupted communications and monitoring of the security systems is maintained 24-hours, 7-days/week, to include during emergency conditions
- Ensure security systems are continuously monitored and that any system deficiencies are documented and submitted for corrective action on a daily basis.
- Ensure that PSCC instructions, procedures, and notification listings are reviewed and updated every 60 days.
- Ensure complete audit trail of all security actions.

-Answer telephones within 15 seconds of initial ring.

5.1.3 Fire Operations and Firefighting Not Required at GRC

5.1.4 Fire Prevention Inspections And Fire Engineering Not Required at GRC

5.2 Security Services

5.2.1 Physical Security

5.2.1.1 Resource Protection

- A. The contractor shall utilize comprehensive and integrated systems that utilize both personnel and equipment to safeguard personnel, physical assets, and information.
- B. Not Required at GRC
- C. The contractor shall evaluate and report on installation protection needs and requirements based on the current threat.

At GRC, the contractor shall prepare and provide document administration support for all designated Glenn Security Management and Safeguards Office (SMSO) policies, procedures, instructions, handbooks, pamphlets, and related documents in accordance with GRC's current Business Management System, Document and Data Control, or subsequent record systems, and other sections as applicable. (See E.1, E.2 and E.3 for detailed requirements).

At GRC, the contractor shall provide recurring audits, inspections, reviews, and assessments in accordance with the GRC Security Inspection Plan, NPR 1600.1, NPR 1600.2, NPR 1600.3 and subsequent revisions, and conduct evaluations to identify Security weaknesses and vulnerabilities and recommend appropriate corrective action to the TOM, or designee.

At GRC, the contractor shall provide onsite supervision of security services employees 24-hours a day at both Lewis Field and Plum Brook Station. Supervisors in charge of work under this contract shall ensure that each post is manned as required; employees are properly uniformed and present a neat appearance, have all the basic equipment available to successfully perform their responsibilities, and that the personnel are ready, willing and able to perform required tasks. Posts, duty locations and essential equipment shall be inspected by supervisors during each shift. The inspection process and results shall be documented.

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.

At GRC, the contractor shall inspect the entire perimeter at Lewis Field two times and Plum Brook Station once during each 8 hour period. Deficiencies shall be reported daily and IAW DRD, Reports on Incidents and Investigations.

At GRC, the contractor shall provide special management attention to the performance of the sensitive and classified tasks and required audits, reviews, inventories and reports associated with Program Security Specialist positions and the function of COMSEC, performance of the COMSEC Account Manager (CAM) and Assistant COMSEC Account Manager function, support of the Glenn Intelligence Threat Operations Center (ITOC), classified information technology systems support and certification, and support of the Counterintelligence (CI) program. The contract employees performing these functions shall maintain a Top Secret security clearance and SCI access. No discrepancies are acceptable with the COMSEC program. (See Attachments E.1, E.2, and E.3 of the Glenn Task Order for task descriptions of inspections, audits and assessments).

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.

At GRC, the contractor shall provide a Physical Security Specialist, who shall have and maintain a Top Secret security clearance. The contractor shall provide physical security program support during normal duty hours Monday through Friday, and during infrequent emergencies such as power failure, operational emergencies and general emergencies. The contractor shall administer, document and control all electronic access systems. Routine requests for access to electronically controlled areas will be granted within one work day. Emergency requests for access will be addressed and resolved 24/7.

- 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 GRC, the contractor shall provide Security guidance to Facility Security Representatives on updating Facility Security Operating Plans (FSOPs), and maintain a centralized repository of all updated FSOPs. (See Attachment F.1 of the Glenn Task Order for description of the task).

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 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 GRC, all the mandatory minimal positions in section 5.2.1.5 and the remainder of the Glenn Task Order are Security Officer Armed positions and require a uniformed and armed officer, except as indicated. The Personnel Security Specialist, Program Security Specialists, COMSEC Account Manager, and Training Specialist are not required to be Security Offices Armed. The contractor shall have the Program Manager, the Protection Force Training Officer (and other staff members at their discretion) meet the Security Officer Armed standard (Security Officer Armed in accordance with paragraph 1.2, Section J, Attachment 1. All Security Officers Armed must possess a minimum of a SECRET national security clearance prior to being armed or performing prescribed duties. All contractor personnel shall possess a current security clearance at least equal to the highest classification of information to which they will have access. All contractor personnel shall possess security clearances based on the sensitivity of the position which they occupy.

Mandatory Protective Services Positions:

The following are the protective services Security Officer Armed positions which are required. The post staffing requirements represent the minimal acceptable level of staffing and the minimal hours that the posts must be staffed. The contractor shall provide uninterrupted service and support, to include during meal and break periods, during shift change, and in the event of absenteeism or other disruptions.

Minimum Staffing Requirements for Glenn Research Center at Lewis Field:

The following tables represent the minimal staffing requirements. The contractor is authorized to rotate officers among the posts and to utilize roving officers to temporarily assist in areas with increased demands for service, in response to emergencies, and to provide post relief.

POST	OFFICERS	DAYS	HOURS
Building 108, Main Gate	2 officers	M - F	0600 - 1800
	1 officer	M - F	1800 - 0600
	1 officer	S,S,H	24 hours
Main Gate Access Control	2 officers	M - F	0600 – 1800
Main Gate Badge Control;	1 officer	M – F	0600- 1800
Vehicle Inspection (vendors**)	1 officer	M – F	0600 - 1800
Building 500	1 officer	M - F	0600 - 1800
West Gate	1 officer	M - F	0530 - 2000
Roving Patrols:	4 officers	M - F	0600– 1400
	3 officers	M - F	1400 - 0600
	3 officers	S,S,H	24 hours
Communications/Dispatch	1 officer	24/7	24 hours
Airport Shuttle **	1 officer as reqd.	M - F	1700 - 0600
		S,S,H	24 hours
Locksmith	1 officer	M-F	40 hours

** (Performance based function and not a post)

Main Gate: The contractor shall have two (2) active entry lanes from 0600-1800, during normal business days. There shall be no more than a two (2) minute delay prior to checking the badge or direction of the entrant for further processing is acceptable.

Main Gate Access Control: The contractor shall operate two visitor access control stations within Main Gate Building 108, between the hours of 0600—1800 during normal business days. Processing shall not exceed ten (10) minutes for completion of access control processing.

Main Gate Badge Issue Station: The contractor shall issue permanent badges, other picture badges, operate CBACS, and take fingerprints from 0600—1800, during normal business days. The contractor shall provide badge service within ten (10) minutes of arrival by a client at the service counter.

Vehicle and Vendor Inspection: The contractor shall perform vehicle and vendor contraband inspections, from 0600-1800, during normal business days. In addition, visitors, contractors and government employees shall be inspected with the frequency required by NASA policy. Vehicle inspections shall be conducted 24/7 with the frequency designated by NASA requirements and directives.

Roving Patrols: The contractor shall, ensure that all patrols perform their duties in accordance with their General and Post Orders. The contractor shall maintain one patrol on the main or north portion of Lewis Field at all times. Additionally the

contractor shall maintain one patrol in the West Area of Lewis Field unless responding to an incident elsewhere on Lewis Field.

At GRC, acceptable response times will be met by the arrival of a fully equipped patrol at the incident location within two (2) minutes of the time the patrol is dispatched.

At GRC, acceptable response times for a backup patrol will be met by the arrival of a fully equipped patrol at the incident location within five (5) minutes of the time the first patrol is dispatched.

At GRC, acceptable incident response capability at Lewis Field will be met by the timely response to two (2) simultaneous incidents.

At GRC, the contractor shall inspect designated buildings and designated areas, and all Glenn Mission Essential Infrastructure assets a minimum of once during each eight hour period. The perimeter of Lewis Field shall be visually inspected by the contractor a minimum of twice during each 8 hour period and the Plum Brook Station perimeter must be visually inspected a minimum of once per 8 hour period. Building inspections will include visual inspection of the building exterior and walk-through inspections of the interior of the buildings to which they have access, according to Post Orders and procedures.

At GRC, the contractor shall provide site supervision for all shifts at both Lewis Field and Plum Brook Station. An armed supervisor is required 24/7 at Lewis Field and a dedicated Supervisor is required 40 hours per week at Plum Brook Station.

Elevated THREATCONS And Emergencies: The contractor shall continue to provide essential security services during natural and man-made emergencies.

At GRC, the contractor shall hold a guard mount and shift change formation of at least 15 minutes at each shift change. All officers shall be inspected to ensure their readiness for duty and information shall be disseminated and training topics will be presented. The contractor shall document all Guard Mounts, to include a list of attendees and the topics addressed.

Vehicles: The contractor shall provide a minimum of 7 equipped vehicles for Lewis Field, of a type equivalent to the following:

- Four (4) Full sized sedans
- Two (2) Mid. sized SUV (four wheel drive)
- One (1) Van/Locksmith

Minimum Staffing Requirements for Glenn Research Center at Plum Brook Station*:

POST	OFFICERS	DAYS	HOURS
Building 7233, Main Gate	1 Officer	M-F	0000-0800
&Main Gate Access Control	2 Officers	M-F	0800-1600
One officer serves as	1 Officer	M-F	1600-2400
Communications/Dispatch	1 Officer	S, S-H	24 Hours
Roving Patrols	2 Officer	M-F	0000-0800
	1 Officer	M-F	0800-1600
	2 Officers	M-F	1600-2400
	2 Officer	S, S-H	24 Hours
Shift/Site Supervisor	1 Supervisor	M-F	0800-1600

* Performance measures defined for Lewis Field also apply for Plum Brook Station; however distance will extend the acceptable response time to incidents, to the time required for safe vehicle operation.

The contractor will provide a minimum of three equipped vehicles for Plum Brook Station of a type similar to the following:

- Two (2) Mid. sized SUV (four wheel drive)
- One (1) Pick-up Truck

At GRC, the contractor shall ensure the serviceability and readiness for use of emergency equipment assigned to or utilized by the contractor.

At GRC, the contractor shall maintain, purchase, install, and inspect portable fire extinguishers which meet the requirements of NFPA 10, for all Security Services vehicles and guard structures such as guard booths which are utilized exclusively by the contractor. Fire extinguishers for major structures and general use facilities are GFE and are not the responsibility of the contractor.

At GRC, uniformed security officers shall be trained and know where the fire alarms are located and how to activate them. During an emergency the contractor shall also assist in fire evacuation or control of the incident before Fire Department and other responding government and emergency personnel arrive at the scene.

At GRC, the security services contractor shall provide Hazardous Material Emergency Response Support, but is not responsible for the Glenn HAZMAT program. The contractor shall provide support as documented in the Glenn Emergency Preparedness Plan, Glenn Continuity of Operations Plan and Glenn safety documentation. The contractor shall make prescribed notifications, direct responders to the scene of an incident, and establish containment. The contractor shall implement established controls for the entry of hazardous materials to the Center, to include explosives, hazardous chemicals and compressed gasses IAW the above guidance.

At GRC, the contractor shall provide all support and perform all tasks assigned to the protective services contractor in the Glenn Emergency Preparedness Plan, the Glenn Continuity of Operations Plan. The contractor shall direct non-Glenn responding police, fire and emergency personnel to the scene of incidents, provide containment of incident scenes, and aid in the evacuation of facilities and of Lewis Field and Plum Brook Station.

At GRC, all Security Officers Armed must be issued protective vests which meet the threat Level III-A standard, and which are within the 5 year warranty period provided by the manufacturer. The government shall provide protective vests for all incumbent Security Officers Armed and these vests will transfer with those officers that are hired by the contractor. The contractor shall provide properly fitted, individually-issued, Protection Level III-A, protective vests to all Security Officers Armed that are subsequently hired and shall provide all replacement vests. Vests provided as GFE shall be replaced by the contractor no later than October 2013, or when they become unserviceable or fail to meet the required protection criteria. All Security Officers Armed shall wear the protective vest while on duty.

At GRC, the contractor shall provide intermediate force weapons to each Security Officer Armed and shall implement procedures to control the items and prohibit their off-duty removal from the Center. Each officer will be trained in use of intermediate force weapons IAW approved NASA standards. All officers shall receive refresher training of OC spray and the use of the baton no less frequently than every two years, unless a greater frequency is established by NASA policy or implemented as a part of the contractor's 16 hours of internal training as referenced in paragraph 5.6.

The following equipment is required:

1. OC Spray with carrier
2. Collapsible Baton with carrier (batons shall have an extended length of no less than 20 inches,)
3. Handcuffs with case.

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 GRC, the contractor shall complete visual and manual inspection of vehicles and their contents for the inspection of property, and the detection of contraband and prohibited items.

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

At GRC, 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.

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 GRC, the contractor shall provide a full time locksmith service which shall be available 40 hours per week during normal duty hours. The locksmith shall be certified and licensed. All work requests must be satisfied within two work days of the initial request. All emergency requests shall be responded to immediately with service provided within 2 hrs during non-duty hours. The contractor shall effectively respond to widespread lock-outs resulting from power outages and shall respond to access issues relating to fires and other life-safety events.

At GRC, the contractor shall maintain records, to be made available to the TOM upon request, that show how many keys are in existence, in whose possession they are, and who has knowledge of and access to combinations. Controlled keys shall not be duplicated without the approval of the TOM.

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 GRC, the contractor shall operate one entry control facility at Lewis Field and one at Plum Brook Station, with CBACS to perform full access control functions. These tasks shall be performed by Security Officers Armed, as mandatory staffing for Building 108, Main Gate at Lewis Field, and Building 7233, Main Gate at Plum Brook Station. The contractor shall maintain comprehensive records and provide statistical reports as required.

At GRC, the contractor shall laminate documents as a service to Glenn customers.

At GRC, the contractor shall operate sufficient lanes or stations at Glenn entry control facilities to meet the performance standard to issue a badge, pass or credential to each visitor within 10 minutes of start of service.

5.2.1.11 Emergency Response Team Not Required at GRC

5.2.1.12 Dispatchers – Protective Services Communications Center

- A. The contractor shall provide personnel to operate Protective Services Communication Centers (PSCCs) 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 GRC, the contractor shall operate and administer PSCCs at Lewis Field and Plum Brook Station on a 24 hours per day, seven days per week under both routine and emergency conditions. The contractor shall report the status of all security devices and equipment to facilitate repair or replacement as need and on a daily basis. The PSCC facility infrastructure is provided as GFE. The contractor shall complete actions to initiate repair requests for all systems which report to or are associated with the PSCC per FAR 52.245-1.

At GRC, the contractor shall monitor all security, fire and operations sensor and monitoring systems, CCTV, security and emergency radio transmissions, weather reporting, and designated emergency phone lines. The contractor shall answer the 911 system, Environmental Health & Safety (EHS) Help Line, and other notification systems, and dispatch appropriate security and safety personnel. The contractor shall augment Dispatch staffing during emergencies if necessary, and shall have procedures in place for the continuance of the Dispatch and command-and-control function during natural and man-made emergencies and disasters.

At GRC, the contractor shall maintain comprehensive emergency plans and procedures, SOPs and recall lists in each PCSS, which provide for notification and response in accordance with the requirements of the Glenn Emergency Preparedness Plan, approved SOPs and the requirements of the Glenn TO. The PCSS dispatcher shall maintain logs which record the notification of security services, emergency response and other personnel and shall record the times of

notification, response and arrival of response personnel at the scene of an incident.

At GRC, the contractor shall answer the 911 telephone within 15 seconds and shall transmit emergency calls for service to patrol officers, first responders, or off-center police, fire or emergency personnel within one minute. The contractor shall direct calls for service to ensure that the contractor patrol responder shall arrive at the correct alarm site at Lewis Field within 3 minutes of notification to Dispatch and 2 minutes of notification to the responding officer. Response time begins when the alarm sounds. In accordance with contractor SOPs, take no more than 1 minute to pass alarm information and request assistance (police, fire, ambulance). The PSCC Dispatcher shall direct response to ensure that a second armed officer shall respond on scene as a back-up within no more than 5 minutes.

At GRC, shift logs shall be annotated and reports filed IAW DRD, Reporting Incidents/Investigations. The contractor shall focus operations on rapid response, stabilization of serious incidents, the establishment of containment to prevent escape or injury, and the notification of and assistance to local, state and federal agencies which provide assistance.

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

At GRC, the contractor shall rapidly initiate and coordinate requests for assistance from local jurisdictions, notify designated Glenn and non-Glenn personnel, and initiate response in accordance with the Glenn Emergency Preparedness Plan, Glenn policy documentation and Protective Services Standard Operating Procedures. The contractor shall document all completed notifications and record the arrival of protective services and emergency personnel to Glenn and the scene of the incident. The contractor shall maintain comprehensive and current instructions, procedures, and emergency contact lists at two PSCCs.

- 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.

At GRC, the contractor shall operate both PSCCs as interim Emergency Operations Centers (EOCs) during emergencies. Operation of the alternate EOCs shall be as prescribed by the Glenn Emergency Preparedness Plan. The contractor shall operate the PCSSs and provide adequate staffing for their effective operation in response to all emergencies and elevated THREATCONS.

At GRC, the contractor will prepare and maintain updated comprehensive Standard Operation Procedures, recall lists, and supporting documentation in the two PSCCs.

The Dispatchers shall be Security Officers Armed.

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, excluding civil servants
 - ii. Internal access control records
 - iii. National Security clearance records
 - iv. 5 USC (re: Position Risk Designations) and HSPD 12 related records
 - v. Other records as required by specific TO.

At GRC, the contractor shall provide a Personnel Security Specialist and shall perform personnel security functions during normal duty hours to facilitate customer interface.

At GRC, the contractor shall utilize e-Quip, or other automated and manual records to facilitate the Position Sensitivity and the clearance eligibility process.

At GRC, the contractor shall operate e-Quip and other automated record systems.

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.

5.2.2.3 Personnel Security Systems Administration - The contractor shall continuously 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 Center 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 Not Required at GRC
- 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 Center access and Security Background Investigations and support potential biometric solutions.

At GRC, the rejection rate for fingerprints shall not exceed 6 percent of the total submitted per year.

- 5.2.2.11 Public Key Infrastructure (PKI) Certificate Issuance Not Required at GRC
- 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.

At GRC, the contractor personnel security specialist shall create and securely maintain personnel security screening records for cases which are the responsibility of the contractor.

5.2.3 Information Security (INFOSEC)

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

5.2.3.2 The information security activities of the contractor will be guided by the regulations, policies, procedures and requirements identified in documents such as the Information Security Oversight Office (ISOO), National Industrial Security Program Operating Manual (NISPOM), NISPOM Supplement (NISPOMSUP), the Department of Defense Overprint to the NISPOMSUP, Joint Air Force-Army-Navy (JAFAN) manuals (6/1, 6/3, 6/4, 6/9), Director of Central Intelligence Directives (DCID), National Security Telecommunications and Information Systems Security Advisory Memorandum (NSTISSAM) TEMPEST/2-95 manual, NPD 1600.2 NASA Security Policy, NPR 1600.1 NASA Security Program Procedural Requirements, Executive Order 12958.

At GRC, the contractor's Program Security Specialists are responsible for implementing security education, on general topics for the entire Center population, and INFOSEC and specialized training for selected groups. The contractor will comply with the cited references and other applicable procedures and policies, and will develop and implement programs as detailed in paragraph 5.6.4 and in Attachment F.1 of the Glenn TO.

At GRC, the contractor shall provide computer system accreditation for classified systems and certification support as required (as indicated in paragraph 1.6 of Attachment F.1 of the Glenn TO).

5.2.3.3 Classification Guides

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

At GRC, details of the contractor's requirements are provided in Glenn Research Center Task Order, Attachment F.1 and Attachment F.3.

5.2.3.4 Document Destruction

- A. The contractor shall train classification guide users on how the guide is used and applied to the classification or declassification of nationally classified documents.
- B. Destruction will cover various forms of media such as paper, electronic memory, compact disks, computer hard drives, flash drives. The

capability shall exist or be readily obtainable to destroy large volumes of documentation at any one time.

5.2.3.5 Document Storage and Accounting

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

At GRC, the contractor shall inspect and inventory all Glenn classified documents. (See Attachment E .1 of the Glenn Task Order for details of the inspection and inventory requirements).

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 or -supported activities in which NASA and other NASA contracted organizations will be working with classified or sensitive but unclassified information. This classification management program shall include both classification and declassification.

At GRC, the contractor will fulfill internal classification management responsibilities, plus external responsibilities as summarized in the Glenn Task Order, Attachment F.1.

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

- A. The contractor shall comply with the Computer Security Act of 1987, Public Law 100-235. PL 100-235 defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy

Act) but which has not been specifically authorized under criteria established by an executive order or an act of Congress to be kept secret in the interest of national defense or foreign policy." NASA previously identified this information as "For Official Use Only" with a subsequent change to the term "Administratively Controlled Information" for added clarity. However, recent attempts to provide uniform markings across the government have led NASA to utilize the term "Sensitive But Unclassified" (SBU). SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.

- B. The contractor shall develop and implement a program to train the NASA work force as to what information falls under SBU, how it shall be marked, who shall have access, how it will be disseminated, and how it shall be stored.
 - i. Should the federal government subsequently develop new categories or titles for sensitive but unclassified information, the contractor shall ensure that the NASA workforce is trained in the policies and procedures for protecting this information from unauthorized and inappropriate use and availability.

At GRC, the contractor shall as a minimum provide security awareness training for all federal civil service and contractor personnel on an annual basis, on topics that include those defined in Attachment E .1 and section 5.6.4 of the Glenn TO, and shall maintain records. This training may be provided electronically or by other means, provided that the program requirements are met.

5.2.3.8 Mandatory Training (Executive Order 12958)

- A. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.
- B. The contractor shall develop and implement a program to ensure that all personnel granted a security clearance are trained to comply with 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

- A. The contractor shall provide in-depth fact finding capability using the disciplined, logical, and intuitive tools of the investigative arts, including interviewing, interrogation, documents analysis, and a thorough understanding of State and Federal rules of criminal procedure, to identify offenders, acquire and control evidence, and document activities.

At GRC, the contractor shall undertake investigations and inquiries under the parameters of a contractor SOP which is approved by the TOM. The contractor will conduct such inquiries and investigations consistent with their authority and in accordance with the Contractor Standard Operating Procedures, agreements with the NASA Inspector General and other pertinent guidance. The contractor shall not conduct counterintelligence inquiries or investigations, and shall immediately notify the Glenn CI Office by secure means in the event of a suspected CI incident.

At GRC, the contractor shall provide a rapid response to crimes, emergency calls, alarms, and malevolent acts. Notification and response times as specified in the Glenn TO shall be met. In every case, police, fire, medical or other assistance is requested from local jurisdictions within one minute, in accordance with Standard Operation Procedures and internal and external notifications are made in accordance with the Glenn Emergency Preparedness Plan, and approved contractor SOPs.

At GRC, the contractor shall detain or apprehend (arrest) persons suspected of criminal conduct on GRC property.

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 GRC, as at all other NASA locations, Security Officers without Federal arrest authority are authorized to detain persons suspected of criminal conduct until their release to a Federal Officer with arrest authority or to a state or local law enforcement officer with jurisdiction over the location where the crime was committed. The contractor shall immediately notify Glenn security management

in accordance with the contractor's SOP, if a detention is anticipated or implemented. All of the contractor's Standard Operating Procedures (SOP) will be approved by the TOM or the CCS prior to implementation.

At GRC, the contractor's armed officers shall arrive at the correct alarm site, or location of an incident at Lewis Field within 3 minutes of notification to the PSCC and 2 minutes of notification to the responding officer. Response time begins when the alarm sounds. In accordance with contractor SOPs, take no more than 1 minute to pass alarm information and request assistance (police, fire, ambulance). A second armed officer shall respond on scene as a back-up within no more than 5 minutes. Shift logs shall be annotated and reports filed IAW DRD, Reporting Incidents/Investigations.

At GRC, the contractor shall also respond to accidents, incidents, medical emergencies and similar events which require security support, coordination or assistance, in accordance with the Glenn Emergency Preparedness Plan, contractor SOPs, Glenn safety requirements, and established protocols.

At GRC, the contractor shall provide a roving patrol function with both foot and motorized patrols. Roving patrols shall be continuously on the alert for the occurrence of intruders, other violators of the law, fires, explosions, collapses, and other catastrophes by close and detailed observation and inspection of buildings, machinery, vehicles, equipment, other resources, and personnel. Unsafe or potentially unsafe conditions, procedures, or activities shall be identified, documented, reported and promptly corrected. The contractor shall also restrict admission to the unsafe area to minimize the risk and notify the proper authority so that repair or correction can be accomplished as soon as possible. The contractor shall make notifications within established time parameters to individuals and organizations as indicated in approved notification and recall lists. The contractor shall prepare, update and maintain notification lists and recall procedures, subject to approval by the TOM.

At GRC, the contractor shall inspect designated buildings or locations at Lewis Field, as designated in contractor SOPs, as well as inspect all Glenn Mission Essential Infrastructure facilities during each 8 hour period. The contractor shall patrol and observe the perimeter and all parking areas. Patrol officers shall respond to alarm activations, and requests for service and medical emergencies, incidents, and unusual events. Patrol officers shall operate in designated sectors. Records shall be prepared and maintained to record inspections, offenses and incidents, and unsafe or unusual events. Patrol officers shall enforce traffic and parking requirements and respond to traffic accidents. Patrol operations shall be in compliance with detailed Post Orders and SOPs which are prepared and maintained by the contractor. The contractor's Post Orders and SOPs are subject to approval by the TOM.

At GRC, the contractor shall provide a high level of priority protection for the Lewis Field daycare facility (Little Folks Nursery). Security officers shall provide frequent drive-by inspections and shall perform a minimum of two daily walk-through inspections of the facility during duty hours. The protection force shall immediately respond to requests for service, alarm activations, and the facility's duress alarm. The facility will be considered as a "priority response" in the event of multiple requests for service or emergencies. The contractor shall develop

and comply with a contractor SOP for response to the nursery, which is subject to approval by the TOM. The contractor shall maintain a copy of the Little Folk's Security Plan, access listings, and procedures and shall support the nursery during emergencies, to include site closure and evacuations.

At GRC, the contractor shall implement flag protocols and shall ensure that the American, state, NASA, POW, and other designated flags and banners are flown at the prescribed times and the prescribed manner at the flag poles at both Lewis Field and Plum Brook Station. The contractor shall raise and lower the flags, ensure that protocols are followed and that the flags are treated with proper respect and honors.

At GRC, the contractor shall maintain written instructions and current Post Orders on each post, detailing performance requirements of the post, to include patrol sectors, areas to be checked and with what frequency, and details of the specific job-tasks for a rover. Post Orders are subject to approval by the TOM. The contractor shall comply with Post Orders, maintain constant radio communication with dispatch, respond to emergencies and requests for service within designated response times, and take measures to detain and apprehend (arrest) persons suspected of criminal conduct on GRC property.

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

At GRC, the contractor shall provide all vehicles, fuel and services necessary for the performance of this contract, with the exception of the GFE vehicle provided for the Airport Shuttle. Markings and logos will be in accordance with paragraph 1.1. Patrol vehicles shall be suitably equipped with siren, public address system, light bar, spotlight, fire extinguisher and vehicle radio. A minimum of four contractor vehicles shall be four wheel drives. The contractor shall provide emergency and medical equipment to include a full first aid kit, traffic cones, traffic flares, emergency lighting, flashlights, road reflectors, reflective vests and other emergency equipment which may be designated or required to include work gloves, rubber/latex protective gloves, and respirators. The equipment shall be stored in the trunk or other available space in all required contractor vehicles.

At GRC, vehicles placed in service shall be less than 2 model years old with less than 12,000 miles. Vehicles which have been placed in service shall be replaced by the contractor when they are either 6 model years old or have attained 60,000 miles. All vehicles shall be appropriately registered, licensed, and insured for operation in the State of Ohio. Vehicles will be in the quantity and of the class identified in 5.2.1.5 with appropriate replacement vehicles for vehicles which are unserviceable or unavailable for use. A minimum of 4 contractor vehicles shall be four-wheel drive. All vehicles must be inspected daily to ensure their safety and serviceability and a record must be maintained. Vehicles shall be clean, be equipped with appropriate tires and be maintained according to manufacturers recommendations. Vehicles shall be washed, serviced and fueled off-center and environmental contamination shall be avoided.

At GRC, in car systems must include radio, public address and warning systems (sirens), police lights (light bars) for all vehicles utilized by Security Officers Armed. In addition, alley lights shall be provided for patrol vehicles. Traffic radar for both Lewis Field and Plum Brook Station shall be provided by the contractor.

Radios for vehicles, base stations, and hand-held radios are GFE. (See Glenn Task Order, Attachment D for Government Furnished Equipment (GFE)).

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 Not Required at GRC

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. (4.14 for further guidance).

At GRC, the contractor shall also maintain and analyze Security Incident/Investigative Reports, Security Activity, and Dispatch Logs.

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.

At GRC, the contractor shall meet the requirements of 5.2.4.7 and shall maintain positive control and accountability for the Glenn Evidence Room and its contents. Activity other than inventory and physical security is infrequent. The contractor shall document and report all instances of impounding or seizure of contraband or other evidence.

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.

At GRC, the contractor will provide all required reports and deliverables documented in the NASA Task order and DRDs, as well as those documented in Attachments E.1, E.2, and E.3 of the Glenn TO.

5.2.4.9 Prisoner Transport

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

At GRC, the contractor shall respond to incidents where suspects are detained or apprehended. The contractor shall notify the TOM, NASA Inspector General, and other parties as indicated in the contractor Standard Operating Procedure. Notification shall be completed within 10 minutes of an incident. The contractor will not routinely transport persons who are under investigation, detained or in custody, beyond the limits of Glenn facilities. The contractor will act only within the limits of their authority.

5.2.4.10 Federal, State & Local Liaison

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

At GRC, the contractor shall participate in meetings with police, fire and emergency response personnel from other agencies, and will fully participate in internal and external after-action reviews, lessons-learned meetings and similar assessments and planning sessions which may be periodically conducted relative to proactive or reactive response to incidents, events, THREATCONS, or general non-security incidents.

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.

At GRC, the CI/CT function is performed by Federal civil servants. However, At GRC, the contractor shall provide administrative and operational support to the Glenn Research Center Safeguards database, and all services indicated in Attachment F.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.

At GRC, the contractor shall provide foreign travel debriefings for federal civil service and contractor personnel as required. See Attachment E1 and E.3 of the Glenn Task Order.

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.

At GRC, the contractor will also provide the services as indicated in Attachment F.1 and E.3 of the Glenn Task Order.

5.2.5.4 Technology Protection Program

- A. The contractor shall provide support services to NASA Technology Protection Program (also known as Program Security) in support of NASA's acquisition programs/projects IAWNPR 1600.1, Chapter 8. The Technology Protection task areas include: 1) Task Management, 2) TPP Planning and Implementation, 3) Input to Security Policy and Procedure Development, and 4) Security Awareness Training.

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.

At GRC, the contractor shall provide TSCM services to certify or establish Sensitive Compartmented Information Facilities (SCIFs) and other sensitive areas, and on-call service in response to program needs or suspected incidents. Routine TSCM service must be provided within 10 work days and emergency service shall be provided within 48 hours. The contractor shall maintain the appropriate security clearance and shall maintain the technical equipment which shall be provided as necessary to perform this function.

5.2.5.6 Communications Security (COMSEC)

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

At GRC, the contractor shall manage the GRC COMSEC account as COMSEC Account Manager (CAM) and Assistant CAM, as detailed in paragraph 1.7, Annex J, Attachment 1 of the NASA TO, and the Glenn Task Order; Attachment F.1, and Communications Security Requirements, Attachment F.2. The contractor shall operate the COMSEC program with no discrepancies in the control, custody and accountability of information, media and equipment.

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

At GRC, the contractor shall perform the tasks detailed in Attachment F.1 and 5.6.4 of the TO. The contractor shall manage the Glenn OPSEC program, maintain the Glenn Security web page and provide annual OPSEC training for the entire Center population. The contractor shall maintain automated OPSEC training records.

5.3 Emergency Management

At GRC, the contractor shall perform all of the security services functions which are defined in the Glenn Emergency Preparedness Plan, the Glenn Continuity of Operations Plan, and Glenn safety and policy documents. The contractor shall participate in drills and exercises and shall be prepared to perform all assigned Emergency Management tasks specified for protective services under all operational conditions. The contractor shall participate in exercises such as center evacuation drills which require participation by Protective Services managers and security officers, as well as other emergency drills (“table top drills/after action assessments) which shall involve the participation of the security services contractor’s staff and managers. The contractor shall develop and implement comprehensive plans and procedures for the performance of the duties it is tasked to perform and shall ensure that the contractor staff is fully trained. In response to emergencies or incidents which require the formation of the Glenn Emergency Operations Center (EOC), the contractor shall provide a manager to manage or assist in the management of the (EOC), under the guidance of the Glenn Emergency Manager. The contractor is not responsible for managing the Center program, and is not responsible for Center-wide EPP planning and training.

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, all-hazard assessment IAW internal and external (current and future) requirements as specified in DRD, Comprehensive Emergency Management Plan (CEMP).

At GRC, the contractor shall maintain comprehensive planning and readiness to implement the measures and programs which are tasked to the security services contractor in the Glenn Emergency Preparedness Plan and Glenn Continuity of Operations Plan.

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.

At GRC, the contractor shall support or manage the EOC during an emergency, under the guidance of the Glenn Emergency Manager. The contractor shall operate the Glenn Protective Services Communications Centers (PSCCs) as interim Emergency Operations Centers until an EOC is staffed and functional in response to an incident or emergency.

5.3.2.3 Continuity of Operations (COOP)

- A. The contractor shall provide short and long term COOP planning and operations.

At GRC, the contractor's responsibility for COOP planning is limited to those areas of responsibility assigned to the contractor in the Glenn Continuity of Operations Plan. The contractor shall develop and maintain contractor SOPs for performance of the contractor's COOP responsibilities, and shall participate in meeting, planning sessions, and drills and exercises.

5.3.2.4 Test, Training and Exercise (TT&E)

At GRC, the contractor shall ensure that designated contractor staff members trained as provided in the Glenn Emergency Preparedness Plan and Glenn Continuity of Operations Plan and shall participate in Center COOP training and exercises.

5.3.3 Emergency Preparedness

At GRC, the contractor shall perform all contracted functions consistent with Emergency Preparedness best-practices and shall comply with the requirements of the NASA and Glenn Task Orders. The contractor shall perform all of the functions which are defined for Security Services in the Glenn Emergency Preparedness Plan, the Glenn Continuity of Operations Plan, and Glenn safety and policy documents. The contractor shall participate in drills and exercises and shall be prepared to perform all assigned Emergency Preparedness tasks under all operational conditions. The IDIQ provisions of the Glenn TO apply when the Glenn COOP is activated in response to an emergency.

The contractor shall develop and implement comprehensive plans and procedures for the performance of the duties it is tasked to perform and will ensure that the contractor staff is fully trained. The contractor is neither responsible for managing the overall Center Emergency Preparedness Program, nor for overall Center Emergency Preparedness planning or training.

5.3.3.1 General Not Required at GRC

5.3.3.2 CEMP Verification Reviews Not Required at GRC

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.

At GRC, the contractor shall staff the EOC during an emergency and may be required to direct the EOC during exercises and actual emergencies, under the guidance of the Glenn Emergency Manager. The IDIQ provisions of the Glenn TO apply for staffing which exceeds that of a single manager and the use of existing on-duty protective services staffing. The contractor is not responsible for creating, equipping or maintaining the EOC.

At GRC, the contractor shall provide contractor support of Emergency Preparedness and Continuity of Operations. The contractor shall maintain all contractor SOPs and procedures which are compliant with NIMS, the Glenn Emergency Preparedness Plan and Glenn Continuity of Operations Plan.

At GRC, the contractor shall provide a fully trained manager to assist or manage the Glenn Emergency Operations Center during an imminent or actual emergency, under the guidance of the Glenn Emergency Manager. Selected contractor managers shall be trained in NIMS, and emergency preparedness, as specified in NPR 1040, NPR 1040.4 and the Glenn Emergency Preparedness Plan, and the Glenn Continuity of Operations Plan (COOP).

- B. The EOC is staffed when major emergencies occur or likely to occur, such as hurricane ride-outs, interagency emergency operations, and other responses where an intra- or interagency response is required.

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.

At GRC, the contractor shall be required to support Center recovery operations in accordance with the Glenn Emergency Preparedness Plan (EPP) and Glenn Continuity of Operations Plan (COOP). The contractor shall ensure that necessary contractor managers and supervisors complete the level of Emergency Preparedness and COOP training which is specified by the Glenn Emergency Manager, in accordance with the Glenn EPP and COOP.

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)

At GRC, the contractor shall perform all COOP, Emergency Management, and Emergency Operations tasks and functions for which it is responsible under the Glenn Continuity of Operations Plan (COOP), the Glenn Emergency Preparedness Plan, and supporting documentation. The contractor is not responsible for overall Center COOP management or operations. The contractor shall ensure that internal measures are in place and tested to ensure effective execution of the contractor's responsibilities under all operational conditions. The IDIQ provisions of the Glenn TO shall apply when the COOP is activated in response to an emergency.

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.

At GRC, the contractor shall ensure that internal contractor plans and programs meet prescribed criteria as established by the NASA and Glenn Task Orders and prescribed references. The contractor shall notify, recall, assemble and employ personnel and contractor resources to meet all the contractor's COOP responsibilities, as amplified in the Glenn Emergency Preparedness Plan and the Glenn Continuity of Operations Plan.

C. Memorandums of Understanding – Not Required at GRC

5.3.6 Test, Training & Exercise (TT&E)

At GRC, the contractor shall perform all Security Services contractor responsibilities detailed in the Glenn COOP. The contractor shall participate in all COOP TT&E activities detailed in the Glenn COOP, and established by the Glenn Emergency Manager.

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

5.4.1. Export Control Program Not Required at GRC

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.

At GRC, the contractor shall perform the tasks defined in the Glenn Task Order, Attachments E.1, E.2 and E.3. The contractor shall internally implement the program and shall implement the external program for the Center as indicated in the cited attachments and 5.6 of the Glenn Task Order.

5.5.1.2. Not Required at GRC

5.5.1.3. Not Required at GRC

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 and shall present the training to all Center personnel by appropriate means. The contractor shall provide security education training to all Center personnel on an annual basis.

At GRC, the contractor shall perform the tasks detailed in the PWS and maintain the Glenn Security Management and Safeguards Office web page, and an educational web page, as well as prepare educational media, prepare flyers, and notices to support the security education effort. The contractor shall perform all contractor tasks detailed in Attachments E.1, E.2 and E.3 of the Glenn Task Order.

5.5.3. Verification of NASA Unclassified IT System Security Certification/Accreditation Program Not Required at GRC

5.5.3.1. Not Required at GRC

5.5.3.2. Not Required at GRC

5.5.4. Information Assurance Threat Awareness Briefings

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

5.6. Training Requirements and Mandatory Skill and Performance Levels

5.6.1. Responsibilities

5.6.1.1. The contractor is responsible for providing a skilled and capable workforce. Where appropriate, performance-based training, and quality control measures shall be applied to validate performance capabilities.

5.6.1.2. Best practices and prevailing industry practices shall be considered as a minimal standard when more severe standards are not established.

5.6.1.3. Training and certification records shall be maintained in an electronic data base and be available for inspection. The contractor shall report on employee training IAW NPSC DRD, Training Plan Report.

At GRC, the contractor shall provide a Master Training Plan for all Glenn training conducted by the contractor. The plan shall be compliant with the NASA PWS and DRDs. The plan shall detail the specific training, processes, delivery methods and schedule for all training which is required for Internal and External training which will be provided for security services personnel and the Glenn federal and contractor workforce.

At GRC, the contractor shall maintain individual training records for each contractor employee that detail all training, certifications, testing and other

relevant or pertinent data. The training records shall be maintained electronically and shall be available for inspection.

At GRC, Security Officers Armed shall meet all of the training, testing, and certification and performance levels detailed for that category of personnel as detailed in the NASA PWS. This includes medical standards, physical testing, initial and refresher or recertification training. In addition, the contractor shall meet any additional requirements and maintain the certifications contained in the Glenn TO.

At GRC, the contractor shall ensure that no employee is used as a Security Officer Armed until they have satisfactorily completed the prescribed NASA Security Officer Fundamental Course (SOFC).

At GRC, the contractor shall provide a Master Training Plan which details all training requirements for all contractor personnel. The plan shall be provided within 45 days of the start of the contract.

At GRC, the contractor shall develop a Training Plan for all Security Officers Armed which consists of a minimum of 16 hours of annual training for each officer. This training shall be in addition to firearms training, judgmental shooting, and other qualification, testing or certification training which is otherwise specified or required. Training shall consist of workplace violence, non-compliant suspects, high risk vehicle stops, apprehensions, handcuffing, response to serious incidents, and other topics approved by the TOM.

At GRC, the contractor shall provide security orientations for protection services personnel that ensure that employees are aware of Glenn policies and requirements and ready to perform the requirements of the employee's position.

At GRC, the contractor shall provide annual CPR and AED training which meets the standards established by the American Red Cross, the AED manufacturer and the NASA PWS, to all Security Officers Armed and these personnel must be capable of performing those functions. All protective services personnel shall be trained in basic first aid.

At GRC, the contractor shall provide annual training in the use of fire extinguishers to all Security Officers Armed and such training shall be a prerequisite to actually using the fire extinguisher. The contractor shall utilize fire extinguishers for incipient fires, but shall not engage in structural firefighting. The contractor shall prepare and implement a contractor SOP on fires.

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 may detail specific relevant state and local training; however State certification is not required for contractors hired under the FAR.

At GRC, the following licenses and certifications are the minimal requirement in the performance of this work activity:

At GRC, the contractor shall obtain a Class A license and comply with the provisions of the Ohio Revised Code (ORC) Chapter 4749 if applicable.

At GRC, as a quality-control measure at the time of recruitment, and not as an implied recurring requirement for incumbents, Security Officers shall be certified by the Ohio Peace Officer Training Commission (OPOTC) as graduates of the Ohio Peace Officer Private Security training prior to employment as a Security Officer Armed. The contractor shall be responsible for compliance with any training, licensing or other requirements which are determined to apply. The TOM may waive this requirement on a case-by-case basis for applicants that hold police commissions or have recently completed training which exceeds the requirements of OPOTC.

At GRC, Security Officers shall be certified by the Red Cross in First Aid procedures according to the Occupational Safety and Health Administration (OSHA) standards. Training shall include CPR and AED training for all contractor employees.

At GRC, locksmith(s) shall be certified or licensed.

At GRC, dispatcher(s) shall be certified by the Association of Public-Safety communications Officials International, Inc. and ORC 4742.03, or alternate equivalent training which is approved by the TOM.

At GRC, personnel authorized to carry a firearm shall comply with all NASA firearms, suitability, licensing, and permit requirements.

At GRC, personnel authorized to carry firearms shall possess a valid NASA Form 699A or 699B, Certificate of Authority to Carry Firearms. Personnel must complete all training and qualifications required by NASA.

5.6.3. Firearms Training, Range Operations and Maintenance

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

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

5.6.3.3. The contractor shall ensure the safety of range operations and shall conduct lead monitoring and other operational or safety reviews as may be necessary.

5.6.3.4. Not Required at GRC

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.

At GRC, there are no government-provided range facilities. The contractor shall be responsible for arranging the use of commercial range facilities. The contractor shall ensure all armed security officers have firearms training through OPOTC and successfully qualify with OPOTC as a prerequisite to employment as Security Officer Armed. Following recruitment, there is no NASA requirement for refresher training or recertification under OPOTC. There is no requirement for the contractor to have OPOTC instructors.

At GRC, the contractor shall certify all armed security officers including supervisors in accordance with NASA training and qualification requirements prior to performance of any armed duty under the TO. All NASA training requirements and qualifications as specified in NPR 1600.1 must be completed in accordance with the prescribed frequency and training regimen. All Security Officers Armed must qualify with the Glock 9mm handgun. Maintenance and repair services for firearms shall be provided by the contractor.

At GRC, the contractor shall provide all ammunition which is utilized for training and duty use. Ammunition must meet the established NASA performance and environmental requirements as specified in NPR 1600.1. The contractor shall establish and maintain a “basic-load” of duty ammunition which shall be maintained at both Lewis Field and Plum Brook Station in a quantity which is at a minimum of 200% of that necessary to issue a full “duty-load” of ammunition to 100% of the armed protection services staff and to assume Condition Red. Reloaded ammunition shall not be used for any purpose.

At GRC, the contractor shall conduct refresher firearms qualification training and shall meet all NASA requirements to include NPR 1600.1. This training shall consist of qualifying/re-qualifying with the issued weapon in accordance with the requirements of NASA NPR 1600.1. A certified Firearms Instructor that meets all NASA requirements shall be required for firearms training. The maintenance of firearms proficiency and the ability to be armed is a condition of employment for all armed officers. The contractor is responsible for all safety and environmental requirements associated with firearms.

At GRC, the contractor shall provide the same training and supply ammunition for Glenn SMSO Special Agents authorized to carry firearms.

At GRC, the contractor shall arrange for firing range services, as necessary, to accomplish initial and proficiency training indicated above. Additionally, the contractor is responsible for providing all ammunition expended for on-duty, training, and contingency purposes and for all costs, expendables and supporting equipment which includes repair parts, targets, training material, ear protection, and eye protection.

At GRC, the contractor is required to provide a certified armorer/gunsmith to clean and repair all weapons used in conjunction with the performance of the contract (Section J, Attachment 1, paragraph 1.22 of the NASA Task Order). Maintenance and repair of weapons shall be performed only by a certified Armorer. Modification or alteration of firearms outside the specifications of NASA or the firearms manufacturer shall not be performed without the approval of the TOM. The contractor shall replace the luminous Tritium sights on GFE handguns if they become unserviceable or lose their luminescence. The contractor is responsible for the security, positive control and accountability of all firearms, ammunition and associated equipment.

Judgmental Firearms Training: The contractor shall use a NASA-provided judgmental firearms training system. The contractor shall secure and operate the system during such training. All armed security officers must qualify on the judgmental system twice per year. The contractor shall utilize appropriate scenarios and training regimens to address the Threat and training needs. Training shall be monitored and controlled by a supervisor or trainer and training results shall be maintained in individual training files which shall be maintained for review. Strict safety measures shall be implemented, to include the exclusion of all live weapons and ammunition from the training area.

5.6.4. External Training

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

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

5.6.4.3. Required Security Education, Briefings and Orientations

- A. The contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include classification management training, SBU training, annual or periodic security briefings for those with access to various categories of classified information or Special Access Programs, annual workplace violence 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.

At GRC, the contractor shall maintain security training and security awareness web pages which shall be kept current and address current security issues.

At GRC, the contractor will manage an external training program which includes training in Executive Order 12958 for center employees and contractors with security clearances. (See the Glenn Task Order, Attachment F.1 and paragraph

5.6.4 for details of training requirements and groups to be trained). The contractor shall provide annual and periodic briefings to individuals and groups and shall utilize appropriate security awareness media and methods such as maintaining a security web page, articles in Glenn publications, and pamphlets.

- 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.

At GRC, the contractor shall provide the security education, briefings, orientations as detailed in Attachment F.1, hereunder, and other sections of the Glenn Task Order. The contractor shall provide pamphlets, booklets, web pages, and other educational material.

At GRC, the contractor shall meet the requirements for a Training Plan as specified in the NASA task order and DRD, plus develop a Glenn Master Training Plan that shall facilitate the implementation of a Security Education, Awareness, and Training Program for Government and Contractor personnel working at GRC. The program shall be designed to educate the Center population on security issues and to provide security awareness. The Plan shall include training of the following types of groups:

- Clearance holders
- Classified Computer users
- Computer Administrator(s)
- Contracting Officers and Project Managers (for classified contracts)
- Supervisors with security responsibilities
- Special Accesses
- Facility Security Representatives
- Security Area Representatives
- Safe Custodians
- Classified Document Handling
- Sponsors of foreign nationals, and foreign travelers
- Classified computer system users
- Secure communications
- Intelligence and terrorism threats to NASA administratively controlled, export controlled, proprietary, or classified information and technology

At GRC, the contractor shall provide the Training Plan to the TOM within 45 days after contract start date. Upon Government review, the contractor shall incorporate revisions and implement the Plan within 90 calendar days after contract award. The contractor shall include additional briefing topics and up-to-date information, based upon worldwide events and current Threat information. The contractor shall use standardized NASA lesson plans and training material when appropriate.

At GRC, the contractor submission of the Training Plan shall be within 45 days after contract start date; contractor implementation of the Plan within 90 days after contract award; contractor incorporation of any revisions to the Plan within 5

calendar days of such revision. Contractor shall meet the requirements of DRD, Training Plan Report.

5.6.4.4. Export Control Training Not Required at GRC

5.6.4.5. Fire Safety Training Not Required at GRC

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. Not Required at GRC
- C. The contractor shall prepare comprehensive plans and procedures as defined in Task Orders.

At GRC, the contractor shall update annexes to the Glenn Emergency Preparedness Plan (EPP) and Continuity of Operations Plan, and similar plans for which they are designated as the responsible organization, and shall maintain comprehensive plans and Standard Operating Procedures for performance of the emergency management support functions for which they are responsible.

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 Task Orders. Briefing will generally include risk avoidance and protection from insects, reptiles, and other wildlife which may be harmful.

At GRC, the contractor shall provided wildlife safety briefings to protective services personnel as a part of internal training.

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.

At GRC, the contractor shall provide or participate in preconstruction briefings for protective services personnel as part of internal training.

- 5.6.5. NASA Federal Law Enforcement Training Academy (NFLET) Not Required at GRC