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**NASA PROTECTIVE SERVICES CONTRACT****JOHNSON SPACE CENTER****TASK ORDER****Table of Contents****NPSC-TO-JSC – 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-JSC – ATTACHMENT B – MAXIMUM ALLOWABLE DEFECT RATES (MADRs)****NPSC-TO-JSC – ATTACHMENT C – ADDITIONAL DATA REQUIREMENTS DOCUMENTS****NPSC-TO-JSC – ATTACHMENT D – GOVERNMENT FURNISHED PROPERTY/SERVICES**

- D.1 GFP (Reference FAR 52-245-2)
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**NPSC-TO-JSC – ATTACHMENT E – WAGE DETERMINATIONS/CBA's**

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

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

**5.0 Protective Services**

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

5.0.2. Planned and Unplanned Events |

5.0.2.1. Planned Special Events |

- A. The contractor shall provide protective services for anticipated special events such as; Launch Operations, Center Open House, Safety Day, Employee Picnics, Recreational Events and other planned but infrequent activities specified in the Task Order requiring increased effort and additional personnel above that required for normal daily operations. The contractor shall be required to provide timely and responsive support for such events. Planned special events shall not necessitate modification to or issuance of an additional Task Order and shall be considered to be within the scope of the priced Task Order.

At JSC, the contractor shall plan for the following Special Events at JSC: shuttle missions, Center "Open House", Balunar Festivals, Chili-cook off, Total Health and Safety Day, Crew returns, Houston Air Show and visiting dignitaries. These events are planned annual events that require additional Security and Fire Services support. The Contractor shall be required to perform security services such as, additional traffic control, executive protection, staffing special fixed and roving posts, additional staffing of routine fixed posts and plain clothed surveillance. The contractor shall provide staffing for additional fire service personnel.

At JSC, the contractor shall coordinate planning for special event requirements with the JSC Security Office and the TOM.

5.0.2.2. Unplanned Events |

- A. The contractor shall provide protective services for unplanned events such as: plane crashes or hazmat spills, and other events specified in the Task Order. The contractor shall be required to provide timely and responsive support for such events. 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.
- 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 \$500.00; or all unplanned events not exceeding \$500.00 but cumulatively totaling over \$2000.00 will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order. (See each specific Task Order for the dollar amounts.

**5.1 Fire Services****5.1.1 NASA Safety Standard for Fire Protection**

5.1.1.1 The contractor shall provide a professionally managed, comprehensive fire services program that complies with the NASA-STD-8719.11, NASA Safety Standard for Fire Protection, National Fire Protection Association (NFPA) codes and standards, as well as the OSHA, state, and local laws, standards, regulations and requirements as applicable, and NPR 8715.3 NASA General Safety Program Requirements. The Contractor shall report information of fire protection IAW NPSC DRD-PM-003 Fire Protection Program. (see Attachment A.6 Firefighter Minimum Personnel Qualifications and Attachment A.2 Medical Examination for Emergency Services First Responders)

**5.1.2 Scope**

5.1.2.1 The contractor shall provide fire operations services at the locations.

- A. JSC classifies the contractor for this portion of the Task Order (TO) as first responder and shall administer first aid, provide a fire protection program and respond to and evaluate emergencies prior to summoning off-Site fire assistance from local municipalities.
- B. Not Required At JSC
- C. The management of the fire services program shall be focused on the provisions of quality-driven, customer-oriented services. Activities include: emergency response and standbys; facility pre-fire planning; fire inspection, fire prevention education, inspection and maintenance of fire extinguishers and hazardous material emergency response; fire investigations and emergency medical services.

At JSC, the primary work areas for this TO are facilities at the NASA Johnson Space Center (JSC), Houston, Texas and related operations at Sonny Carter Training Facility (SCTF) to include the Neutral Buoyancy Lab (NBL) and Light Manufacturing Lab (LMF), Houston Texas and Ellington Field (EF), Houston Texas. The contractor shall provide emergency action services including: incipient fire-fighting activities; rescue activities; fire prevention and inspection activities; technical advisory support or other activities as necessary to limit injury, death, environmental, or property damage and assist in the rescue of unique vehicles/mockups and trainers. Emergency action coverage required is limited to JSC and the SCTF. Technical advisory support, including coordination with mutual aid resources, is required for JSC, SCTF and Ellington Field. Contractor personnel shall interface directly with other JSC personnel, including senior management and contractor personnel. Personnel employed under this portion of the TO are not required to possess a SECRET Clearance, but will at a minimum be required to have a National Agency Check with inquiries (NAC-I) investigation. The contractor shall report all work performed per the Report, Self Assessment and Metrics DRD.

#### 5.1.2.2 Mutual And Automatic Aid Programs

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

At JSC, the contractor shall support memoranda of understanding (MOUs) and memoranda of agreement (MOAs) that NASA enters into with emergency response resources (such as HFD, and community fire and emergency response organizations) as necessary.

At JSC, the contractor shall participate in emergency exercises with JSC emergency response organizations, HFD and community emergency response participants.

#### 5.1.2.3 Standardized Uniforms

- A. The contractor shall use standardized uniforms, turn-out gear, self-contained breathing apparatus (SCBA), and associated equipment when practical. (see Attachment A.6 Firefighter Minimum Personnel Qualifications)  
Turn-out gear is not required under this task order.

#### 5.1.2.4 Incident Management System

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

The JSC contractor is the incident commander until the Houston Fire Department or until a JSC Incident Commander (IC) arrives on scene and assumes command. The contractor shall provide necessary interface with HFD to handle fire and safety emergencies where HFD responds. Upon arrival, HFD will be in command at any declared emergency scene until the emergency is terminated. Center Operations and Security forces shall respond to provide assistance if necessary. The contractor shall provide accurate information to HFD within 5 minutes of HFD's arrival at the scene. Information shall include, as a minimum, facility fire hazards, special hazards (such as explosion and toxicity), and fire alarm and suppression system status in the emergency area.

#### 5.1.2.5 Fire Prevention Inspection Program

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

The JSC contractor shall assist with periodic and annual fire safety inspections in conjunction with annual facility safety inspections per JPR 1700.1, Chapter 2.4 and report the results of the inspections per the Report, Self Assessment and Metrics and Fire Protection Plan DRD.

#### 5.1.2.6 Fire Inspection Documentation

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

#### 5.1.3 Fire Operations

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

- A. Not required at JSC.
- B. Not required at JSC.
- C. Not required at JSC.
- D. Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) Training shall be provided by the contractor.

The contractor shall be certified in adult and infant CPR and provide basic life support/AED services 24 hours per day 7 days per week.

##### 5.1.3.2 Fire Stations

- A. Not required at JSC.
- B. Not required at JSC.
- C. All emergency responses shall comply with OSHA 1910.134 requirements for required personnel on scene to enter a fire area.

- D. When necessary, emergency responses to NASA facilities located off-site shall be accomplished through local agreement

At JSC, the contractor shall provide emergency action services including: first aid/basic life support including AED services; incipient fire-fighting activities; rescue activities; technical advisory support or other activities as necessary to limit injury, death, environmental, or property damage. The contractor shall:

Provide a 24-hour per day, 7 days per week, capability to respond to emergencies at JSC and SCTF. The contractor shall conduct formalized shift turnover meetings to ensure that all on-duty personnel are informed of activities scheduled for their shift, including special scheduled work details, training requirements, and any special activities.

Response capabilities shall be made available to respond to simultaneous emergencies at JSC and SCTF. The contractor shall respond all emergencies at JSC with in 5 minutes of being dispatch and 15 minutes at SCTF.

Provide services consistent with national consensus standards for emergency response - first responders. Emergency response shall be consistent with JSC 05900, JSC Emergency Preparedness Program, and approved contractor Standard Operating Procedure (SOP) DRD.

Identify and request any service, equipment, or assistance JSC that might require to reduce the impact of an emergency.

Determine when to declare an emergency area safe and terminate the emergency, unless otherwise required by NASA JSC 05900, JSC Emergency Preparedness Program and approved contractor procedures.

Provide emergency action services for special events in addition to the capabilities to respond to emergencies at JSC and SCTF.

Provide Fire & Ambulance Response Reports per the Report, Self Assessment and Metrics DRD.

#### 5.1.3.3 Fire Equipment and Services

- A. Detailed inspections of all emergency response apparatus and equipment, including personal protective clothing and equipment shall be conducted daily to ensure that all emergency response elements are functional.
- B. Equipment shall be tested as follows: Not required at JSC

#### 5.1.3.4 Response and Standbys

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

The JSC contractor shall provide escorts for hazardous operations. The contractor shall:

Upon NASA request, escort hazardous material transportation to include explosives and hydrogen operations and other hazardous operations as deemed necessary, excluding hazardous waste. Ensure the transportation operations meet DRD for Fire Protection Plan.

Upon NASA request, monitor test, maintenance, and repair operations where open flame or uncontained explosive activities are expected IAW Fire Protection Plan DRD.

- D. Not required at JSC
  - E. Not required at JSC
- 5.1.3.5 Aircraft Rescue and Firefighting (ARFF)/Flight Crew Rescue Not required at JSC
- A. Not required at JSC
  - B. Not required at JSC
- 5.1.3.6 Tactical Rescue Not required at JSC
- A. Not required at JSC
  - B. Not required at JSC
- 5.1.3.7 Protective Clothing Not required at JSC
- A. Not required at JSC.
  - B. Not required at JSC
  - C. Not required at JSC
- 5.1.3.8 Training

- A. The Contractor shall report information on fire services training IAW NPSC DRD, Fire Services Proficiency Training.
  - B. All fire department members with an emergency response mission shall be required to meet annual training requirements consisting of: SCBA training, live fire training, driver training, HAZMAT training, aircraft rescue and fire fighting (where required), safety training, and fire prevention training.
  - C. Not required at JSC
  - D. Not required at JSC
  - E. All personnel assigned to the fire prevention unit shall receive training and course education on the requirements of their job (such as fire prevention inspections and fire extinguisher, inspections).
  - F. Not required at JSC.
  - G. Not required at JSC
- 5.1.3.9 Hazardous Material Emergency Response Support
- A. The contractor shall respond to and mitigate all hazardous material spills or releases.
  - B. Not required at JSC
  - C. Not required at JSC
- 5.1.3.10 Immediately Dangerous to Life or Health Rescue Program Not required at JSC
- A. Not required at JSC
- 5.1.4 Fire Prevention Inspections
- The JSC contractor shall assist with periodic and annual fire safety inspections in conjunction with annual facility safety inspections per JPR 1700.1, Chapter 2.4.
- 5.1.4.1 Not required at JSC
  - 5.1.4.2 The contractor shall participate in facility or operational walk downs as required and documented IAW Fire Protection Plan DRD.
  - 5.1.4.3 The contractor shall identify all reportable fire discrepancies and track these until closure IAW Fire Protection Plan DRD.
  - 5.1.4.4 Fire Prevention Inspection and Fire Engineering Program



## A. Inspections

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

At JSC, the contractor shall assist with periodic and annual fire safety inspections in conjunction with annual facility safety inspections per JPR 1700.1, Chapter 2.4 IAW DRD, Fire Protection Plan.

- ii. These inspections shall identify fire hazards and discrepancies as prescribe by the NASA-STD-8719.11; a written report shall be recorded to comply with this standard.

At JSC, the contractor shall ensure that fire threats posed by fire protection system outages are alleviated through the Fire Protection DRD. The contractor shall investigate the impact of maintenance and repair of fire protection systems to facility personnel and operations and coordinate actions with building Fire Wardens, Facility Managers, occupants, and repair service providers. The contractor shall coordinate the results of the assessment and alternative measures such as fire watches, with Facility Managers or Fire Wardens before allowing outages of fire detection and suppression systems (in whole or in part) for buildings which are occupied at any time during the fire detection system's unavailability. The contractor shall report off-nominal fire protection system performance and conditions to appropriate repair service providers and the Safety and Test Operations Division IAW DRD, Fire Protection Program and DRD, Self-Assessment and Metrics Report.

At JSC, the contractor shall complete the Crew and Thermal Systems Division fire protection operational checklist as written in the DRD, Standard Operating Procedure. The contractor shall thoroughly and accurately complete the checklist for chamber testing provided by the Crew and Thermal Systems Division.

- iii. Fire hazards and discrepancies shall be tracked until closure.

## B. Investigations

At JSC, the contractor shall identify emergency conditions to which meet mishap criteria as stipulated in NPR 8621.1. The contractor shall assist with investigations of fire-related mishaps and close calls per JPR 1700.1, Chapter 2.7 and NPR 8621.1. The Contractor shall provide unique fire investigation consultation in accordance with NFPA 92 IAW DRD, Report of Investigation (ROI), Mishap and DRD, Safety Statistics and Safety and DRD, Health and Environment Program.

- i. Not required at JSC.
- ii. Not required at JSC

## C. Permits Not required at JSC

- i. Not required at JSC
- ii. Not required at JSC

## D. Fire Extinguishers

- i. The contractor shall maintain, purchase, install, and inspect portable fire extinguishers for all facilities and areas where portable extinguishers are required, IAW NFPA 10.  
The Contractor will not be required to purchase or install fire extinguishers.
- ii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher.

The contractor shall maintain a fire extinguisher inventory system including updates of locations, configurations, age, and test status IAW DRD, Fire Protection Plan.

E. Fire Prevention Education

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

At JSC, the contractor shall conduct and coordinate fire drills and participate in other types of emergency drills IAW Fire Protection Program. The contractor shall:

- a) Develop and implement an annual schedule for fire evacuation drills and exercises.
- b) Evaluate the performance of building occupants during each drill and report the results to the TOM and to the cognizant facility manager.
- c) Meet the standards in NFPA 101, Life Safety Code; NASA-STD-8719.11, Safety Standard for Fire Protection, and JSC 05900, JSC Emergency Preparedness Program for the frequency and conduct of all drills.
- d) Coordinate with affected organizations on all fire drills, to include a schedule, pre-drill notice, critique, and post-drill follow-up.

At JSC, the contractor shall support the JSC Fire Warden Program in accordance with JPR 1700.1, Chapters 3.8 and 5.1. IAW DRD, Fire Protection Program Plan. The contractor shall:

- a) Support fire warden meetings.
- b) Provide fire safety consultation and support to JSC fire wardens and facility managers as necessary.
- c) Provide Fire Extinguisher training as required (at least quarterly) to assure qualified personnel are accommodated for all required buildings.
- d) Provide a quarterly status of Fire Warden assignments and qualifications to the TOM IAW JPR 1700.1 and DRD, Self-Assessment and Reporting Metrics.

## F. Pre-fire Planning

- i. The contractor shall conduct pre-fire planning on occupied (10 or more occupants) or high value structures and unique vehicles IAW NFPA 1620.

At JSC, IAW DRD, Fire Protection Program Plan. The contractor shall ensure the pre-fire planning includes special unique vehicles/mockups and trainers. The contractor shall support JSC's emergency response planning. This includes supporting the JSC Emergency Planning Office in developing emergency response plans at JSC. The contractor shall at a minimum:

- a) Coordinate fire-related revisions to JSC 05900, Emergency Preparedness Program.
- b) Support the implementation and maintenance of the JSC Emergency Information System (EIS) or its equivalent at the request of the JSC Emergency Planning Office.
- c) Maintain existing fire related emergency response plans for each JSC facility in support of JSC 05900, Emergency Preparedness Program, and develop a plan for any new facilities. Plans shall consider the unique hazards to personnel, property, and space flight operations. The contractor shall update plans within 30 calendar days after facility modifications are complete.

- ii. These plans shall be updated annually and retained on first response and command vehicles.

At JSC, the contractor shall ensure emergency response plans are IAW DRD, Fire Protection Program Plan.

## G. Fire Protection Engineering

- i. Not required at JSC
- ii. The contractor shall witness all final acceptances of fire protection systems to ensure compliance with all applicable codes and standards.
- iii. The contractor shall provide fire safety requirements for all types of mechanical systems including heating, air conditioning, ventilation, lighting and electrical systems.
- iv. The contractor shall support reviews performed by Fire Safety Maintenance on all new projects, modifications, and refurbishments, including designs performed by other contractors. At a minimum, the initial and final stages of projects and modifications shall be reviewed.

## 5.2 Security Services

At JSC, the contractor shall ensure that, all uniformed supervisory personnel, all support personnel subject to carrying a firearm and at minimum and all officers who patrol (vehicle or bike) are trained to the Security Police Officer level. All other uniformed personnel shall be trained to at minimum the Security Officer level.

At JSC, all armed personnel shall be qualified with the Glock 9mm within six (6) months of contract start. The contractor shall incorporate this transition into their proposal. Weapons will be furnished by NASA. The contractor is responsible for all other costs associated with employee weapons qualification to include, ammunition, targets, range time and labor.

At JSC, every armed security officer/police shall be issued and shall be required to wear a minimum of a threat level III concealable body armor in a color appropriate to the duty uniform, while armed for duty or training. Threat Level III concealable body armor and associated garments shall be provided and maintained by the contractor.

At JSC, the contractor shall have all personnel working under this portion of the TO cleared to the SECRET level. SECRET Security clearances shall be maintained throughout the performance period. At least 70% of the contractor's personnel shall be cleared to the level of SECRET (an interim SECRET Security Clearance will be accepted) at the start of performance. The remainder of the contractor's personnel shall receive at the minimum of an interim SECRET Security Clearance within six (6) months after the initiation of the contract or from the date of employment with the contractor on the Center or be removed from the Contract.

### 5.2.1 Physical Security

At JSC, the Protective Services Contract (PSC) contractor shall provide Security Services operations in this Task Order for the Johnson Space Center (JSC), Ellington Field (EF), Neutral Buoyancy Lab (NBL) Light Manufacturing Facility (LMF) and Sonny Carter Training Facility (SCTF) in Houston, Texas. The term "JSC" shall be used interchangeably to refer to activities at the JSC main site or used as the term to describe activities to be performed at EF, LMF, the NBL or the JSC main campus, unless otherwise specified in the Task Order.

At JSC, the contractor shall ensure that a minimum of one security shift supervisor on the JSC main site, EF. The Contractor shall ensure one Protective Services Communication Center (PSCC) lead dispatcher is on duty at all times in the dispatch center. A PSCC supervisor shall be on duty during normal working hours (Monday through Friday, 7:30 a.m. to 4:00 p.m. excluding holidays). The contractor shall ensure security shift supervisors conduct a informal "guard-mount" at the start of each shift for all security officers during which relief personnel shall assemble for inspection, arming, announcements, and a general transfer of information from one shift's personnel to the next.

At JSC, the contractor's Security Chief, security supervisory personnel, and a sufficient number of officers to perform at the level of patrolman (to include foot patrol), bike officers, investigators, executive protection, emergency response shall be trained to that of Security Police to include all special training standards that are required of the officers they

supervise. Personnel who directly manage the armed officers, Security Supervisors and the PSCC supervisor and leads shall have received Incident Commander (IC) Training IAW HSPD-5.

At JSC, the contractor shall be required to attend and participate in meetings with NASA and/or JSC contractors as part of normal business operations.

#### 5.2.1.1 Resource Protection

- A. The contractor shall provide comprehensive and integrated systems that utilize both personnel and equipment to safeguard personnel, physical assets, and information.
- B. The contractor shall provide security services to support NASA Priority/Critical Resources and Space Launch Systems, payload systems, and command and control systems.
- C. The contractor shall deploy teams to evaluate and report on installation protection needs and requirements based on the current threat.

At JSC, the contractor shall comply with the DRD, Standard Operating Procedures (SOP) and DRD, The Physical Security Plan and address Resource Protection requirements relating to JSC's needs to threat conditions. These security requirements may pose a change in staffing and security requirements. The contractor shall coordinate and address these changes and configure security posture to meet operational requirement with concurrence of the TOM and approved by the CO.

#### 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 JSC, the contractor shall assist the JSC Security Office with annual lunar and planetary materials sample inventories. NPD 1387.2 provides information regarding the use, control, and/or loan of lunar samples. The Contractor shall ensure a Standard Operation Procedure (SOP) for Lunar inventories includes a complete written report regarding the outcome of the inventory to include any discrepancies, and submit the report to the TOM within 2 weeks of initial survey. Surveys shall be performed annually and coordinated with the Office of the Curator.

At JSC, the contractor shall comply with DRD, Standard Operation Procedure (SOP), Physical Security Plan and Annual Physical Security Assessment.

#### 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 JSC, the contractor shall provide inspections of inbound vendor/commercial vehicles. The contractor shall ensure the no unauthorized hazardous material enters the facility. The contractor shall ensure that vendors entering through the Vendor Inspection post (Post 12) meet all requirements to ensure no unauthorized personnel, weapons or material proceed onto JSC. The contractor shall report all incidents to the JSC security office as required in DRD, Report of Incident/Investigation (ROI) and ensure a complete report is forwarded to the JSC Security office. All personnel assigned to this post shall be trained at a minimum the U.S. OSHA Hazardous Waste Operations and Emergency Response, (HAZWOPER) regulation, 29 CFR 1910.120. The contractor shall complete a written log of all vendors being inspected and maintain a database of prohibited items that are found.

At JSC, the contractor shall provide escorts for special freight and material deliveries which include wide loads, hazardous materials, and materials of intrinsic value (i.e. lunar samples and space hardware).

At JSC, the contractor shall conduct interior perimeter fence inspections of JSC at a minimum of twice per week using All Terrain Vehicles (ATV's). In addition, exterior perimeter checks shall be conducted at a minimum of once per shift by security vehicle patrols. The Contractor shall conduct such checks at various times so as to avoid patterns of predictable behavior with a frequency that will detect and deter cross-perimeter trespassing. The Contractor shall, IAW DRD, Report, Self-Assessment and Metrics and Physical Security Plan that includes: the date and time of the inventory and the results of inspections. The contractor shall provide the report of inventory to the TOM.

At JSC, the Contractor shall investigate and provide written responses to Close Call reports IAW NPR 8621.1. The contractor shall provide responses to the JSC Security Office and Safety office within 3 days of receipt of Close Call assignment IAW DRD, Report of Incident/Investigation (ROI).

- 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.

At JSC, the contractor shall develop a comprehensive Physical Security plan for JSC IAW DRD, Report, Self-Assessment and Metrics, Physical Security Plan that supports NPR 1600.1, 1620.2 and 1600.2.

- C. The contractor shall provide priority attention and added protection to NASA Mission Essential Infrastructure assets and conduct MEI assessments as required by NPR 1600.1. The contractor shall adhere to policy as set forth in NPR 1620.2. NPR 1620.3 and NPR 1600.1.

At JSC, the contractor shall develop a Physical Security Plan that includes conducting an annual installation review of current security measures and provide written recommendations to the TOM, CCS within five (5) days after completing the assessment IAW DRD, Report, Self-Assessment and Metrics.

#### 5.2.1.4 Access Control Program

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

At JSC, the contractor shall operate and maintain a LENEL® Access Control System (ACS) system. The work requirements and responsibilities are predicated upon maintaining the Security Management Systems and associated workstations. Replacement parts will be supplied as GFE by the government or under terms of the system warranty. Requirements for operating and maintaining the ACS shall be IAW the manufactures' guidance, requirements, and specifications.

At JSC, the contractor shall provide user level support to the Center bollard vehicle barrier protection systems. The bollard system shall be tested by the contractor each shift to ensure its operability and any discrepancies shall be logged in at the PSCC and JSC Facilities Maintenance shall be contacted.

#### 5.2.1.5 Uniformed Operations

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

At JSC, the contractor shall conduct roving patrols of the center at various times so as to avoid patterns of predictable behavior (PPB). Patrols primary function is to participate in maintaining a secure facility, e.g. to prevent/detect break-ins, vandalism, perimeter fence breaches, criminal conduct, and security violations, etc. The contractor shall provide a written report to the TOM within 12 hours after the discrepancies IAW the Report of Incident/Investigation (ROI), Physical Security Plan and reported in a monthly metric to the TOM as per DRD, Self-Assessment and Metrics Report.

At JSC, the contractor shall provide Scanning system support by scanning the designated areas (e.g. doors opened, doors locked and user badge data). Specifically, the Contractor shall scan the doors when they are unlocked and locked and upload the data to the database. The Contractor shall also maintain the database that lists all of the exterior doors at JSC as well as select interior doors. The Contractor shall provide the day-to-day training on the scanner for new users of the scanners.

At JSC, the Government will provide Scanners including battery charging units, upload cradles, and holsters for the Contractor's use. The scanners are preprogrammed by the Government to provide the capability to gather information electronically. (See Attachment C GFE of this TO)

At JSC, the contractor shall maintain a Lost & Found at JSC facility for items brought to the Security Force with an unidentifiable owner; the contractor shall make every effort to identify the owner and return the property to its rightful owner within 30 days; when this is not feasible, or possible, the contractor shall appropriately document and record the recovery, track the item, and arrange for the appropriate disposal or destruction of the item at the end of a specified period of time. The contractor shall develop standard operating procedures for the collection, return, storage and disposal of such items. The contractor is responsible for the storage of such items until their final disposition.

#### Flag Protocol

At JSC, the contractor shall raise and lower the United States, Texas, and NASA flags on the flag poles including the following locations: south of Building 1, on top of Building 30 South, and EF in accordance with 36 USCS § 174. The flags shall be raised no later than 7 a.m. and lowered by 7 p.m. daily; however, the U.S. flag shall be flown at all times (24 hours per day, 7 days per week) at Building 30. During space shuttle and space station missions, the Contractor shall raise the appropriate shuttle and space station pennants underneath the NASA flag on the flagpole south of Building 1 once the shuttle has achieved orbit. The space shuttle and space station pennants shall also be displayed in the Building 30 Lobby. The flags and pennants on the flagpoles south of Building 1 shall be flown 24 hours/day until the space shuttle lands. The Contractor shall ensure that appropriate lighting is provided during the hours of darkness. The space shuttle pennants are taken down once the space shuttle lands. The Contractor shall inspect the flags and coordinate repairs or replacement of flags with the JSC Supply and Materials Branch. During periods of national mourning, flags shall be lowered to half-staff in accordance with NASA Protocol Directives.

#### Fixed Posts Requirements:

At JSC, the contractor shall staff fixed and temporary posts as required during short-term or normal operations or missions using routine security/law enforcement assets/compliment as directed by the COTR, TOM or Center Chief of Security (CCS)

At JSC, the contractor shall control access to JSC and its facilities by assuring positive identification through verification of NASA/JSC-issued or other authorized identification media. The contractor shall direct traffic at gates and provide information to visitors. Deter and report unauthorized personnel or vehicular entry.

At JSC, the gates shall be staffed to prevent a backup of incoming traffic.



At JSC, each officer assigned to fixed posts or roving patrols shall: maintain capability of communications with the PSCC, recognize NASA identification and other forms of identification; complete all required reports, forms, and other required documentation, for submission to supervisory personnel at the end of each duty shift IAW DRD, Report of Incident/Investigation (ROI).

At JSC, the contractor shall maintain a Daily Gate Log on each gate and the contractor shall record information received regarding special gate or security information from Supervisors, PSCC or NASA Special Agent. Official Visitors identified on the daily activity sheet are directed immediately to the appropriate location or point of contact.

At JSC, operate magnetometers at Space Center Houston (SCH) and ensure packages are inspected with Post Orders IAW DRD, Standard Operating Procedures (SOP). No unauthorized items or packages shall be permitted on site at JSC.

At JSC, as directed by the TOM, CCS, or other authorized NASA Special Agent, conduct inspections of hand-carried items (e.g., briefcases, purses, packages, etc.) upon entry to or exit from the Center or specific locations, areas, buildings or facilities on Center. Such activities will be performed in lieu of routine patrol activities using on duty assets.

#### Fixed Posts Assignments

At JSC, the contractor shall provide Security Officers for the following fixed posts in accordance with the time periods shown below:

POST	HOURS OF OPERATION
Gate 1, Post 1 Second Street (Main Gate)	24 hours/day, 7 days/week
Gate 1, Post 1A Second Street (Main Gate)	24 hours/day, 7 days/week
Gate 1, Post 1B Second Street (Main Gate)	6 a.m. – 2 p.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 1, Post 1C Second Street (Main Gate)	6 a.m. – 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 1, Post 1D Second Street (Main Gate)	6 a.m. – 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 1, Post 1E Second Street (Main Gate)	6 a.m. – 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 2, Post 2 Third Street Gate - Inbound Only	6 a.m. - 9:30 a.m. & 11 a.m. – 1 p.m. Monday through Friday, excluding holidays and the day after Thanksgiving

POST	HOURS OF OPERATION
Gate 2, Post 2A Third Street Gate	6 a.m. – 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 2, Post 2B Third Street Gate	6 a.m. – 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 2, Post 2C Third Street Gate	6 a.m. – 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 3, Post 3 Avenue B East Gate	6 a.m. - 6 p.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 3, Post 3A Avenue B East Gate	6 a.m. –8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 3, Post 3B Avenue B East Gate	6 a.m. –8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 4, Post 4 Avenue B West Gate	6 a.m. - 10 p.m. (Close Gate 8pm, then Patrol at Gilruth until 10pm) Monday through Friday, except Thanksgiving Day & Christmas Day, New Years Day, Memorial Day, Labor Day, and July 4
Gate 4, Post 4A Avenue B West Gate	6 a.m. – 2 p.m. Monday through Friday, except Thanksgiving Day & Christmas Day, New Years Day, Memorial Day, Labor Day, and July 4
Gate 4, Post 4B Avenue B West Gate	6 a.m. - 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 4, Post 4C Avenue B West Gate	6 a.m. - 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Gate 4, Post 4D Avenue B West Gate	6 a.m. - 8:45 a.m. Monday through Friday, excluding holidays and the day after Thanksgiving

POST	HOURS OF OPERATION
Post 6 Guard House Building 1 Avenue D at 3 <sup>rd</sup> Street	24 hours/day, 7 days/week except Christmas Day
Post 7 Guard House Building 5S 5 <sup>th</sup> Street	6 a.m. – 6 p.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Post 12, Vendor Guard Post Parking lot M-3, North of Building 420	6 a.m. - 2 p.m. Monday through Friday, excluding these holidays: New Year's Day; Memorial Day; July 4 <sup>th</sup> ; Labor Day; Thanksgiving Day; and Christmas Day
Post 12A, Vendor Guard Post Parking lot M-3, North of Building 420	9:00 a.m. – 5:00 p.m. Monday through Friday, excluding these holidays: New Year's Day; Memorial Day; July 4 <sup>th</sup> ; Labor Day; Thanksgiving Day; and Christmas Day and the day after Thanksgiving
Post 17, EF South Gate	6 a.m. - 5 p.m. Monday through Friday, excluding holidays and the day after Thanksgiving
Post 18, Brantley St., EF	24 hours/day, 7 days/week
Post 20, SCTF – Neutral Buoyancy Laboratory	24 hours/day, 7 days/week excluding these holidays: New Year's Day; Memorial Day; July 4 <sup>th</sup> ; Labor Day; Thanksgiving Day; and Christmas Day
Post 23 SCTF Entrance Gate	24 hours/day, 7 days/week excluding these holidays: New Year's Day; Memorial Day; July 4 <sup>th</sup> ; Labor Day; Thanksgiving Day; and Christmas Day
Building 30 Mission Control Parking Lot North Guard House	24 hours/day, 7 days/week except Christmas Day
Building 30 Mission Control Parking 3333Lot South Guard House	24 hours/day, 7 days/week except Christmas Day
Space Center Houston (SCH) – Inspection and Monitoring of SCH Visitors Boarding Tram	9 a.m. – 6 p.m. 7 days per week except Christmas Day
SCH – Support	9 a.m. – 6 p.m. Daily for 16 days at Christmas/New Year's except Christmas Day; for 9 days during March for Spring Break support as requested; and for the Friday and Saturday following Thanksgiving Day

POST	HOURS OF OPERATION
Space Flight	Contractor will be prepared to provide officers at bldg 30 lobby and 30 Card Reader

#### 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 JSC, there is not requirement for the contractor to perform chemical, biological or radiological threats at JSC. Any such requirement will be issued as IDIQ by the TOM.

At JSC, the contractor shall ensure that Explosive Recognition program are integrated into their Physical Security Plan IAW DRD, Physical Security Plan. The contractor shall ensure personnel complete an approved explosive recognition and detection course as identified in the Training Plan.

At JSC, the contractor shall have an explosive recognition team and shall respond within 5 minutes of the PSDC being notified of an incident during normal duty hours of 7:30 am to 4:00 pm, Monday through Friday excluding holidays. After normal duty hours the Explosive Recognition personnel shall respond within 45 minutes. The contractor shall ensure an assessment of the situation is completed by qualified and trained explosive assessment team personnel within 30 minutes of arriving on scene. The Contractor shall develop procedures for responses to bomb threats, and/or suspicious packages, and participate in drills to evaluate responses. The Explosive Recognition personnel shall respond to and coordinate the resolution of threats and emergency incidents.

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

- (a) Investigate and conduct searches to locate possible threats.
- (b) Identify packages or items and make a determination if they are potential hazardous devices.
- (c) Determine the perimeters to be established for securing an area or building should a package or items be determined a threat. Potential hazardous devices examples are a bomb, improvised explosive device, commercial explosives, illegal fireworks, suspicious packages, or military ordinance. All bomb threats/suspicious items shall require a written Report of Investigation (ROI) and submitted to the TOM within 12 hours IAW DRD, Report of Incident/Investigation (ROI).

At JSC, when not engaged in actual emergency response, Explosive Recognition personnel will assume normal security police officer or investigator duties; however, they shall be available for immediate deployment within 5 minutes of the PSCC being notified.

At JSC, the contractor shall attend regular scheduled monthly meetings of the Houston Area Bomb Council.

#### 5.2.1.7 Executive Protection

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

At JSC, the contractor shall coordinate regularly with Local, State, and Federal agencies regarding potential security threats of any kind. Routine correspondence with other agencies is documented and findings presented to the JSC Security Office.

At JSC, the contractor shall provide escorts for crew members for all missions IAW DRD, Mission Readiness and Health Stabilization Plans. The contractor shall minimize safety or security incidents to ensure that the medical requirement/certification of crew members is not compromised. A minimum of four missions per year require support. Approximately 18 Space Flight Health Stabilizations Plans are developed annually. The Contractor shall support mission crew departures and returns.

#### 5.2.1.8 Electronic Security Systems

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

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

#### Operational Requirements:

At JSC, support services shall be sufficient to ensure that two of the three Dispatch Consoles in the PSCC are available and operational at all times. For the SMS, the following support is required:

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

At JSC, the contractor shall provide adequate and appropriately trained and certified personnel in the form of Electronic Access control Security Technicians (EACS Techs) to install, operate, monitor, maintain, and service the electronic access control devices, closed circuit television cameras, security alarms (Intrusion Detection Systems, IDS), terminals, panels, and systems, related and ancillary equipment.

At JSC, the contractor shall ensure that two of the three Dispatch Consoles in the PSCC are available and operational at all times. The contractor shall ensure three badging stations are working during the hours of operation for badging on JSC.

At JSC, technicians are required to troubleshoot problems, repair and correct system and component failures; install new equipment; coordinate work and outage schedules with appropriate Center organizations; maintain accurate records, drawings and diagrams of the wiring, installations, other SMS data for JSC, EF, SCTF, NBL, and EPFOL; establish schedules for and perform preventive maintenance; and prepare and produce system reports and shall be documented IAW DRD, Information Technology Security Systems and DRD, Information Technology Security Plan.

At JSC, the contractor shall solve system problems involving the Center's EACS, prepare estimates for installations of EACS equipment; coordinate with appropriate Center organizations for smooth efficient, timely and complete installation of EACS equipment and components.

At JSC, the Technicians shall be "on duty" from 7:00 AM through 4:30 PM, Monday through Friday, except federal holidays; "on call" emergency services during all non-duty hours, with timely (maximum 2-hour) response to JSC, SCTF, NBL, and EF and a 2 hour response is required for EPFOL. These are required responses and are not considered "Special Security Requests" to be requested or "authorized" specifically by the Government. Technicians shall be in full, appropriate uniform at the beginning of, and throughout, each shift. Emergency Services will be determined by the TOM. A minimum of eight badging workstations/enrollment workstations shall be available at JSC at all times, five at Building 110, one at the SCTF badge office, one at EF and one at Building 30L badge office.

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

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

At JSC, the contractor shall be familiar with the following like systems:

Console system ( EWS, Fire Alarm Systems, dispatch, Access control, radio telephone interface, video (cameras, recorders), matrixswitch, Weather Station, intrusion , duress alarms, telephone for the deaf, ANI/ALI phone system, auto paging)

Badging system, (smartcard, CBACS, fingerprint system, capture camera system, pin pad, printers for badges)

Enrollment systems (smartcard, CBACS, fingerprint system, capture camera system, pin pad, printers for badges)

- EOC lab environment system

## 5.2.1.9 Locksmith

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

At JSC, the hours of operations shall be 7:30 a.m. to 4:00 p.m. Monday through Friday excluding New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. The Contractor shall have the capability for recall after normal hours. For emergencies after hours the contractor shall respond within 1 hour.

At JSC, with the exception of new construction, the contractor shall furnish, install, repair and re-key all locks, cylinder cores, evaluate/repair door locks, fabricate and maintain (remove/repair/replace). The locksmith shall evaluate, maintain, repair safes, vaults, cabinets; all key locks shall be compatible with the existing master key system. The locksmiths shall ensure all work is completed within 2 working days of initial request and all emergency requests designated by the TOM shall be responded to within 1 hour. All Data base information will be accurate and be updated within 2 working days of completion of work. The contractor shall provide service to support critical national assets and national treasures such as lunar and planetary samples. The contractor shall provide annual preventative maintenance on walk in vault locks, electronic locking devices, and safes. The Contractor shall ensure all safes are serviceable for their reuse. Upon return to storage in Building 262, all safes shall be repainted. All combinations shall be changed on safes, vaults, and limited access areas at least annually. The contractor shall maintain and safely operate tools and machinery in the Locksmith Shop, Building 262.

At JSC, the contractor shall coordinate with facility maintenance and construction personnel to install new locks; maintain accurate records, and provide data to update the Security Operating System (SOS); maintain control of all keys issued to Civil Service and Contractor personnel at JSC; and maintain and update key control database. The contractor shall ensure all work is completed within 2 working days of initial requests, unless extension is approved by the TOM and all emergency requests shall be responded to within 1 hour.

At JSC, the contractor shall receive incoming calls for safe/combination changes; verify that requester is approved custodian; and maintain the master safe in the locksmith's office. The contractor shall file combination cards and enter information in the database. The contractor shall complete task within one week of changing combinations.

At JSC, the contractor shall operate the an automatic keying machine utilizing computer and applicable software needed to look up key codes for cutting keys for various types of locks including automobiles. The contractor shall complete task within 2 working days of initial request, 2 hours of service call.

At JSC, the contractor shall advise and consult with maintenance and operations/engineering personnel regarding locking devices and other keying material.

At JSC, the contractor shall recommend appropriate devices, upgrades, and procedure changes to enhance site security and support new construction or rehabilitation project designs by specifying appropriate locks required. The contractor shall meet with design engineers when necessary.

At JSC, the contractor shall maintain a reporting data base for all work completed and shall be included in the monthly DRD, Self-Assessment and Metrics Report.

At JSC, the contractor shall maintain an inventory of spare parts and components for all locksmith assignments and duties.

At JSC, the contractor shall maintain appropriate manufacturer's certifications for installation, operation, maintenance, troubleshooting, and repair of locks currently installed. Examples X-09 electronic safe combination locks

At JSC, the contractor shall report all work performed IAW DRD, Self-Assessment and Metrics Report.

#### 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.

At JSC, the contractor shall provide personnel to support badging operations in Buildings 30, 110, 262, 419; SCTF and Ellington Field Personnel shall be in uniform except when performing duties at Buildings 419, 262 and SCTF. Personnel shall be cross-trained to perform all duties at all locations listed in this section in accordance with written procedures.

At JSC, the hours of operation for Building 30 shall be 6:30 a.m. – 4 p.m., Monday through Friday, excluding holidays, and a 24 hour operation of Building 30 is required during certain space missions beginning at 12 hours prior to launch and continuing until 4 hours after landing. The hours of operations for Building 110 shall be 6 a.m. to 7:30 p.m. Monday through Friday and 7 a.m. to 3 p.m. Saturday, excluding New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. Building 110 is closed Sundays. Building 419 hours of operation shall be 8:00 a.m. – 4:30 p.m. Monday through Friday, excluding holidays. Building 419 Technical Support Services shall be capable of performing five simultaneous tasks/assignments. Building 262 Hours of operations shall be 8:00 a.m. – 4:30 p.m. Monday through Friday, excluding holidays. Ellington Field hours of operation shall be Monday through Friday 7:00 am – 3:00 pm excluding holidays and the day after Thanksgiving. The contractor shall report all work performed IAW DRD, Self-Assessment and Metrics Report.

#### Building 30 Operations

At JSC, the contractor shall issue temporary and escort required Controlled Access Area (CAA) cards and complete data entry in accordance with established written guidelines and Desk Procedures. Process CAA requests by entering access zones on official



photo identification badges e.g. HID Prox and SMART cards and complete data entry in accordance with established written guidelines and Desk Procedures. Process access requests or issue CAA card to customer within 5 minutes of initial contact.

At JSC, the contractor shall issue temporary CAA badges in accordance with established written guidelines and Desk Procedures and complete customer service within 5 minutes of arrival.

#### Building 262 Operations:

At JSC, the contractor shall receive key request forms from civil service and contractor employees, verify/confirm authorized signatures, and coordinate requests with locksmith. Prepare required task orders or documentation, receive keys from locksmith and distribute to employees; track lost keys, complete filing, and enter data in the SOS database on a daily basis. Comply with established JSC and contractor SOP's regarding customer service and key issuance DRD, Standard Operating Procedure (SOP). All key requests shall be processed and issued within 7 working days.

At JSC, coordinate and receive telephone or email requests for sensitive material pickup for destruction in accordance with established SOP's for classified material destruction. The Contractor shall ensure that all documents needing to be destroyed are picked up within one week of initial request.

#### Building 110, Ellington Field (EF) and SCTF Badging Office Operations

At JSC, the contractor shall provide personnel administrative functions relating to all badging and temporary passes for JSC civil service employees, contractors, and official visitor personnel which include, the following: Preparation, issuance, and access to badges/CAA's, visitor passes and records will be in compliance with JSC security policy directives, procedure and established written guidelines. The badges and passes shall be restricted to authorized personnel only. All badges not being issued shall be secured at all times.

At JSC, Prepare/issue all employee photo identification badges for civil service and contractor personnel, retired civil service personnel, foreign nationals, or designated dependent, and official visitors, utilizing all PCs, systems, and software (e.g., OJT for NFNMS, SOS, Lenel, JSC Security Office webpage processes and applications for electronic badging and passes). Comply with applicable NASA/JSC regulations relating to badging, and provide customer service contact within 3 minutes of arrival.

Photograph personnel and operate laminating and embossing equipment, for the badging/visitor control operations based on NASA Headquarters (HQS) security badging requirements.

Manage the NASA JSC Contractor Termination Process. Comply with established written guidelines. Provide information within 5 minutes of telephone requests, and complete tasks no later than 24 hours after receipt of information or written requests.

Prepare Daily Security Gate Schedule for all security gates to include notification of Public Affairs Office (PAO) Very Important Person (VIP) tours, special events and special visitor instructions. Provide gate schedule at the end of each daily shift. Security gates must receive daily schedules no later than 6 a.m. the following day (110 only).

Assist JSC directorate/division offices with the issuance of escort required visitor badges upon request (110 only).

Receive letters from JSC Security Office or contractor management requesting service vehicle parking permits and forward letters to the JSC Security Office for approval. Complete issuance of permit within 2 days of request.

Building 419 Operations:

At JSC, the contractor shall perform functions for the following JSC Security programs at building 419: personnel security, foreign nationals, and other administrative functions as requested to include actions listed below.

Provide routine filing, development of reports, spreadsheets, metrics, charts, graphs and forms using Windows based software; process personnel security checks and scanning of documents.

Review for accuracy all Standard Form (SF) 85, 85P, 86 and OF 306 forms submitted by JSC personnel required to have OPM background checks.

Verify security clearance information (telephonic) for NASA personnel who require access to classified information onsite, at local contractor facilities, or at TDY locations. Perform assigned duties in accordance with established contractor SOP's and complete service within 3 minutes of telephone call documenting all work IAW DRD, Self-Assessment and Metrics Report.

Provide security clearance information for JSC civil service personnel traveling or assigned to temporary duty (TDY) locations or for personnel visiting other facilities (local and out-of-state). Perform assigned duties in accordance with established written guidelines. Security clearance information for civil service employees shall be sent to offsite locations the same day the request is received.

Receive visit clearance request letters for classified visits/access from contractor organizations and other Government agencies, enter data into SOS, and send annual renewal request letters. Ensure database entry is completed within 2 days of receipt of letters.

At JSC, the contractor shall ensure the Personnel Security Supervisors are trained on programs and systems operation for which their employees will be responsible under this TO.

- 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.

At JSC, when the contractor is notified of an employee termination the contractor shall comply with the deactivation procedures for SMART cards. The contractor, upon being notified of an employee termination for violent acts, shall ensure deactivation of the SMART card within 10 minutes. The contractor shall submit the employees name to the Denied Access List within one hour of being notified of an employee's termination for violent acts or undesired behavior. Resignations of all JSC employees will be IAW the process for "Contractor Terminations".

- D. Blank PIV-II card stock will be provided by the Government as GFP. Ancillary badge material such as non PIV-II card stock, pouches, lanyards and clips shall be provided by the contractor and in compliance with FIPS 201.

#### 5.2.1.11 Emergency Response Team

- A. The contractor shall provide a team of security police officers who meet the enhanced physical standards for specialized teams found in NASA NPR 1620.2.

At JSC, these officers shall have completed a state certified police academy or have had extensive relative military experience. All personnel being considered for the Emergency Response Team (ERT) will be selected by a board selection process consisting of a two members of contractor's management, the ERT supervisor, the contract safety representative. The TOM will be in attendance of the selection board.

#### ERT Additional Training Requirements Qualifications;

At JSC, all ERT personnel, with the exception of the Emergency Medical Technician (EMT), shall have completed a SWAT/ERT/SRT course that has been accredited by a State or Federal agency. The Contractor shall maintain copy of certification course completion in the employee's training file. The ERT shall include at a minimum a Tactical Medic who is certified as a Texas Emergency Medical Technician. The ERT shall at a minimum have capability for a precision shooter that has completed a certified course (city, county, state, or federal) on precision shooting training.

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

At JSC, the hours of coverage for a deployment within 10 minutes of the PSCC being notified shall be from 7:30 am to 4:00 pm, Monday through Friday, excluding New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day . The ERT shall have the capability to respond to and contain emergency incidents, which are beyond the capability of the normal security patrols. This may include containment of other incidents until local police ERT units are deployed. The ERT may also be deployed to assist in the security of visiting dignitaries including the President and the Vice President of the United States of America, and other dignitaries as directed by NASA. The Contractor shall assist the Government in developing procedures, strategies, and response tactics for the team IAW Standard Operating Procedure (SOP) DRD. When not engaged in actual emergency response, the ERT shall assume normal

security police officer or investigator duties. The ERT shall be capable of a one hour response after normal duty hours and holidays.

At JSC, ERT personnel shall receive annual refresher training on dealing with demonstrators IAW DRD, Training Plan/Training Plan Report.

#### 5.2.1.12 Dispatchers – Protective Services Communications Center

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

At JSC, the PSCC is the central control, communication, and dispatch center for all life threatening emergencies (fire, hazards, rescue and security), alarms, and non-emergency activities. The PSCC dispatchers' areas of responsibility include the following dispatch functions and procedures: medical, fire, security, and local hazard alarm response;

At JSC, the contractor shall provide trained and certified personnel to operate each of the three dispatch consoles located in the Building 30L, Room 3110, at JSC. Two consoles shall be staffed 24 hours per day, 7 days per week. Three consoles shall be staffed from 5:30 a.m. – 10:00 p.m., Monday through Friday, excluding holidays. A lead dispatcher shall be available and on console at all times. Supervision shall be provided for the PSCC staff during normal working hours. The dispatchers, including the lead, shall not be on duty more than 12 continuous hours during one 24-hour period.

At JSC, the contractor shall provide Protective Services Communication Center (PSCC) Dispatchers to perform the duties as described below:

At JSC, the Dispatchers shall receive, and respond to all incoming telephone and radio communications and to all security alarms, local hazard alarms, duress alarms, and fire alarms. The Dispatchers shall monitor security access control, local hazard, and fire alarm panels. The Dispatchers shall dispatch fire, security (roving patrols), medical personnel, and other emergency response personnel in the performance of routine duties and for emergencies. Dispatchers shall be capable of following special instructions, develop Computer Automated Dispatch (CAD) and Security Access Control (SAC) reports, forward reporting and emergency response information, prioritize and respond to routine and emergency situations.

At JSC, the Dispatchers shall ensure that in the event of interrupted communications due to loss of power or loss of consoles, an emergency work order is called in and one dispatcher shall report to building 25 (Fire Station) to resume radio communications and if required, the PSCC telephones shall be transferred to building 25 until the situation is resolved. In the event a power outage results in telephonic and PSCC failure, the dispatchers shall resume communications over a handheld radio. The contractor shall ensure within 5 minutes of any radio communication failures the dispatchers shall re-

establish or resume radio communications until the PSCC interruption has been resolved. The Dispatchers shall ensure a complete audit trail of all security and emergency actions. Non-Emergency telephones shall be answered within 5 rings of initial ring and radio calls within 5 seconds of call-in and shall be reported IAW DRD, Self-Assessment and Metrics Report.

#### PSCC Testing

At JSC, the contractor shall establish SOPs IAW with Standard Operating Procedure (SOP) that outlines the testing of PSCC console and emergency support hardware and software system equipment. Monthly testing of the EDC systems shall include the following:

- (a) JSC Site Emergency Warning System (EWS)
- (b) Telecommunication Device for the Deaf
- (c) Emergency Banner Notification
- (d) Auto Paging System (Current ERT Pager System)
- (e) Red Emergency Phones
- (f) Code Blue Emergency Call Stations
- (g) Duress alarms

At JSC, schedule and document each of the tested emergency systems. Document any anomaly or discrepancy and submit into the proper AR/DR reporting system. Track AR/DR until repaired. The documentation shall state the date and time of the system test, which system was tested, and provide a complete synopsis IAW DRD, Report of Incident/Investigation (ROI).

#### PSCC Support Systems:

At JSC, each dispatcher shall have complete knowledge and functional capability to use all workstations including the following PSCC support systems:

- (a) Electronic Warning System
- (b) JSC Central Fire Alarm Monitoring System (Fireworks)
- (c) EF Fire Alarm Monitoring System (Monico)
- (d) Auto Paging System
- (e) ANI/ALI Caller ID/Location System
- (f) Motorola Communications System
- (g) ADT ComSec Security System
- (h) Discrepancy Reporting systems
- (i) CCTV monitoring system
- (j) CCTV video recording system
- (k) Freedom audio recording system

At JSC, Emergency Dispatchers shall verify, on a regular schedule, the correct operation of all security access control (door) alarms, motion detector alarms, and duress alarms. Duress alarms shall be verified operational once per month. Security access control alarms shall be verified operational every six months.

At JSC, each dispatcher shall demonstrate skills and operational capability with all systems and fully understand the complete function of the hardware and software for all support system(s) IAW DRD, Training Plan/Training Plan Report. At the change of shifts, the Leads shall perform daily functional checks on the console systems and

identify any operational discrepancy. Dispatchers shall be tested monthly on the operation of various systems.

At JSC, provide an advanced schedule for opening/closing buildings during non-duty hours to the PSCC at the end of normal working hours for after hour activities or maintenance/construction work to be performed that evening.

At JSC, the contractor shall track and record all incidents IAW DRD, Report of Incident/Investigation (ROI)

At JSC, the contractor shall maintain and update existing written procedures for equipment operation as well as response to routine and emergency events IAW DRD, Standard Operating Procedure (SOP).

At JSC, the operators shall provide emergency response elements with updated information vital to decision making.

At JSC, 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.

At JSC, the contractor shall provide services for the JSC emergency telephone system (33333 (JSC), 44444 (EF)) and 911-conference calling. All Emergency calls will be answered within 3 rings and all emergency calls shall be reported IAW DRD, Self-Assessment and Metrics Report.

- B. 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 JSC, each dispatcher shall be thoroughly knowledgeable of and comply with the JSC policies, 600 series procedures, and applicable 700 series checklists. Logs, blotter entries, reports and forms shall be concise, accurate, legible, and the data shall be submitted to the TOM IAW Report of Incident/Investigation (ROI) and Self-Assessment and Metrics Report DRD's. The Dispatchers shall develop CAD entry and SAC system reports based parameters established by the JSC 600 Series. At the beginning of each PSCC shift, the Lead Dispatcher shall run a report of all SAC alarm points and determine if any outstanding alarms, door intrusions or entry points require an action. At the end of each PSCC shift, the Off-Going Lead Dispatcher shall brief the On-Coming Lead of any anomalies, out-standing security alarms, entry requests or any other important situation being followed. Shift hand-off shall be complete and thorough. No shift hand-off will be completed during an emergency event. All emergency response reports shall be accurate and submitted within 2 hours of the event IAW DRD, Report of Incident/Investigation (ROI).

At JSC, training shall be IAW DRD, Training Plan/Training Plan Report and in accordance with JSC-36268, EOC Operator/Supervisor Certification Guide. In addition, the Contractor shall ensure compliance with Dispatch Center Operational Procedure No. 600-00.

At JSC, the contractor shall implement and maintain a continuous comprehensive training and certification program for all dispatchers. Dispatchers shall understand the function of all PSCC systems and demonstrate the ability to utilize each systems capability.

## 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 LTO.

### 5.2.2.2 International Visits Coordinator (IVC)

A. The contractor shall process foreign national, foreign representatives, dignitaries and guests according to current NASA NPR 1371.2 and NPR 1600.1 policies.

At JSC, the contractor shall complete NASA Foreign National Management System (NFNMS) closeouts on a daily basis. Provide metrics for NFNMS closeouts per the DRD, Self-Assessment and Metrics Report.

At JSC, reviews foreign national badge requests in the NFNMS (HQ's database) for accuracy and adherence to regulations; approves request if appropriate; if not, returns to requestor.

At JSC, the contractor shall review electronic Access Control Plan (ACP's) and NF1760's (risk assessments) for accuracy and adherence to procedures; approve or reject accordingly. Check and review the validity of copies of I-9 data to attach to visitor's NFNMS request; scan in if valid.

At JSC, the contractor shall make corrections to requests in NFNMS either locally via an addendum or via email request to HQ's for the correction(s).

At JSC, the contractor shall provide training IAW DRD, Training Plan/Training Plan Report to those using the systems and forms necessary to complete the process; this is done in person, telephonically or via email.

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.

Provide data entry for the SOS, Name Check Request System (NCRS).

- 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 Centers or Component Facility HR personnel in the identification of the type of personnel investigation required for each position, including updating or upgrading clearance requirements. The type of investigation to be conducted is a product of the risk level designation of a position.
  - 5.2.2.7 Inquiries
    - A. The contractor shall conduct interviews with personnel during the processing of security background investigations to resolve any issues.
  - 5.2.2.8 Records Checks
    - A. The contractor shall conduct law enforcement records checks to collect criminal and security information.
- At JSC, conduct the following personnel checks as requested using the following:  
Immigration and Customs Enforcement (ICE)  
NCRS  
Office of Personnel Management (OPM).  
Justice Information Management System (JIMS) – Texas Crime Information Center (TCIC), National Crime Information Center (NCIC).
- Complete checks within 2-3 days of receipt of forms. Complete all required filing at the end of each workday.
- 5.2.2.9 Risk Determinations
    - A. The contractor shall provide support to process appropriate Security Investigation as determined by level of risk determination.
  - 5.2.2.10 Fingerprinting



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

At JSC, the contractor shall fingerprint designated personnel for security checks/investigations or clearance purposes in accordance with established written SOPs and desk procedures IAW DRD, Standard Operating Procedure (SOP). In addition to the civil service personnel requiring fingerprinting, this process is also required for personnel on other contracts supporting JSC, resident aliens, foreign national visitors, foreign national employees and representatives. Fingerprints shall meet the quality standards established by OPM and Federal Bureau of Investigation (FBI). 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 JSC

- A. The contractor shall assist applicants in submitting the Certificate application to the designated Registration Authority (RA). Not required at JSC

#### 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 JSC, the contractor shall assemble and mail investigation forms to JSC employees, and review all forms or paperwork received for accuracy and completeness for the following programs: PRP, I/T, MEI, and foreign nationals. Prepare and mail completed paperwork to OPM and other Federal agencies for file review. Complete within 2 days of request or as directed in accordance with Security Management Directives (SMD) 500-6 (foreign nationals) and SMD 500-9 (personnel security screening). The contractor shall provide all data required for OPM and NCRS checks such that there are no rejects or returns due to lack of information. Packages are mailed within 2-3 days of final review. All required filing shall be complete at the end of each workday.

#### 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, and others.

5.2.3.3 Classification Guides: Not required at JSC

- A. Not Required at JSC

5.2.3.4 Document Destruction

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

At JSC, the contractor shall provide IAW DRD, Standard Operating Procedure (SOP), written guidance for the pick-up, storage, transportation and destruction of all INFOSEC document.

At JSC, the contractor shall perform sensitive and classified waste disposal activities during normal working hours 7:30 a.m. until 4:00 p.m. Thursdays and Fridays (two (2) days) per week. The contractor shall secure facilities off JSC in which to perform document destruction.

Sensitive/Classified Waste Disposal Requirements:

At JSC, The contractor shall receive all requests to pickup sensitive/classified waste, schedule all appointments, and pick up waste from JSC locations as requested by Government and onsite Contractor employees. The Contractor shall contract for and provide oversight and services for all destruction and shredding of all sensitive and classified waste disposal. The Contractor shall ensure that all sensitive and classified waste is picked up within 1 week of initial request. Sensitive and classified waste shall be stored on site in a secure vault, container, or other secure area authorized by the TOM for the storage of classified/sensitive material until destroyed. Personnel assigned to this duty must have a secret clearance to handle these materials. The contractor shall track and report the number and type of material destroyed IAW DRD, Report and Self-Assessment and identify security, stowage and destruction processes IAW DRD, Standard Operating Procedures and DRD, Physical Security Plan.

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.
- 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.

At JSC, the contractor shall ensure that documents designated for destruction are properly stored IAW the DRD, Physical Security Plan and DRD, Standard Operating Procedures (SOP).

C. Not required at JSC

5.2.3.6 Classification Management: Not required at JSC

A. Not required at JSC

B. Not required at JSC

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

A. The contractor shall comply with the Computer Security Act of 1987, Public Law 100-235. PL 100-235 defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act) but which has not been specifically authorized under criteria established by an executive order or an act of Congress to be kept secret in the interest of national defense or foreign policy." NASA previously identified this information as "For Official Use Only" with a subsequent change to the term "Administratively Controlled Information" for added clarity. However, recent attempts to provide uniform markings across the government have led NASA to utilize the term "Sensitive But Unclassified" (SBU). SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.

B. The contractor shall develop and implement a program to train the NASA work force as to what information falls under SBU, how it shall be marked, who shall have access, how it will be disseminated, and how it shall be stored.

i. Should the federal government subsequently develop new categories or titles for sensitive but unclassified information, the contractor shall ensure that the NASA workforce is trained in the policies and procedures for protecting this information from unauthorized and inappropriate use and availability.

5.2.3.8 Mandatory Training (Executive Order 12958)

A. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.

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

#### 5.2.4 Law Enforcement

##### 5.2.4.1 Criminal Investigation

- 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 JSC, the contractor shall provide investigation coverage from 7:30 am to 4:00 pm Monday through Friday and 7 a.m. to 3 p.m. Saturday, excluding New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. The Contractor shall also review, examine, assess, and analyze incoming unsolicited contact postal mail, email, faxes, and phone calls to identify threats to personnel or property. The contractor shall meet regularly with the TOM; perform investigations; provide notifications; perform inquiries; and coordination to resolve issues. Establish and/or maintain up-to-date records and databases pertaining to this subject and submit a month report IAW DRD, Self-Assessment and Metrics Report.

At JSC, respond to unwanted, uncooperative, abusive, violent employees or visitors' onsite or attempting to enter on site IAW DRD, Physical Security Plan. Coordinate response with the JSC Security Office personnel.

At JSC, the contractor shall support the JSC Security Office, conduct investigations (thefts, survey reports for lost property, workplace violence, vandalism, foreign national compliance with access control plans) and follow-up activities as directed. JSC Policy on Workplace Violence and Threatening Behavior shall be used as a guide for these types of incidents. Interviews and reports of Investigations shall be completed within 4

weeks of (assignment) incident. When this action is not possible, coordination will be made with the Security Office.

At JSC, the contractor shall develop and prepare Mission Readiness Security Plans for each planned launch and crew return IAW DRD, Mission Readiness Security Plans, distribute copies, attend all mission readiness meetings, and assist the JSC Security Office Mission Coordinator with other requirements or as requested. The Contractor shall identify those personnel who will be supporting crew departures and shall comply with DRD, Health Stabilization Program.

At JSC, the contractor shall conduct residential (housing) checks of astronaut's assigned to active missions (every other day during Space Shuttle missions and twice per month for Space Station crew members) and coordinate similar requirements with JSC Security Office and local law enforcement agencies. Also, conduct residential checks at the request of the Astronaut Office for astronauts on travel. Report any suspicious activity or security incidents to the JSC Security Office within 30 minutes of observation IAW DRD, Mission Readiness Security Plans. Investigators personnel will be armed at the discretion of the Center Chief of Security (CCS) while conducting this activity.

At JSC, prepare Health Stabilization Report/Plan and include crew schedule in the Mission Readiness Security Plan IAW the associated DRD's prior to submission to the TOM for final review and approval. Coordinate with crew scheduler 15 days prior to each mission and provide scheduling information for the roving patrols to serve as escorts during those designated time periods for health stabilization purposes.

At JSC, the contractor shall provide investigator support for special events.

At JSC, the contractor shall conduct compliance inspections of foreign nationals in accordance with NPR 1600.1.

At JSC, the contractor shall assist the JSC Security Office, Federal, State, and local law enforcement agencies in serving civil and criminal warrants or subpoenas. The JSC Public Affairs and Security Offices shall be notified immediately in criminal cases. The JSC Security Office shall be notified on civil matters. Incident Reports shall be generated when assisting on both civil and criminal matters IAW DRD, Report of Incident/Investigation (ROI).

#### 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 JSC, the contractor shall provide Security Police Officers as roving patrols 24 hours a day seven days a week to perform the duties as described in this section. The contractor shall respond to all emergency radio calls within 5 minutes of being dispatched:

At JSC, the contractor shall conduct random vehicle and personnel inspections in accordance with IAW the DRD, Standard Operating Procedure (SOP) and as directed by the TOM. Complete required inspection forms and submit to supervisory personnel at the end of each work shift. Provide copies of inspection forms to the JSC Security Office when contraband is found or a customer complaint is reported.

At JSC, the contractor may be required to respond to emergency situations such as: aircraft in-flight emergencies and accidents, fire alarms, security alarms, chemical releases, natural disasters, bomb threats, criminal activity or crime scenes, Mission Essential Infrastructure (MEI) facilities, or various other emergencies as requested by the TOM and approved and directed by the CO.

At JSC, officers shall secure all subjects and protect all incident scenes per SOP or as directed by the senior JSC Security Office personnel or IC. The contractor shall respond to any emergency within 5 minutes and report IAW DRD, Self-Assessment and Metrics Report and submit all related reports to the emergency IAW DRD, Report of Incident/Investigation (ROI).

At JSC, the contractor shall enforce traffic regulations, cite violators, and provide traffic control. Conduct vehicle stops to include “felony stops” if necessary. The contractor shall be responsible for radar surveillance, vehicle patrol, securing crime and accident scenes and retention of suspects. Submit citations to supervisory personnel at the end of each work shift. Supervisory personnel shall provide citations and notifications of suspensions to the JSC Security Office.

At JSC, the contractor shall develop a Physical Security Plan (IAW associated DRD) to deter and report damage, pilferage, removal, misappropriation, misuse, theft, vandalism, or other improper or unlawful threats to, or disposition of, Government or personal property or acts of espionage, sabotage, or wrongful destruction. The contractor shall ensure that no unauthorized personnel are permitted entry to JSC or in buildings not authorized to the public without prior approval. The contractor shall track and report all incidents IAW DRD, Self-Assessment and Metrics Report and submit all related reports to the emergency IAW DRD, Report of Incident/Investigation (ROI).

At JSC, the contractor shall ensure all buildings are locked prior to 10 p.m. but no earlier than 6 p.m. Unlock all buildings beginning at 4 a.m. and no later than 6 a.m., Monday through Friday, excluding holidays and except those buildings identified in Post Orders as 24-hour operations or other special status buildings.

At JSC, unlock/lock buildings for authorized badged employees. Respond within 15 minutes after call from dispatchers.

At JSC, place and remove barricades/cones in parking areas/streets as tasked by the JSC Security Office for special events, special deliveries, incident investigation, or construction activity.

At JSC, place, replace, or remove inserts for reserved parking in lots or designated locations as tasked by the JSC Security Office.

At JSC, reports - All initial Incident Reports (IR) or Reports of Inquiries (ROI) shall be submitted within 12-hours IAW DRD, Report of Incident/Investigation (ROI).

At JSC, while the contractor is patrolling the center, the contractor shall identify and make a report of hazardous conditions and items in need of repair that represent a safety concern, to include, inoperative lights or lighting equipment, broken or slippery floors and walkways, unknown substance or chemical spills, and any situation that is hazardous to Center personnel.

At JSC, the contractor shall respond to requests from JSC Logistics support personnel when suspicious packages are received and identified. A portable X-ray machine is available for response to suspicious packages found or identified at other JSC onsite/offsite facilities. Respond and inspect packages within 5 minutes of requests in accordance with emergency response procedures and provide written report of findings IAW DRD, Report of Incident/Investigation (ROI).

At JSC, the Bike Patrols shall patrol the Mall area at JSC, EF, and surrounding parking lots, in accordance with Post Orders. The Bike Patrols shall provide support for special events. Bike Patrol Officers will have a Certificate of Completion of a Bike Safety/Bike Officer Training Course in their applicable personnel file and maintain their equipment in working order.

At JSC, in coordination with the Emergency Dispatchers, the contractor shall verify on a regular schedule the correct operation of all security access control (door) alarms, motion detector alarms, and duress alarms. Duress alarms shall be verified operational once per month. Security access control alarms shall be verified operational every six months.

#### Patrol Assignments:

At JSC, the Contractor shall provide security officers for the following roving patrols and staff in accordance with the time periods shown.

ROVING PATROLS	HOURS OF OPERATION
Provide roving patrol(s) at JSC.	Roving patrols must be able to respond to 4 simultaneous events at JSC (assume one officer per event), exclusive of SCTF and EF, Monday through Friday, from 6 a.m. – 10:00 p.m. and Saturday 6 a.m. – 2 p.m. excluding these holidays: New Year's Day; Memorial Day; July 4 <sup>th</sup> ; Labor Day, Thanksgiving Day; (and the day after Thanksgiving )and Christmas Day, Roving patrols must also be able to respond to 3 simultaneous events at JSC exclusive of SCTF and EF, excluding these holidays: New Year's Day; Memorial Day; July 4 <sup>th</sup> ; Labor Day; Thanksgiving Day; and Christmas Day. During these holidays roving patrols must be able to respond to 2 simultaneous events at JSC.
Post 15A, Bike Patrol at EF	24 hours/days, 7 days/week
Post 15B, Bike Patrol at EF	6 a.m. - 6 p.m., Monday through Friday, excluding holidays
Post 9A, Bike Patrol at JSC Need to add the 9A on night shift from 2200-0600, that replaced a patrol unit.	7:00 a.m. – 3 p.m., Monday through Saturday, excluding the following holidays: New Year's Day; Memorial Day; July 4 <sup>th</sup> ; Labor Day, Thanksgiving Day; Christmas Day, and the day after Thanksgiving 10:00 p.m. – 6 a.m., Sunday through Thursday

Post 9B, Bike Patrol at JSC	10:00 a.m. – 6:00 p.m., Monday through Friday, excluding the following holidays: New Year's Day; Memorial Day; July 4 <sup>th</sup> ; Labor Day, Thanksgiving Day; Christmas Day, and the day after Thanksgiving
Post 21 - Provide on-foot roving patrol at SCTF	24 hours/days, 7 days/week

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

At JSC, the contractor shall equip the supervisor’s vehicles and marked units that are utilized for patrol purposes.

#### 5.2.4.3 Traffic Accident Investigation

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

At JSC, the contractor shall execute traffic management duties per established written JSC policies. The Contractor shall attendance at Traffic Appeal Board Hearings when convened.

#### 5.2.4.4 Canine (K-9) Narcotics/Explosive/Patrol

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

At JSC, the contractor shall provide Canine services as required and as determined by the TOM and will be requested on an IDIQ basis as required.

#### 5.2.4.5 Criminal Incident Reports/Records

- A. The contractor shall provide complete reports on criminal incidents reported. Maintain records of crime and criminal information IAW applicable Federal law and NASA regulations.

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

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

#### 5.2.4.7 Evidence Collection & Storage



- A. The contractor shall identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody.
- B. The contractor shall apply Federal Rules of Evidence to maintain the evidentiary value of items identified as indicative of a crime, items related to the identity of the perpetrator, fruits of the crime, contraband or other items illegally possessed.

#### 5.2.4.8 Standard Blotter and Reports

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

At JSC, the contractor shall provide reports IAW DRD, Report of Incident/Investigation (ROI).

#### 5.2.4.9 Prisoner Transport

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

At JSC, the contractor while performing their duties shall when directed by authorized NASA Special Agents, detain unauthorized or suspected persons for identification and/or investigative purposes pending a release to own re-cognizance or release to other appropriate law enforcement authorities based on guidance from the TOM, the CCS, or other authorized NASA Special Agent.

#### 5.2.4.10 Federal, State & Local Liaison

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

#### 5.2.4.11 Crime Scene Protection.

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

#### 5.2.5 Special Programs

##### 5.2.5.1 Counterintelligence and Counterterrorism (CI&CT): Not required at JSC

- A. Not required at JSC

##### 5.2.5.2 Foreign Travel Briefings: Not required at JSC

- A. Not required at JSC
- 5.2.5.3 Special Access Program (SAP) and Sensitive Compartment Information (SCI) Operations: Not required at JSC
  - A. Not required at JSC.
- 5.2.5.4 Technology Protection Program: Not required at JSC
  - A. Not required at JSC
- 5.2.5.5 Technical Surveillance Countermeasures (TSCM)
  - A. The contractor shall provide technical surveillance countermeasures support services to NASA's security program, which is governed by NPR 1600.1.
- 5.2.5.6 Communications Security (COMSEC)
  - A. The contractor shall provide COMSEC support services, which support unclassified, collateral, SCI facilities and programs with global capability.
  - B. The contractor shall provide support services to the NASA OPSEC program, which is governed by NPR 1600.1.

At JSC, the contractor shall comply and support program requirements for classified Communications Security (COMSEC) and unclassified security.

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

At JSC, the contractor shall be knowledgeable of associated COMSEC voice and tele-conferencing equipment and troubleshoot and resolve any conflicts with associated equipment.

At JSC, the contractor shall develop administrative, maintenance, operation procedures and associated plans to support COMSEC requirements IAW DRD, Self Assessment and Metrics Report and Standard Operating Procedures (SOP).

At JSC, the contractor shall develop, track and administer required Annual COMSEC Training for both civil servants and other participating contractors.

At JSC, the contractor shall report any COMSEC violations in writing to the CAM/ACAM within 2 hours.

### **5.3 Emergency Management**

### 5.3.1 General

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

### 5.3.2 Emergency Management Four Tenets Framework

#### 5.3.2.1 Emergency Preparedness

- A. The contractor shall provide comprehensive planning in policy, procedures, directives, and all-hazard assessment IAW internal and external (current and future) requirements as specified in NPSC DRD-PM-002 Comprehensive Emergency Management Plan (CEMP).

At JSC, the contractor shall support the implementation of Emergency Management Program and compliance with JSC's Emergency Preparedness Plan, JPG 05900 and JPD 1040.2, JSC Emergency Preparedness Program (EPP).

#### 5.3.2.2 Emergency Operations

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

#### 5.3.2.3 Continuity of Operations (COOP)

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

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

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

At JSC, the contractor shall develop Security exercises on JSC on a quarterly basis IAW DRD, Training Plan/Training Plan Report, evaluating those areas identified in the Training Plan and as approved by the TOM. The contractor shall participate in Agency exercises as directed by the TOM on an IDIQ request if required.

### 5.3.3 Emergency Preparedness

#### 5.3.3.1 General

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

#### 5.3.3.2 CEMP Verification Reviews

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

At JSC, the contractor shall critique emergency responses and identify performance improvement areas for the dispatchers and first responders IAW DRD, Training Plan/Training Plan Report.

At JSC, the contractor shall develop a response timeline of the communications calls recorded during emergency events IAW DRD, Self-Assessment and Metrics Report.

At JSC, the contractor shall be notified by the TOM in the event a deployment or evacuation is activation or required and an IDIQ request for services will be submitted at the time of the request.

#### 5.3.4 Emergency Operations

##### 5.3.4.1 Emergency Operations Center Staffing

- A. The contractor shall staff and operate an Emergency Operations Center (EOC) and related equipment (computer systems/software and communications equipment) as needed, in addition to being capable of staffing and maintaining an alternate facility under continuity of operations planning.

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

At JSC, the contractor shall be notified by the TOM in the event a Recovery Operation is required and an IDIQ request for services will be submitted at the time of the request.

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

#### 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 JSC, the contractor shall be notified by the TOM in the event a Recovery Operation is required and an IDIQ request for services will be submitted at the time of the request.

#### 5.3.4.3 Incident Command Structure

- A. The contractor shall conduct emergency operations (whether NASA direct or interagency under plan or mutual aid agreement) consistent with standard practices for response and recovery protocol, the incident command structure and the NIMS.

#### 5.3.5 Continuity of Operations (COOP)

##### 5.3.5.1 Planning Requirements

- A. The contractor shall support developing, maintaining and evaluating plans and operations, to ensure the required COOP capability exists.
- B. Readiness and Deployment - The contractor shall maintain a high level of readiness consistent with the Federal COOP Readiness and Deployment directive. Plans shall be capable of being implemented with and without warning, and be operational within four (4) hours of activations, and maintain sustained mission essential operations for a minimum of thirty (30) days, utilizing existing and available field infrastructure where practical. Plans will be reported IAW NPSC DRD-PM-001 Contingency and Emergency Plan. Readiness and deployments under this section will be ordered under the IDIQ section at 5.0.1.

At JSC, the contractor shall be notified by the TOM in the event COOP activation is required and an IDIQ request for services will be submitted at the time of the request.

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

#### 5.3.6 Test, Training & Exercise (TT&E)

- 5.3.6.1 The contractor shall test, train and exercise emergency management and continuity capabilities essential to demonstrate, evaluate, and ultimately improve the ability to execute the planned capabilities.

- 5.3.6.2 The contractor shall develop, maintain and administer a comprehensive TT&E program IAW standards and requirements outlined in NIMS, Federal Preparedness Circular-65, Homeland Security Exercise and Evaluation Program (HSEEP).

- A. Testing Component – The contractor shall ensure that testing of the alert, notification and activation procedures and systems shall be accomplished per FPC-65.

- B. Training Component - The contractor shall develop and administer a lessons-learned and corrective actions program consistent with standards and requirements, to redress shortfalls and weaknesses identified during evaluation of TT&E activities.
  - C. Exercise Component - Annual exercises shall be conducted by the Contractor to demonstrate the capability to (a) adequately and appropriately execute emergency response plans using first response force; (b) mobilize a deliberate and pre-planned movement to activate and stand-up the EOC (all-hands); (c) mobilize a deliberate and pre-planned movement to activate and stand-up the Alternate Facility (COOP Management, Support Team).
    - i. The contractor shall support and participate in biennial Agency participation in national-level exercise programs to evaluate Agency capabilities to execute emergency operating plans.
    - ii. The contractor shall develop and administer a Lessons-Learned Program and Corrective Action Plan (CAP) consistent with national practices to identify shortfalls, weaknesses, and failures identified during the evaluation of exercises whether as exercise monitor or after-action reviewer. A published, final report will describe assessed performance against exercise objectives and include recommended corrective actions.
    - iii. The contractor shall coordinate activities with NASA, State and local emergency management officials, and other local, state, and government agencies including tenants and adjacent military installations. Documentation of activities such as training, response to emergencies, and accident/incidents requiring emergency response will be maintained by the contractor on behalf of the government.
- 5.4 Export Control:** Not required at JSC UNTIL 2011
- 5.5 Unclassified Information Assurance**
- 5.5.1 General
    - 5.5.1.1 Not required at JSC
    - 5.5.1.2 Not required at JSC
    - 5.5.1.3 Information Assurance Functions and Services - The contractor supports the verification of FIPS IT System Categorization by developing a verification methodology and that validates that NASA information is being categorized correctly; and developing processes, standards and methods to validate consistent compliance across NASA.
  - 5.5.2 Identification, Handling of SBU Information
    - 5.5.2.1 Not required at JSC

5.5.2.2 Not required at JSC

5.5.2.3 Not required at JSC

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

At JSC, the contractor shall comply with NPR 2810.1.

5.5.3.1 Not required at JSC

5.5.3.2 The contractor shall also provide internal compliance assessments of the NASA Unclassified Information Security Program.

## **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 Training Plan/Training Plan Report DRD

### **New Hire Training:**

At JSC, in addition to training requirement identified in this task order, the contractor shall develop a training program to provide each employee (uniformed, supervisory, administrative, technical, and management) with at initial orientation (“new hire”) training. Orientation training must be completed within thirty (30) days from date of hire. The following are minimum Orientation Training topics and subjects that are required:

Mission and Function of JSC and the JSC PSD  
(2 hours provided by the Government, Safety and Security Representatives)  
Public Relations/Customer Service  
Substance Abuse and Drug Awareness  
Safety and Fire Prevention  
Sexual Harassment, Diversity, and Multi-Cultural Training

Specific for personnel performing Security duties:  
Firearms Qualification in accordance with NPR 1600.1  
Initial PFE  
Familiarization with JSC ID Badges  
Confined Space training for Emergency Response Team personnel.



At JSC, the contractor shall develop as part of their training plan a 40 hour On the Job Training (OJT) plan. Design to integrate the newly hired employee into their position.

#### In-Service Training:

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

At JSC, Security Officers will receive an additional 24 hours of Annual In-Service Training which include 4 hours of Semi-Annual and Annual Qualification and Firearms Simulator, refresher Use of Force Training and 4-hrs of CPR training annually.

#### 5.6.2 Local And State Education Requirements

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

At JSC, at contractor expense, may require their Security Officer employees under this Task Order to comply with the Texas Department of Public Safety to be level 3 certified for Security officer and level 4 for executive protection officers.

#### 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, and in accordance with the Task Order.

JSC does not have a Firearms Range on Center. The contractor is responsible for coordinating with local ranges for training/qualification times. All associated costs such as; range time, labor, targets, safety equipment and ammunition shall be paid for by the contractor. An IDIQ will be issued for new training requirements not identified in this task order.

- 5.6.3.3 The contractor shall ensure the safety of range operations and other operational or safety reviews as may be necessary, and in accordance with the Task Order.
- 5.6.3.4 Not required at JSC

- 5.6.3.5 The contractor is required to ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment utilized by the location.
  - 5.6.3.6 Firearms maintenance shall be conducted by a qualified armorer.
  - 5.6.4 External Training
    - 5.6.4.1 External training is that training which the contractor may be tasked to perform for personnel who are not protective services contractor employees or subcontractors. Example of training which applies to most Centers or Component Facilities is listed in the following section.
    - 5.6.4.2 The contractor shall also conduct external training for personnel at all Centers or Component Facilities where required by NPR's, by law or as detailed in Task Orders.
    - 5.6.4.3 Required Security Education, Briefings and Orientations
      - A. The contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include classification management training, SBU training, annual or periodic security briefings for those with access to various categories of classified information or Special Access Programs, annual workplace violence train.
      - B. The contractor shall generally provide security education support or administration, briefing, training media, for external programs for which they administer or as specified in Task Orders.
      - C. The contractor shall conduct crime prevention training for the general NASA population. Training may include such topics as locking offices and security containers, use and control of keys and security systems, and general loss prevention topics.
- At JSC, the contractor shall develop and implement a Security Education and Training Program for all NASA and Contractor personnel in accordance with NPR 1600.1, Chapter 8.
- 5.6.4.4 Export Control Training: Not required at JSC
    - A. Not required at JSC
  - 5.6.4.5 Fire Safety Training
    - A. The contractor shall conduct a fire safety and fire safety awareness program for the general population. Training shall include, as a minimum, fire evacuation, and fire prevention and awareness.
  - 5.6.4.6 Emergency Management Training

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

#### 5.6.4.7 Identity Theft Training

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

#### 5.6.4.8 Wildlife Safety Training Not required at JSC

- A. Not required at JSC.

#### 5.6.4.9 Preconstruction Briefings

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

#### 5.6.5 NASA Federal Law Enforcement Training Academy (NFLET)

##### 5.6.5.1 Not required at JSC

##### 5.6.5.2 Not required at JSC

##### 5.6.5.3 The contractor shall, through the NFLET Academy, provide a certification program for NFLET instructors who may be assigned to other Centers or Component Facilities or be assigned to the NFLET Academy itself.

At JSC, the contractor shall provide an instructor who is capable of teaching all courses supported by the NFLETS academy (e.g. NFLETS basic, NFLET refresher, SOFC, any refresher courses or any additional courses the academy develops.

##### 5.6.5.4 Not required at JSC

##### 5.6.5.5 Not required at JSC

- 5.6.5.6 The contractor shall, through the NFLET Academy, deliver training classes for other security courses as necessary including defensive tactics, the use of various forms of intermediate weapons, and other specialized equipment.

At JSC, the contractor shall provide a training program at JSC that supports the NFLETS Academy and provide a training management staff that is certified by the State of Texas to train security officers.

- 5.6.5.7 Not required at JSC

- 5.6.5.8 Not required at JSC