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**NASA PROTECTIVE SERVICES CONTRACT****WALLOPS FLIGHT FACILITY****TASK ORDER****Table of Contents****NPSC-TO-ARC – ATTACHMENT A – PERFORMANCE WORK STATEMENT (PWS)**

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

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

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

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

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

## 5.0 Protective Services

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

At WFF, the contractor shall have all personnel working under this contract at the WFF cleared to the SECRET level. At least 60% of the contractor's personnel, at the WFF shall be cleared to the level of SECRET within 30 days of the first day of the contract (an interim secret clearance is acceptable); the remainder of personnel shall receive at the minimum of a 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.

At WFF, supplies and materials directly related to performance under this task order such as; office supplies, Locksmith bench stock, badging supplies will be provided by NASA unless otherwise noted.

At WFF, the contractor will use the WFF Occupation Health Facility for required emergency first responder physicals.

At WFF, fuel for vehicles used strictly in performance of duty on WFF will be provided by the Government. The Contractor shall submit a list of vehicles to the TOM for approval. The contractor shall provide a list of all vehicles entitled to Government fuel. Report will include vehicle identification number, position assigned, fuel used (in gallons), miles driven, and current mileage IAW DRD, Self-Assessment and Metrics Report

- 5.0.1. All requirements contained within this PWS are considered to be within the day-to-day baseline effort, with the exception of the Unplanned Events paragraph below.
- 5.0.2. Planned and Unplanned Events
  - 5.0.2.1. Planned Special Events
    - A. The contractor shall provide protective services for Planned Special Events, which are considered within the baseline effort. Examples of Planned Special Events include picnics, rodeo events, open-house events, and air shows. The contractor shall be required to provide timely and responsive support for such events. Planned Special Events shall not necessitate modification to or issuance of an additional Task Order and shall be considered to be within the scope of the priced Task Order.
  - 5.0.2.2. Unplanned Events

- A. The contractor shall provide protective services for Unplanned Events outside of the baseline effort, as directed by the TOM. The contractor shall be required to provide timely and responsive support for such events. Examples of Unplanned Events are visits by domestic and/or senior foreign dignitaries, natural disasters, new programmatic requirements, or significant changes in the level of protection required as the result of increased threat levels. Unplanned Events that do not exceed dollar thresholds established under the Task Order shall not necessitate modification to or issuance of an additional Task Order and shall be considered to be within the scope of the priced Task Order. Unplanned Events that exceed dollar thresholds outlined in the Task Orders shall be subject to adjustment with the amendment of the Task Order, or issuance of a separate Task Order, as provided in paragraph B. below.
- B. Task Order Adjustment Formula (reference Clause B.10) - Protective services required to support events considered outside of the Task Order and exceed dollar thresholds as outlined under the Task Order shall be subject to adjustment based on the following formula. Within an invoice billing period, any single unplanned event which exceeds (\$500); or all unplanned events not exceeding (\$500) but cumulatively totaling over (\$2000) will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order.

At WFF, protective Services launch support will be requested as an IDIQ.

## **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 DRD, 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 (1) fire operations and firefighting, and (2) fire prevention inspection and fire engineering services at the locations.

- A. Not Required at WFF.
- B. At locations where flight is a mission focus, firefighters must be trained in flight crew rescue and Aircraft Rescue and Firefighting (ARFF) tactics for aerospace vehicles.

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

The WFF airport requires specialized support to maintain safe operation. These support services include Unicom, airfield surveys, wildlife control, standbys, mishap response and other miscellaneous services

Unicom At WFF, the contractor shall provide Unicom services when the control tower is not in service. (The control tower is operational on weekdays from 0700 to 1700 hours, excluding legal holidays.) On request from aircraft pilots, the Contractor shall provide the following information:

Wind direction and velocity (as read from ASOS).

Altimeter setting (as read from ASOS).

Reported traffic. When requested by pilots, report known aircraft traffic.

Notice to airman (NOTAMS). Relay NOTAMS as requested by the airport manager or his/her designated representative. The information given to the requesting aircraft will be transmitted using the following format:

"Aircraft call sign' is advised that the airport control tower is not in service at this time. The following airport information is provided:

Wind direction and velocity is \_\_\_\_\_ at \_\_\_\_\_.

Altimeter setting is \_\_\_\_\_.

Reported traffic is \_\_\_\_\_ (if none, report 'NO KNOWN TRAFFIC').

The following NOTAMS are in effect: (if none, disregard this item).

**Airport Surveys:** The Contractor shall make visual runway inspections at the start and end of each day, nominally at 0730 and 1700 hours daily. If a flight is scheduled prior to the normal inspections, perform an active patrol of the designated runway and associated taxiway prior to the first use of designated runway on each working day. Additionally, the Contractor will make an active patrol of the designated runway and taxiway upon request of the air traffic control specialist, or in his/her absence, the pilot of any aircraft scheduled to depart or land at the WFF. Assures all items of debris or like materials, birds, wildlife, and/or animals, constituting a hazard to aircraft operations are removed from the airport operating surfaces.

Locate, chart, and report to the Airport Manager, damages to the operating surfaces, such as runways/taxiways, ramps, and roadways. Check all airport lighting systems weekly. Inoperative, damaged, or missing lights will be recorded on the daily log and notification made to the Airport Manager.

Daily reports of operating surfaces are provided to the Airport Manager and weekly airport lighting systems checks are provided to the Airport Manager.

At WFF, the contractor shall operate one standby Aircraft Rescue and Fire Fighting (ARFF) vehicle during all aircraft movement prepared to provide initial emergency response.

At WFF, the contractor shall conduct special surveys and provide special support for operations, such as water ingestion tests, runway friction test to include erection of barriers and specialized equipment involving ground vehicles and airborne research when requested as an IDIQ

At WFF, the Contractor shall detain vehicles that violate the airfield traffic rules until appropriate citations can be issued by Security Personnel. Control tower personnel will identify most traffic violators. Aircraft pilots without an approved Prior Permission Request will be requested to complete an "Unscheduled Landing Report."

#### 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 WFF, mutual aid shall be supported unless WFF emergency services resources are committed to support WFF/Tenant Programs. One response team shall remain available to WFF at all times. The requester shall be immediately notified of resources to be dispatched or an inability to support.

#### 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)

#### 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.

#### 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.

#### 5.1.2.6 Fire Inspection Documentation

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

#### 5.1.3 Fire Operations and Firefighting

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

At WFF, the contractor shall provide Advance Life Support Emergency Medical Services for both the Main Base and the Island Fire Stations.

- A. The contractor shall provide a centralized rapid response of Advanced Life Support Emergency Medical Services, including transport of patients at Centers that are geographically separated from local municipalities offering this service.
- B. Fire Fighter Paramedics performing Emergency Medical Services shall operate under the authority and direction of the Center Medical Services Officer.
- C. At Centers where required, the contractor shall provide emergency medical services (paramedic/emergency medical technician) response capability on duty 24 hours a day, 7 days per week.
- D. Ambulances and issuance of medical supplies shall be under the cognizance of the Center Medical Services Officer.
- E. Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) Training shall be provided by the contractor.

##### 5.1.3.2 Fire Stations

- A. The contractor fire department shall staff the required number of Fire Stations 24 hours a day, 7 days per week to meet the emergency response mission for the Center.
- B. The fire department shall conduct formalized shift turnover meetings to ensure that all on-duty personnel are informed of activities scheduled for their shift,

including special scheduled work details, training requirements, and any special activities.

- 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 WFF, there are two separate Fire Stations located at the Wallops Flight Facility. One Fire Station is located on the main base and the other is located on the Island. Because of the distance between the two facilities, it is necessary to provide equipment and manpower at each station capable of handling any of the emergency response scenarios. Each station serves as the backup to the other station.

At WFF, the Main Base Fire Station located at Building B-129 provides structural, aircraft firefighting and rescue and ALS emergency medical services. Government supplied equipment will include:

- 1 - 2007 Peirce Rescue Pumper
  - 1- 1984 E-One Pumper (reserve)
  - 2- 2007 Oshkosh 3000 gallon ARRF Trucks
  - 1- 1984 Oshkosh 1500 gallon ARRF Truck
  - 1- 1992 Amertek1000 gallon ARRF Truck
  - 1- 1997 4X4 Ambulance
  - 1- 24 foot Hazmat Trailer
  - 1- 24 foot Technical Rescue Trailer
- Turnout gear, SCBA and Radios for 15 personnel

At WFF, the Island Fire Station located in Building X-15 provides structural, launch pad and ALS emergency medical services.

- 1 2007 Peirce Rescue Pumper
  - 1- 1985 Oshkosh 1000 gallon ARRF Truck
  - 1- 1997 4X4 Ambulance
- Turnout gear, SCBA and Radios for 12 personnel

#### 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

At WFF, the contractor shall conduct operations, testing, and operator maintenance in accordance with manufacturer's recommendations and NFPA Standards for all government furnished fire vehicles and equipment provided to the Fire Services by the government. Maintenance records shall be made available to the government at anytime when requested.

- B. Equipment shall be tested as follows:

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

#### 5.1.3.4 Response and Standbys

- A. All emergency responses and daily communications shall be managed through a Communications Control Center (CCC), 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.
- D. The fire department shall, through its shift staffing, provide a rapid intervention crew to provide emergency back-up during interior fire ground operations when they exceed initial response guidelines.
- E. All fire incidents shall be reported to the National Fire Incident Reporting System, (NFIRS) IAWNASA Standard 8719.11.

At WFF, the average response time for the crew marking out of the station shall be one minute or less. The goal is to arrive on-scene within 5 minutes of notification without jeopardizing the safety of the public or the responders for structural and EMS calls. For ARFF response, the demonstrated response time of the first responding vehicle to reach any point on the operational runway shall be 2 minutes or less, and to any point remaining within the on-airport portion of the rapid response area shall be no more than 2 $\frac{1}{2}$  minutes.

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

- A. At locations where a mission focus is flight, the fire department shall meet all customer requirements for flight crew rescue and response for take-off/launch and landings; e.g., Return to Launch Site Services (RTLS) and landing mishaps.
- B. The fire department shall provide an ARFF capability per NFPA 402 and 403 for aircraft based at their respective locations or those aircraft that frequently land at their location.

WFF based aircraft consist of a Lockheed P-3b and a King Air B200. Several military units use this

airfield for training with the largest being a C-17. WFF also serves as an East Coast Abort Landing site for the Shuttle

#### 5.1.3.6 Tactical Rescue

- A. The contractor shall provide tactical rescue at situations that present more complex and dangerous circumstances than what are routinely encountered. These types of incidents require a higher degree of training and specialized equipment to conduct safe operations.
- B. Several types of emergency incidents require this level of response, including confined space rescue, trench and excavation collapse, high and low angle rope rescues from buildings and rough terrain, water rescues, structural collapses, and non-typical/unique accidents as a result of natural disasters.

WFF has over 600 identified confined spaces and 49 towers with the tallest being 300 feet.

#### 5.1.3.7 Protective Clothing

- A. All emergency service protective clothing (such as turn-out gear, ARFF suits, HAZMAT suits, wild land firefighting ensemble and uniforms) shall meet all current NFPA 1971, NFPA 1977, and OSHA requirements.
- B. The Contractor shall adhere to the established NFPA and OSHA procedures which define the inspection process and frequency of inspections for protective clothing.
- C. Records shall be maintained on protective clothing items.

#### 5.1.3.8 Fire Department Training

- A. The fire department shall provide a fire service training program that meets agency standards and complies with OSHA and NFPA Standards. The Contractor shall report information on fire services training IAW DRD, Fire Services Proficiency Training.
- B. All fire department members with an emergency response mission shall be required to meet annual training requirements consisting of: SCBA training, live fire training, driver training, HAZMAT training, aircraft rescue and fire fighting (where required), safety training, and fire prevention training.
- C. The contractor shall conduct live fire training, both structural and Aircraft Rescue and Firefighting training (where flight is a mission focus).
- D. Live structural training shall be conducted twice every 12 months, 1 day burn and 1 night burn.
- E. All personnel assigned to the fire prevention unit shall receive training and course education on the requirements of their job (such as fire prevention inspections,

testing of fire alarm systems, testing and maintenance of sprinkler systems, and fire extinguisher inspections).

- F. The fire department training program shall also perform time/distance drills to ensure that all customer-established response times are maintained.
  - G. The contractor shall provide Fire Brigade Training at Centers not staffing fulltime fire departments.
- 5.1.3.9 Hazardous Material Emergency Response Support
- A. The contractor shall respond to and mitigate all hazardous material spills or releases.
  - B. The contractor shall develop and institute a program to ensure competency of Hazardous Materials Technicians IAW in NFPA 471 and 472, OSHA 29 CFR1910.120, and the State Emergency Response Commissions, Public Sector Hazardous Materials Training Guidelines.
  - C. Where a HAZMAT Team is required, the contractor shall ensure a sufficient number of certified team members are on duty and fully mission capable 365 days a year 24 hours a day.

At WFF, the contractor shall respond to all hazardous material spills or leaks with the qualified personnel and appropriate equipment. The Contractor shall be required to assess the level of the hazard, the immediate and long-term dangers, and take appropriate course of action for containment of the spill or leak. Incident Command process shall be used. Priorities will be 1.) The protection of life and 2.) Containment of spills and 3.) Cleanup.

At WFF, the contractor shall provide clean up for spills or leaks that are less than 120 gallons (2+ barrels). The Contractor shall have the equipment necessary to handle spills of this size or less. For larger spills, the Contractor shall have procedures and equipment in place for containment.

At WFF, the contractor shall develop emergency response procedures that implement the WFF Integrated Contingency Plan. Copies of these procedures will be maintained at both Fire Stations. The emergency response procedures must contain vital information such as the types of hazards, the location of material safety data sheets, equipment necessary for the hazard to protect the responding personnel, etc....

5.1.3.10 Immediately Dangerous to Life or Health Rescue Program

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

- 5.1.4.1 The contractor shall develop and maintain a Fire Prevention Inspection and Fire Engineering program that complies with NASA-STD-8719.11, NASA Safety Standard for Fire Protection and the NFPA.
- 5.1.4.2 The contractor shall participate in facility or operational walk downs as required by the mission and documented in written procedures.
- 5.1.4.3 The contractor shall identify all reportable fire discrepancies and track these until closure.
- 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.
    - 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.
    - iii. Fire hazards and discrepancies shall be tracked until closure.
  - B. Investigations
    - i. The contractor is responsible for investigating all fires at each Center per NFPA 921.
    - ii. Persons assigned the responsibility of determining origin and cause shall be trained to NFPA 1033 with annual refresher training provided by independent parties or certified instructors.

At WFF, the contractor shall that the employees assigned to the positions that will be required to provide emergency services to building V10/V20, building V24 and building R30 possess a SECRET security clearance as of the first day of the contract

- C. Permits
  - i. The contractor shall prioritize and issue burn permits for scheduled, as well as short-notice, welding and burning operations in all areas of the Center.
  - ii. Burn permits shall be issued at the work site.
- 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.
  - ii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher.

- E. Fire Prevention Education
  - i. The contractor shall conduct annual fire evacuation drills and train the Center populace in maintaining good fire safety habits, recognizing and eliminating fire hazards, and reporting fire and/or emergency situations.
  - ii. Fire evacuation drills shall be documented by the contractor.
- F. Pre-fire Planning
  - i. The contractor shall conduct pre-fire planning on occupied (10 or more occupants) or high value structures, aircraft, and unique vehicles IAW NFPA 1620.
  - ii. These plans shall be updated annually and retained on first response and command vehicles.
- G. Fire Protection Engineering
  - i. The contractor shall develop and implement a Fire Protection Engineering Program.
  - ii. Not Required at WFF.
  - iii. Not Required at WFF.
  - iv. The contractor shall perform review and support functions for design reviews on all new projects, modifications, and refurbishments, including designs performed by other contractors. At a minimum, the initial and final stages of projects and modifications shall be reviewed.

## **5.2 Security Services**

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

At WFF, all armed personnel shall be qualified with the 9mm handgun. In addition, 25 percent of armed personnel will be qualified with the Remington 12 gauge shotgun, H&K 33 rifle and the Colt 9mm rifle.

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

### **5.2.1 Physical Security**

## 5.2.1.1 Resource Protection

- A. The contractor shall provide comprehensive and integrated systems that utilize both personnel and equipment to safeguard personnel, physical assets, and information.
- B. The contractor shall provide security services to support NASA Priority/Critical Resources 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 WFF, the contractor shall conduct a complete inspection of the perimeter fence and gates of the WFF and its offsite facilities, and provide a comprehensive study with color photographs and in-depth descriptions of the breaches, deficiencies, and other problems found; the contractor shall make recommendations for appropriate security measures to be taken to ensure the integrity of the perimeter fence and entrance gates on the Center IAW DRD, Annual Physical Security Assessment.

At WFF, the contractor shall complete an annual building security survey of every occupied building on Center which is to include, but not be limited to, a description of the building and occupants (type of work performed) defining unique security requirements or situations of the building or occupants, a complete, up-to-date floor plan of all floors of the building, perimeter security, problems, special situations of the building, recommendations, and any other information pertinent to the security of the building, facility, and/or occupants IAW DRD, Annual Physical Security Assessment

## 5.2.1.2 Inspections, Audit, Assessments

- A. The contractor shall conduct physical security inspections, audits and assessments of installations, buildings, or areas for the purpose of identifying security weaknesses and vulnerabilities, and recommending countermeasures.

## 5.2.1.3 Physical Security Support

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

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

At WFF, the contractor shall provide a comprehensive study of the security posture of the Center and its offsite facilities, noting deficiencies and making recommendations for appropriate security measures to be taken to ensure the security and safety welfare of the employees, guests, visitors, equipment, and NASA assets on the WFF. Refer: DRD, Annual Physical Security Assessment

#### 5.2.1.4 Access Control Program

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

#### 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 A.8 Drug Testing and Drug and Alcohol-Free Workforce Requirements)

At WFF, depending on the shift, a minimum of two to three (2-3) mobile patrols are required to perform security patrol and relief requirements, duties, and responsibilities. Patrol vehicles shall be capable of performing in severe weather and off road conditions.

At WFF, at five (5) minute or less response time shall be maintained for non-emergency calls for service.

At WFF, fuel for contractor provided vehicles used strictly in performance of duty on WFF will be provided by the Government. The Contractor shall submit a list of vehicles to the TOM for approval.

The WFF has two (2) continuously active (24-hour) gates and a Reception Desk. The contractor shall staff these positions appropriately to support operational requirements such as; work load, traffic volume, and random vehicles inspections.

Gate	Open	Closed	Day(s)
Main Base Gate	24/7	Never	Every
Mainland Gate	24/7	Never	Every

At WFF, the contractor shall staff the Access Control and Visitor Clearance Facility (identified as the "Reception Desk/Area" at the WFF) with an adequate number of personnel skilled in communicating and dealing with the public, and knowledgeable in the policies and procedures for visitors' access on to the WFF facility being protected and/or offsite areas, such as; communicating with persons from foreign countries, and persons with speech, hearing, physical, or other disabilities, using electronic translation devices and/or translation services.

At WFF, the contractor shall ensure that all visitors are properly and completely identified, are on official business, and have been authorized access by a named employee contact, prior authorization list or arrangements, or approved by the NASA Center Chief of Security, or other designated government official, prior to being permitted access. All visitors shall be greeted and processed promptly, politely, courteously, and quickly.

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

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

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

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

At WFF, the contractor shall maintain a Lost & Found at the WFF facility for items brought to the Security Force with an unidentifiable owner; the contractor shall make every effort to identify the owner and return the property to its rightful owner in a timely manner; when this is not feasible, or possible, the contractor shall appropriately document and record the

recovery, track the item, and arrange for the appropriate disposal or destruction of the item at the end of a specified period of time.

At WFF, the contractor shall be responsible for the general control of the “natural inhabitants of the WFF’s facilities” and other unleashed animals when they become injured, entrapped, or become a nuisance or hazard to WFF employees and guests, and will coordinate with local animal control authorities in the capture or destruction, and removal of same.

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

At WFF, the contractor shall manage all emergency operations utilizing the nationally accepted Incident Management System that complies with the National Incident Management System (NIMS).

At WFF, random vehicle inspections will be conducted at all perimeter gates seven days a week. The frequency and location of the checks will be approved by the TOM.

At WFF, the contractor shall conduct a minimum of two (2) roving patrols of the Center and its offsite facilities on normal duty shifts and three (3) roving patrols of the Center and its offsite facilities during non-duty hours, or as appropriate to maintain a secure facility, e.g., to prevent break-ins, vandalism, perimeter fence breaches, thefts, etc.; conduct a fence line patrol/survey/check at least twice per shift;

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

At WFF, the contractor shall conduct periodic welfare checks of employees and other personnel authorized or required to work after normal duty hours, especially in remote areas or where they are working alone; routine reports of these checks will be made on a monthly basis; problems or unsafe conditions shall be reported immediately in an Incident Report to be submitted by the beginning of the next business day.

At WFF, the contractor shall conduct daily checks of designated security containers (“safes”) between the hours of 7:00 PM to 11:00 PM, weekdays, ensuring that they are adequately secured, protecting all unsecured classified material, precious metals, monies, etc., until secured in accordance with appropriate directives, requirements, or guidelines, and reporting all violations in the form of an Incident Report by the beginning of the next business day.

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

At WFF, the contractor shall conduct daily patrols of all facilities containing or processing classified material with violations noted and appropriate actions taken immediately.

At WFF, the contractor shall issue Traffic Violation Notices (TVN's) ("Traffic Tickets") to any person or vehicle in violation of the local State Motor Vehicle Law(s), the WFF Security Manual, or WFF traffic regulations.

At WFF, the contractor shall also track all TVN's issued, maintain TVN information in the Security Office's electronic database and enforce the WFF TVN Program and Point System, and notify personnel and the WFF Security Director of violations posted, impending suspensions, and suspensions of driving privileges on the WFF or any of its facilities.

At WFF, the contractor shall perform random speed control (radar) checks on at least a weekly basis on all roadways of the WFF facility.

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

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

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

At WFF, equipment will be supplied by NASA.

#### 5.2.1.7 Executive/Special Protection

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

#### 5.2.1.8 Electronic Security Systems – Not Required at WFF.

#### 5.2.1.9 Locksmith

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

The WFF uses the Best Locking Systems Master Key and Lock System with most locking hardware being either Best or Best-compatible equipment.

At WFF, the contractor's locksmiths shall be responsible for the planning, establishment, and maintenance of the master keying systems, coordinating same with the appropriate NASA Security representative, assuring that no interchanges occur, assembling and performing operational and visual checks of locks for wear and defects, the issuance and control of locking devices, e.g., mortise, rim, key-in-knob, deadbolt, office equipment, padlocks, and emergency exit ("panic") locks, and generally independently applying standard trade practices of locksmithing in the installation, disassembly, and replacement of worn or damaged locking equipment or parts, etc.

At WFF, the contractor also shall be responsible for the maintenance, repair, modification, overhaul, testing, and installation of a variety of locking devices typically found on doors, desks, compartments, mobile equipment, automobiles, and secured locations, for both mechanical and electronic locking devices, including key-in-knob locks, mortise locks, mortise and rim cylinders, padlocks, deadbolts, cipher locks, emergency/"Panic" devices, electronic and electric key switches, for manufacturers such as; Best Access Systems, Yale, Russwin, S&G, Medeco, Schlage, VonDuprin, Adams Rite, and others.

At WFF, the contractor's locksmiths shall manufacture and duplicate keys, and be able to "key" and "pin" locking mechanisms, as well as program, install, maintain, and repair stand-alone electronic and electro-mechanical locking devices used on the Facility.

At WFF, the contractor shall also be responsible for the repair, maintenance, and proper operation of the locking security containers ("safes") used on the Facility, including performing preventive maintenance (e.g., lubricating all locking parts, checking container drawer tracks for wear, and generally ensuring the container and locking mechanisms are in proper order and condition) on security containers with single or multiple locking drawers, vaults, ciphers, and padlocks.

At WFF, the contractor shall perform all tasks, duties, functions, and operations relative to the repair, maintenance, proper operation of all locking mechanisms on the Facility, such as; neutralizing security container, room, vehicle, or facility "lockouts" by manipulation, drilling, cutting, or using whatever appropriate industry standard methods that are acceptable to enter a locked facility, container, or vehicle when all other "normal" methods and means have failed.

At WFF, locksmith personnel shall be familiar with and have a working knowledge of the Mas-Hamilton series of electro-mechanical combination locks, including installation, repair, and maintenance, as well as a familiarity with and working knowledge of electronic access control system (EACS) door strikes, as integrated with the mechanical locking hardware of the door, including installation, combination changes, maintenance, and repair.

At WFF, the contractor shall change combinations on security containers (e.g., GSA type), vaults, ciphers, padlocks, etc., and ensure they are changed in accordance with appropriate security procedures and requirements, recording changes on SF Form 700, and filing combinations with NASA Security in a timely manner.

At WFF, the contractor shall maintain in a serviceable condition the necessary equipment and materials for the locksmiths to satisfactorily complete their assigned duties and tasks

(necessary supplies, equipment, and materials will be provided by the Government with timely notification by the contractor).

At WFF, the contractor shall monitor and maintain an inventory of parts and materials satisfactory to provide typically same-day support for routine installations and service.

At WFF, the contractor's locksmiths shall also be responsible for processing all requests for lock installations, locking devices, lock repairs, safes, locking security (GSA type) containers, and other related locking devices to ensure a timely resolution to the request.

At WFF, the contractor shall have at least one (1) certified and trained locksmith shall be "on duty" from 7:00 AM through 5:30 PM, Monday through Friday, except federal holidays; locksmith "on call" emergency services during all non-duty hours, with timely (maximum 2-hour - 1-hour, if "locked in") response to the Greenbelt Facility, are required and are not considered "Special Security Requests" to be requested or "authorized" specifically by the Government under the IDIQ section of this contract.

At WFF, locksmith personnel shall be in full, appropriate uniform at the beginning of, and throughout, each shift. The TOM shall be notified of all Emergency Services.

#### 5.2.1.10 ID Management

- A. The contractor shall manage and operate systems used to identify and badge employees, contractors, and visitors at designated NASA facilities. The contractor shall utilize the NASA Common Badging and Access Control System (CBACS) to issue and record the issuance of badges, vehicle decals, and other facility access credentials.
- B. The contractor shall adhere to the requirements of Homeland Security Presidential Directive 12 (HSPD-12), and applicable NASA regulations as delineated in section 4.16 above. The contractor shall manage the ID management databases which contain personally identifiable information (PII).
- C. The contractor shall recover ID credentials from personnel upon termination of employment or as directed.
- D. Blank PIV-II card stock will be provided by the Government as GFP. Ancillary badge material such as non PIV-II card stock, pouches, lanyards and clips shall be provided by the contractor and in compliance with FIPS 201

At WFF, the contractor shall staff and operate the WFF Greenbelt Facility Identification (ID) Section, providing and tracking all authorized permanent, temporary, "Special," "OFFICIAL VISITOR," "ESCORT REQUIRED," and other designated badges for personnel working or conducting business on the Facility and its offsite areas.

At WFF, the contractor shall process in-coming personnel, both government and contractor as authorized.

At WFF, the contractor shall ensure that adequate forms, supplies, and materials are on hand to efficiently provide required badges to employees and guests of the WFF, and shall produce and distribute appropriate reports as required.

At WFF, the contractor shall initially enter all new employee information into the Locator and Information Services Tracking System (LISTS) and ensure all government-furnished equipment and materials issued by the Security Office, e.g., badges, keys, keycards, etc., are returned and/or accounted for at the time of an employee's termination and/or departure;

At WFF, the contractor shall also follow up and ensure that terminated employees and/or contractors with employees who have not returned all issued materials are contacted until the items are returned.

At WFF, the contractor shall staff this service from 7:00 AM through 4:30 PM, Monday through Friday, except federal holidays.

At WFF, the ID Section is responsible for: Reviewing and processing badge requests for proper authorization and completeness, ensuring that only authorized personnel receive appropriate access; Properly issuing, tracking, documenting, and recovering all permanent and temporary WFF identification (ID) and "special" badges, issued to Center employees, visitors, contractors, and temporary personnel; Fingerprinting personnel and fingerprint processing; Ensuring that "customers" are serviced in a timely manner; Interfacing with appropriate organizations to ensure timely badging/rebadging of new and expired contracts on Center.

At WFF, the contractor shall work with the Center's Information Technology organization and the TOM to monitor and maintain the LISTS database. LISTS is a federal system of records containing sensitive, privacy data requiring protection of data and equipment used to track and retain stored information. The LISTS database is a management information system designed to track all Center employees.

At WFF, the contractor shall be responsible for compiling, producing, and distributing appropriate reports from the SIS, as required.

At WFF, photographing personnel on video imaging (digital) and standard photographic equipment;  
Recovering government-issued materials and equipment (e.g., badges, keys, keycards, PKI certificates, etc.) and noting individuals' "status" in LISTS.

At WFF, the contractor shall ensure that accurate and complete information is entered into the LIST and that it is uploaded to the Center's Locator and Information Services Tracking System (LISTS); Compiling and furnishing required ID weekly and monthly activity reports.

At WFF, the contractor shall provide the TOM with required monthly contractor employee/manpower reports submitted to the NASA Security Office; Preparing required correspondence for updating information from on-and off-site contractors and the return of expired ID badges, keys, keycards, PKI certificates, and the like, from terminated employees who have not returned those items.

## 5.2.1.11 Emergency Response Team

- A. The contractor shall provide a team of security police officers who meet the enhanced physical standards for specialized teams found in NASA NPR 1600.1.
- B. The team shall be trained in 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 WFF, the contractor shall have a minimum of 3 trained personnel shall be on duty at all times. This team will not be a “special” set of employees. These duties will be incorporated in the routine security patrol work of the uniformed Security Force. Personnel performing these duties shall be training and qualified with the handgun specified in this task order, the Colt 9mm rifle and the H&K 33 Rifle. Weapons will be provided by the Government.

## 5.2.1.12 Dispatchers/911 Call -Takers – 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.
- B. The Contractor shall track and record all incidents.
- C. The Contractor shall maintain and update existing written procedures for equipment operation as well as response to routine and emergency events.
- D. The operators shall provide emergency response elements with updated information vital to decision making.
- E. The Dispatchers shall operate the 911 emergency telephones, the Telephone Device for the Deaf (TDD), and maintain the ability to document a continuous chronological listing of events during response activities.

## 5.2.2 Personnel Security

- 5.2.2.1 Security Records Management Systems
  - A. The contractor shall maintain and operate the following systems of records:
    - i. Pre-employment screenings, excluding civil servants
    - ii. Internal access control records
    - iii. National Security clearance records
    - iv. 5 USC (re: Position Risk Designations) and HSPD 12 related records
    - v. Other records as required by specific TO.
- 5.2.2.2 International Visits Coordinator (IVC) – Not Required at WFF.
- 5.2.2.3 Personnel Security Systems Administration - The contractor shall continuously update NASA databases containing background investigation and security clearance information: Not Required at WFF
- 5.2.2.4 Electronic Questionnaires for Investigations Processing (E-QIP): Not Required at WFF
- 5.2.2.5 Adjudications: Not Required at WFF
- 5.2.2.6 CNSI/Suitability Investigations: Not Required at WFF
- 5.2.2.7 Inquiries: Not Required at WFF
- 5.2.2.8 Records Checks: Not Required at WFF
- 5.2.2.9 Risk Determinations: Not Required at WFF
- 5.2.2.10 Fingerprinting
  - A. The contractor shall process electronic fingerprints and associated data inputs for Center access and Security Background Investigations and support potential biometric solutions.
- 5.2.2.11 Public Key Infrastructure (PKI) Certificate Issuance: Not Required at WFF.
- 5.2.2.12 Personnel Security Data Management: Not Required at WFF.
- 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 (DCIDs), National Security Telecommunications and Information Systems Security Advisory Memorandum (NSTISSAM) TEMPEST/2-95 manual, NPD 1600.2 NASA Security Policy, NPR 1600.1 NASA Security Program Procedural Requirements, Executive Order 12958.

- 5.2.3.3 Classification Guides: Not Required at WFF
- 5.2.3.4 Document Destruction: Not Required at WFF
- 5.2.3.5 Document Storage and Accounting: Not Required at WFF
- 5.2.3.6 Classification Management: Not Required at WFF
- 5.2.3.7 Sensitive But Unclassified (SBU), For Official Use Only (FOUO), Administratively Controlled Information (ACI), and Successor Terminology.
  - A. The contractor shall comply with the Computer Security Act of 1987, Public Law 100-235. PL 100-235 defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act) but which has not been specifically authorized under criteria established by an executive order or an act of Congress to be kept secret in the interest of national defense or foreign policy." NASA previously identified this information as "For Official Use Only" with a subsequent change to the term "Administratively Controlled Information" for added clarity. However, recent attempts to provide uniform markings across the government have led NASA to utilize the term "Sensitive But Unclassified" (SBU). SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.
- 5.2.3.8 Mandatory Training (Executive Order 12958)
  - A. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.
  - B. The contractor shall develop and implement a program to ensure that all personnel granted a security clearance are trained to comply with EO 12958 and are aware of the penalties associated with non-compliance.
  - C. The contractor shall provide training prior to access to classified information and shall obtain a signed acknowledgement, that the training was received, from the trained individual.
    - i. When a person no longer has need for an active security clearance, a clearance is suspended, or a person ends their service with certain classified activities, the contractor shall debrief the person to make them aware of any continued

requirements for the protection of the information to which they previously had access and a reminder of associated penalties for non-compliance.

- ii. The debriefing shall include a signed acknowledgement from the person being debriefed.

- D. The contractor shall store the signed acknowledgements for durations consistent with applicable policies and procedures.

#### 5.2.4 Law Enforcement

##### 5.2.4.1 Criminal Investigation

- A. The contractor shall provide support to the government in 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.

##### 5.2.4.2 Patrol Operations

- A. The contractor shall provide crime detection and prevention, make arrests, detentions, 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.

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

At WFF, the contractor shall have a minimum of one vehicle per shift equipped and in-service with an operational “in-car” audio and video systems. The contractor shall provide “in-car” audio and video systems.

##### 5.2.4.3 Traffic Accident Investigation

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

At WFF, Virginia State Police shall conduct traffic accident investigation when necessary on WFF. Contractor personnel shall conduct traffic accident documentation.

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

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

At WFF, at present these services are not being performed at WFF, however it is an area of service/capability desired by the Government. The contractor shall include in their proposal what services (Canine (K-9) Explosive/Patrol) they deem appropriate for implementation at WFF for the efficient and effective use of these assets. The contractor then shall provide services as determined by the TOM.

At WFF, the contractor shall provide, at a minimum, sufficient full-time, qualified, trained and certified explosives detection services, including the use of dogs and handlers. The contractor shall schedule the teams' presence on Center for duty in a manner that will assure the most expeditious and efficient level of security against explosive-related criminal or terrorist threats or emergencies at the Center. The Contractor shall schedule and provide adequate explosive detection services to meet the following requirements: 1) searches of all packages and bulk delivery inspections at the Central Delivery Warehouse, ensuring that least one team is present during its hours of operation, that are not run through x-ray machines and of such packages and bulk delivery items that are run through the x-ray machine and are discovered to include suspicious materials; 2) vehicle inspection searches at the Center's gates to be carried out as randomly scheduled through the established algorithm and approved by the TOM, as well as 3) ensuring availability for response to emergency and/or unscheduled incidents on Center wherein explosive detection services would be necessary, used, or of assistance. "Emergency" and incident support shall take precedence over routine, random inspections, 4) supporting daily operational and launch requirements. Teams shall be able to work independent of, but in support of, other uniformed operations described herein, with the ability to direct WFF-coordinated uniformed operations using these services.

At WFF, certification and training of explosive detection teams shall be by a nationally recognized K9 training organization or association, which meets or exceeds the following specifications: Dogs shall be certified to at least a 90% "find rate" for black powders, smokeless powders, water gels, primer cords, TNT, RDX, TATP, HTMT, nitrates, and chlorates in buildings, open areas, vehicles (including sedans, vans, trucks, etc.), and baggage (packages, briefcases, purses, and the like).

At WFF, all training aids shall be provided by the contractor. NASA will provide a building for storage of up to a total of 30 pounds of explosives. If explosives are stored on Center, the contractor shall provide an ATF approved magazine equivalent to the Armag Type 2 Class ABC Interior Storage Magazine.

At WFF, additionally, the Contractor shall provide appropriate vehicles/transportation to ensure that the teams can respond to calls and incidents in a timely manner. The contractor shall be completely responsible for any training, care, housing/kenneling, maintenance, and veterinary services/requirements of the animals in order to establish and maintain the level of performance required to maintain their certifications.

#### 5.2.4.5 Criminal Incident Reports/Records

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

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

- A. The contractor shall give direct evidence in the form of sworn testimony, to identify legal issues, establish facts, and identify procedures in judicial and non-judicial settings.
- 5.2.4.7 Evidence Collection & Storage
- A. The contractor shall identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody.
  - B. The contractor shall apply Federal Rules of Evidence to maintain the evidentiary value of items identified as indicative of a crime, items related to the identity of the perpetrator, fruits of the crime, contraband or other items illegally possessed.
- 5.2.4.8 Standard Blotter and Reports
- A. The contractor shall provide a daily topical and/or chronological record of activities associated with criminal incidents, life safety, and general security.
- 5.2.4.9 Prisoner Transport
- A. The contractor shall provide security and protection to persons in custody or detained persons during transport operations pending further detention, release or transfer to another jurisdiction.
- 5.2.4.10 Federal, State & Local Liaison
- A. The contractor shall establish and maintain a cordial and professional working relationship with various levels of Federal, State and local law enforcement agencies, 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 WFF.
- 5.2.5.2 Foreign Travel Briefings: Not Required at WFF.
- 5.2.5.3 Special Access Program (SAP) and Sensitive Compartment Information (SCI) Operations: Not Required at WFF.
- 5.2.5.4 Technology Protection Program: Not Required at WFF.

5.2.5.5 Technical Surveillance Countermeasures (TSCM): Not Required at WFF.

5.2.5.6 Communications Security (COMSEC): Not Required at WFF.

### **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, Comprehensive Emergency Management Plan (CEMP).

##### 5.3.2.2 Emergency Operations

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

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

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

#### 5.3.3 Emergency Preparedness

##### 5.3.3.1 General

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

#### 5.3.3.2 CEMP Verification Reviews

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

#### 5.3.4 Emergency Operations

##### 5.3.4.1 Emergency Operations Center Staffing

- A. The contractor shall staff and operate an Emergency Operations Center (EOC) and related equipment (computer systems/software and communications equipment) as needed, in addition to being capable of staffing and maintaining an alternate facility under continuity of operations planning.
- B. The EOC is staffed when major emergencies occur or likely to occur, such as hurricane ride-outs, launches and landings, interagency emergency operations, and other responses where an intra- or interagency response is required.

At WFF, at minimum, one contractor provided patrol vehicle (SUV type) shall be equipped with a command console and associated equipment required for an Incident Commander.

- 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.

##### 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. Readiness and deployments under this section will be ordered under the IDIQ section at 5.0.1.
  - C. Memorandums of Understanding - The contractor shall ensure consistency in the outcomes directed by Federal Preparedness Circular (FPC-65), June 2004; Executive Order 12472 for Telecommunications Preparedness; Executive Order 12656 for Assignment of Emergency Preparedness Responsibilities; and when applicable, Memorandums of Understanding or Agreement with Federal, state and local counterparts engaged in continuity of operations activities such as shared facilities and systems.
- 5.3.6 Test, Training & Exercise (TT&E)
- 5.3.6.1 The contractor shall test, train and exercise emergency management and continuity capabilities essential to demonstrate, evaluate, and ultimately improve the ability to execute the planned capabilities.
- 5.3.6.2 The contractor shall develop, maintain and administer a comprehensive TT&E program IAW standards and requirements outlined in NIMS, Federal Preparedness Circular-65, Homeland Security Exercise and Evaluation Program (HSEEP).
- A. Testing Component – The contractor shall ensure that testing of the alert, notification and activation procedures and systems shall be accomplished per FPC-65.
  - B. Training Component - The contractor shall develop and administer a lessons-learned and corrective actions program consistent with standards and requirements, to redress shortfalls and weaknesses identified during evaluation of TT&E activities.
  - C. Exercise Component - Annual exercises shall be conducted by the Contractor to demonstrate the capability to (a) adequately and appropriate 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 WFF.

**5.5 Unclassified Information Assurance:** Not Required at WFF.

## **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 DRD, Training Plan Report.

### New Hire Training

At WFF, 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:

1. Mission and Function of WFF and the WFF Security Division (1/2 hour provided by the Government)

2. Public Relations/Customer Service
3. Substance Abuse and Drug Awareness
4. Safety and Fire Prevention
5. Sexual Harassment, Diversity, and Multi-Cultural Training
6. Access Control (updates on ID Badges and Electronic Physical Access Control Systems – E-PACS)

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

#### 5.6.2 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 WFF, the locksmith shall be certified either state or national; all firefighter, paramedics, and Emergency Medical Technician shall be state or nationally certified.

#### 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.

WFF 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.

- 5.6.3.2 Not Required at WFF.

- 5.6.3.3 The contractor shall ensure the safety of range operations.

- 5.6.3.4 Not Required at WFF.

- 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 is listed in the following section.
- 5.6.4.2 The contractor shall also conduct external training for personnel at all Centers where required by NPR's, by law.
- 5.6.4.3 Required Security Education, Briefings and Orientations
  - A. Not Required at WFF.
  - B. The contractor shall generally provide security education support or administration, briefing, training media, for external programs for which they administer.
  - C. The contractor shall conduct crime prevention training for the general NASA population. Training may include but is not limited to such topics as locking offices and security containers, use and control of keys and security systems, and general loss prevention topics.
- 5.6.4.4 Export Control Training: Not Required at WFF
- 5.6.4.5 Fire Safety Training
  - A. The contractor shall conduct a fire safety and fire safety awareness program for the general population. Training shall include, as a minimum, fire evacuation, and fire prevention and awareness.
- 5.6.4.6 Emergency Management Training
  - A. The contractor shall participate in or conduct emergency Management training for the general population as required by NPR 8715.2, the National Incident Management System (NIMS) and other requirements.
  - B. The contractor shall conduct or support comprehensive drills, tests and exercises. The contractor shall support efforts associated with the Continuity of Operations Plan (COOP), to include significant support of COOP drills and exercises.
  - C. The contractor shall prepare comprehensive plans and procedures as defined in Task Orders.
- 5.6.4.7 Identity Theft Training
  - A. The contractor shall conduct security awareness training for all NASA personnel on an annual basis. Training shall include information relevant to the NASA work environment and information technology.
- 5.6.4.8 Wildlife Safety Training

- A. The contractor shall conduct wildlife safety briefings when tasked by Center Task Orders. Briefing will generally include risk avoidance and protection from insects, reptiles, and other wildlife which may be harmful.
  - B. Preconstruction Briefings
  - C. The contractor shall periodically participate in preconstruction briefings to educate personnel concerning security and fire prevention requirements prior to initiation of construction which may pose a risk to personnel.
- 5.6.5 NASA Federal Law Enforcement Training Academy (NFLET): Not Required at WFF.