

## Attachment J.11

## Performance Evaluation, Contract Administration Office

## 1. Procedures

- 1.1. The Performance Retainage Pool (outlined in Attachment J-10) contains an amount withheld from payment to the contractor of 6% from each invoice, in accordance with Clause G.9. Of the total 6%, 1.2% will be used by the NASA Shared Services Center (NSSC) to evaluate the contractor's overall performance and .8% will be used by the NSSC to evaluate the contractor's ability to meet its small and small disadvantaged business goals. The remaining 4% is subject to the procedures in Attachment J-12, which discusses the performance evaluation process for the NASA Center/Locations.
- 1.2. The COTR, CO, Small Business Specialist, and any other Government officials deemed necessary, will be referred to as the NASA Protective Service's Contract Administration Office (CAO). At the conclusion of the evaluation process, the NSSC CAO will be the office preparing the evaluation report to determine the amount that may be made available for payment to the contractor from the 1.2 for the Overall Contract Evaluation. The NSSC CAO will also prepare the evaluation report to determine the amount of payment that may be made available for from the .8% for the Small Business Evaluation. Evaluation determinations will be reviewed and concurred on by the NASA Headquarters' Assistant Administrator' - Office of Security and Program Protection and the Assistant Administrator - Office of Small Business Programs. The Executive Director of the NSSC (or their designee) will be the final approval authority for evaluations conducted by the CAO.
- 1.3. The CAO will consider monthly Government assessments and input, provided from each of the individual Center/Location Task Order Managers (TOMs) and COs. The forum for reviewing the assessments/inputs will be determined by the CAO at the NSSC. The CAO will also consider data submitted by the contractor as part of the contractor's monthly self-assessments and data submittals. The contractor shall have the opportunity to inform the NSSC of any mitigating circumstances that negatively impacted upon its overall contract performance or ability to comply with any aspects of the small business plan or small business program as part of the contractor's monthly self-assessment and data submittals.

## 2. Overall Contract Performance Evaluation

- 2.1. In regard to the 1.2% withheld from payment for the assessment of the contractor's overall contract performance, the CAO will evaluate the contractor's overall performance in meeting the intent and objectives outlined throughout this contract. This assessment may include using existing data and systems to the maximum extent, while imposing minimum administrative burden on the Government and contractor. The payment of any of the 1.2% from the retainage pool is contingent upon the contractor's compliance with contractual

requirements and performance, as measured in part against the performance criteria.

2.2. As part of the Overall Contract Performance Evaluation, the CAO may utilize the Overall Contract Performance Evaluation Criteria outlined in paragraph 4 below.

### 3. Small Business Evaluation

3.1. An evaluation will be conducted to ensure that the contractor is providing maximum contracting opportunities to small businesses. There will be 0.8% withheld from payment for the assessment of the contractor's performance in complying with their small business plan and the small business provisions of this contract. The evaluation will also include other elements of the small business program, such as, mentor protégé agreements, outreach and in-reach activities, type of work being subcontracted to small businesses, eSRS reporting, and achieving the small business goals and small disadvantage business target.

3.2. As part of the Small Business Evaluation, the CAO may utilize the Small Business Evaluation Criteria outlined in paragraph 5 below to determine if the contractor is meeting the overall small business goals and small disadvantage business target.

### 4. Overall Contract Performance Evaluation Criteria

4.1. As part of the Overall Contract Performance Evaluation, the CAO may use any of the following suggested evaluation criteria located below as a guideline to evaluate the contractor's performance in meeting the purpose and intent of the contract.

<b>PWS No.</b>	<b>PWS Title</b>	<b>Evaluation Criteria</b>
1.1.1	Uniformity, standardization, and centralization	Achieve uniformity, standardization, and where appropriate, centralization of protective services across the Agency through this NASA Protective Services Contract (NPSC)
1.2.1	Inter-operability	Provide the ability to seamlessly inter-operate across Centers during expected worldwide contingencies, and in the event of emergencies, or special projects

PWS No.	PWS Title	Evaluation Criteria
1.3.1	Comprehensive and effective Security, Emergency Management and Fire Fighting Program Management and Fire Fighting Program	Implement a comprehensive and effective security, emergency management and fire fighting program for the protection of people, property, operations, and protection of people, property, operations, and information associated with the NASA mission and the Agency-wide protective services strategy
2.1.2	Staffing	Provide an adequate staff which is fully capable of executing contract responsibilities and responding to the requirements of the contract
2.5.2	Protective Service Functions	Responsible for the protection of Classified National Security Information (CNSI) in their possession, in all forms and mediums including when it is processed and maintained on Information Technology (IT) systems and other electronic formats, and for providing Agency central services for adjudication of security clearance eligibility and clearance database management
2.5.2	Protective Service Functions	Support Agency initiatives to detect, deter, and neutralize espionage, other intelligence activities, or sabotage conducted for or on behalf of foreign powers, organizations or persons, or international terrorist activities
2.5.2	Protective Service Functions	Support the Agency by providing and promoting training, awareness, and outreach to the NASA community to educate and sensitize them to the handling and safeguarding of CNSI, Sensitive But Unclassified (SBU) information, workplace violence, and Counterintelligence (CI) issues and concerns, as well as analysis of specific CI threat information and foreign intelligence collection efforts to NASA program and project management
3.1	NASA Expectations	Achieve operational efficiencies and economies of scale - NASA expects considerable operational efficiencies and economies of scale resulting from implementation of a long-term Agency strategy for consolidation of identified protective services across the Agency

<b>PWS No.</b>	<b>PWS Title</b>	<b>Evaluation Criteria</b>
4.1.3.1	Subject Matter Experts	Provide subject matter expertise to advise the Agency in the implementation of protective services
4.1.3.1	Subject Matter Experts	Recommend potential protective services solutions adaptable to a wide variety of research and scientific environments, including business office; highly secure installation campus, and factory industrial settings
4.1.3.1	Subject Matter Experts	Remain abreast of current protective services issues, trends, laws, regulations, and technologies
4.1.4	Identification of Weaknesses and Vulnerabilities	Provide continuous assessment and evaluation to identify protective services weaknesses and vulnerabilities and recommend appropriate corrective action
4.1.5	Integrated Administrative Support	Establish an integrated program to perform the administrative support for protective services, and other functions identified in this PWS
4.1.7	Standard Operating Procedures	Develop Standard Operating Procedures (SOP) for operations associated with this NPSC. Such SOPs shall standardize, to the maximum extent, the contractor's procedures across all of the various Centers
4.2.1	Deployment	Prepared to deploy world-wide and respond to unforeseen contingencies and emergencies that require security or protective services
4.2.1	Deployment	Maintain the capability to deploy under this requirement within 12 hours of notification
4.2.1	Deployment	Prepared to deploy a 10 person security team consisting of 2 security supervisors and 8 armed security officers capable of performing security duties for a period of 7 days or until relieved
4.2.1	Deployment	The contractor shall be prepared to increase and enhance security safeguards and/or countermeasures in the event of an increased security threat based on the Department of Homeland Security

<b>PWS No.</b>	<b>PWS Title</b>	<b>Evaluation Criteria</b>
4.3.1	Protective Services Workforce	Establish and maintain a workforce which is trained, educated, proficient and capable of performing tasks mandated by law, required by NASA, NPD and NPR
4.6	Contractor Roles and Responsibilities	Provide a Corporate Protective Services Manager to act with full authority for the contractor
4.6	Contractor Roles and Responsibilities	Provide an on-site Operations Manager for each location. The Operations Managers at each site shall have local authority to act on behalf of the contractor
4.6	Contractor Roles and Responsibilities	In the absence of the Corporate Protective Services Manager and a site Operation Manager, the contract shall define a chain of authority to ensure that supervisory channels are clear
4.7.1.1	Employee Conduct	Maintain satisfactory employee conduct, integrity, and appearance
4.7.2	Dress Code	Implement and enforce a standard dress code policy to ensure that contract employees wear either appropriate civilian attire or the prescribed duty uniform while on duty
4.8.1	Corporate Management	Provide the necessary expertise and capabilities required to continuously maintain protective services at the various NASA Sites
4.10.1	Financial Management (General)	Perform all business and administrative functions and integrate these functions across all areas of performance
4.12	Safety and Health Plan	Establish and implement a safety, health, and environmental program
4.13	Quality Control/Assurance Plan	Establish and follow a complete Quality Control/Assurance Plan to ensure the requirements of the contract are provided as specified

PWS No.	PWS Title	Evaluation Criteria
4.14	Reporting	Electronically maintain all reportable/deliverable data, to include all DRD. The contractor shall make such data is available in a secure manner to NASA officials as approved by the COTR. Distribution of reports and DRD will be restricted to data/report query or other acceptable electronic distribution approved by the COTR
4.14	Reporting	Provide and maintain a secure distributed incident reporting system with centralized data management. The system shall be maintained IAW NPR 2810.1

#### 5. Small Business Evaluation Criteria

5.1. As part of the Small Business Evaluation, the Contract Administration Office may use any of the following suggested evaluation criteria located below as a guideline to evaluate whether the contractor is meeting its overall small business goals and small disadvantage business target.

Evaluation Criteria
The timeliness and accuracy of reporting small business data into the e-SRS system.
The timeliness and accurate reporting, along with compliance, to the Data Requirements Documents SB-001, SB-002, and SB-003
The contractors overall compliance with the approved Small Business Plan (Attachment J.13)