

- i. 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.
- ii. The contractor shall coordinate activities with NASA, State and local emergency management officials, and other local, state, and government agencies including tenants and adjacent military installations. Documentation of activities such as training, response to emergencies, and accident/incidents requiring emergency response will be maintained by the contractor on behalf of the government.

5.4. Export Control

5.4.1. Export Control Program Not Required at GRC

5.5. Unclassified Information Assurance

5.5.1. General

5.5.1.1. The contractor shall provide Unclassified Information Assurance (IA) services in support of the Unclassified Information Assurance Program IAW NPD 2810.1 and NPR 1600.1.

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

5.5.1.2. Not Required at GRC

5.5.1.3. Not Required at GRC

5.5.2. Identification, Handling and Marking of SBU Information

5.5.2.1. The contractor shall develop and recommend requirements for the protection of specific categories of SBU information.

5.5.2.2. The contractor shall provide technical assistance in the development of SBU classification guidelines in support of NASA programs and projects.

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

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

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

5.5.3.1. Not Required at GRC

5.5.3.2. Not Required at GRC

5.5.4. Information Assurance Threat Awareness Briefings

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

5.6. Training Requirements and Mandatory Skill and Performance Levels

5.6.1. Responsibilities

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

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

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

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

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