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

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**NPSC-TO-GSFC – 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

The Greenbelt Facility of the GSFC is a federal enclave in the State of Maryland consisting of approximately 1,200 acres with outlying sites, facilities, and areas in the Washington, DC Metropolitan area, with responsibility for NASA sites and interests at the Goddard Institute for Space Studies (GISS) in New York City, New York. Also under the GSFC responsibility are the Wallops Flight Facility (WFF) on Wallops Island in Virginia, White Sands Complex in New Mexico, and the Independent, Verification, and Validation Facility (IV&V) in Fairmont, West Virginia.

At GFSC, the contractor shall provide general progress and time expended for the various functions for the previous month, such as; 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 GFSC, supplies and materials directly related to performance under this task order such as; office supplies, Locksmith and Electronic Technician bench stock and tools, and badging supplies shall be provided by NASA unless otherwise noted.

At GFSC, the contractor shall use the GSFC Occupation Health Facility for required emergency first responder physicals.

At GFSC, fuel for vehicles used strictly in performance of duty on GSFC shall 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.

At GFSC, requirements under this section will be ordered under the IDIQ section at 5.0.1.

#### 5.0.2.2. Unplanned Events

- A. The contractor shall provide protective services for Unplanned Events outside of the baseline effort, as directed by the TOM. The contractor shall be required to provide timely and responsive support for such events. Examples of Unplanned Events are visits by domestic and/or senior foreign dignitaries, natural disasters, new programmatic requirements, or significant changes in the level of protection required as the result of increased threat levels. Unplanned Events that do not exceed dollar thresholds established under the Task Order shall not necessitate modification to or issuance of an additional Task Order and shall be considered to be within the scope of the priced Task Order. Unplanned Events that exceed dollar thresholds outlined in the Task Orders shall be subject to adjustment with the amendment of the Task Order, or issuance of a separate Task Order, as provided in paragraph B. below.
- B. Task Order Adjustment Formula (reference Clause B.10) - Protective services required to support unplanned events which exceed dollar thresholds as outlined under the Task Order shall be subject to adjustment based on the following formula. Within an invoice billing period, any single unplanned event which exceeds (\$500); or all unplanned events not exceeding (\$500) but cumulatively totaling over (\$2,000) will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order.

### 5.1 Fire Services

#### 5.1.1 NASA Safety Standard for Fire Protection

- A. The contractor shall provide a professionally managed, comprehensive fire services program that complies with the NASA-STD-8719.11, NASA Safety Standard for Fire Protection, National Fire Protection Association (NFPA) codes and standards, as well as the OSHA, state, and local laws, standards, regulations and requirements as applicable, and NPR 8715.3 NASA General Safety Program Requirements. The Contractor shall report information of fire protection IAW NPSC DRD-PM-003 Fire Protection Program..

#### 5.1.2 Scope

5.1.3 The contractor shall provide fire prevention inspection and fire engineering services at the locations.

- A. Not Required at GSFC
- B. Not Required at GSFC
- 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.

#### 5.1.3.2 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 GFSC, the contractor shall support memoranda of understandings (MOUs) and memoranda of agreement (MOAs) that NASA has and will enter into with emergency response resources (such as the Prince Georges County Fire Department and other local emergency services) necessary for the Center. The contractor shall also participate in emergency exercises with GSFC emergency response organizations, PGFD and community emergency response participants.

#### 5.1.3.3 Standardized Uniforms

- A. Not Required at GSFC

#### 5.1.3.4 Incident Management System

- A. Not Required at GSFC.

#### 5.1.3.5 Fire Prevention Inspection Program

- A. The Fire Prevention Inspection program shall, through scheduled inspections, 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.

At GFSC, the contractor shall be required to enter work areas such as laboratories, hazardous facilities, and machine shops.

#### 5.1.3.6 Fire Inspection Documentation

- A. All inspections shall be documented, with follow-up and closure activities, to ensure that deficiencies are corrected. As part of its public fire and safety education programs, the contractor shall provide periodic publications focused on fire prevention and safety.

#### 5.1.4 Fire Operations and Firefighting

## 5.1.4.1 Emergency Medical Services – Emergency Medical Technicians - EMTs

- A. Not Required at GSFC.
- B. Not Required at GSFC.
- 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.

At GFSC, the contractor shall provide on all shifts, 24-hours per day, 7-days per week, at least two (2) fully equipped Emergency Medical Technicians (EMT's), certified by/in the State of Maryland. This team will not be a "special" set of employees, but duties as EMT's will be incorporated in the routine security patrol work of the uniformed Security Force. Those scheduled for EMT duties will not be assigned to a fixed post. To ensure immediate response times, EMT's will not be used for relief purposes unless they are relieving another EMT that will be capable of responding.

At GFSC, AED's will be provided by the government; accountability and maintenance is the responsibility of the Contractor.

At GFSC, the contractor shall provide essential supplies and equipment that are authorized for use in accordance with EMT protocol.

At GFSC, the contractor shall be capable of responding to two separate medical emergencies simultaneously.

At GFSC, routine and "consumed-in-use" medical supplies to include AED gels and batteries shall be purchased and maintained by the contractor.

At GFSC, a properly equipped EMT shall arrive on-scene within 3 minutes for all medical emergencies.

- D. Not Required at GSFC.
- E. Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) Training shall be provided by the contractor.

At GFSC, all personnel assigned to this contract shall be certified in First-Aid, CPR, AED for adults and children.

5.1.4.2 Fire Stations - Not Required at GSFC.

5.1.4.3 Fire Equipment and Services- Not Required at GSFC.

5.1.4.4 Response and Standbys- Not Required at GSFC.

5.1.4.5 Aircraft Rescue and Firefighting (ARFF)/Flight Crew Rescue- Not Required at GSFC.

5.1.4.6 Tactical Rescue- Not Required at GSFC.

5.1.4.7 Protective Clothing

- A. The Contractor shall adhere to the established NFPA and OSHA procedures which define the inspection process and frequency of inspections for protective clothing.
- B. Records shall be maintained on protective clothing items.

5.1.4.8 Fire Department Training - Not Required at GSFC.

5.1.4.9 Hazardous Material Emergency Response Support

- A. The contractor shall respond to all hazardous material spills or releases.

At GFSC, in accordance with OSHA CFR 1910.120, the contractor shall ensure that all (security police officers, security officers, security supervisors, and management personnel) are trained to the First Responder Awareness Level for HAZMAT incidents.

5.1.4.10 Immediately Dangerous to Life or Health Rescue Program- Not Required at GSFC.

5.1.5 Fire Prevention Inspections And Fire Engineering

5.1.5.1 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.

5.1.5.2 The contractor shall participate in facility or operational walk downs as required by the mission and documented in written procedures.

5.1.5.3 The contractor shall identify all reportable fire discrepancies and track these until closure.

At GFSC, the contractor shall coordinate inspections and discrepancy closure with the other contractors.

At GFSC, the contractor will coordinate with either the Facility Building Manager, the respective Facility Operations Manager, or tenant of space.

5.1.5.4 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 Centers or their Component Facility per NFPA 921.

At GFSC, the contractor will assist the Center AHJ in determining causes of fires and will work closely with the mishap investigation board.

- 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 GFSC, the contractor shall attend meetings with various departments throughout the center with respect to current and future facility related projects at the center. The contractor shall assist the center AHJ in witnessing fire protection system acceptance test. These tests may be held off normal working hours.

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 Centers or Component Facility, except when other contractors may be responsible for issuing permits.
- ii. Burn permits shall be issued at the work site.

At GFSC, the contractor shall work closely with facilities, security, and other responsible personnel on correcting deficiencies throughout the center. The contractor shall provide services for special events, such events may include VIP visits and large assembly meetings.

D. Fire Extinguishers

- i. Not Required at GSFC
- ii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher.

At GFSC, the contractor shall provide hands-on initial training of fire extinguisher usage to employees at the Center. This training should be conducted at least once a month. The contractor shall develop a refresher program for employees that have had hand-on training on a yearly basis. This training can be computer based, but have the capabilities of being tracked by a center. The contractor shall provide appropriate fire extinguishers for training.

E. Fire Prevention Education

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

At GFSC, evacuation drills shall be conducted annually for approximately 60 buildings occupied by 10 or more occupants.

At GFSC, the contractor shall implement and conduct fire safety seminars to the center twice a year and a separate program shall be developed and implemented each year for fire prevention week in accordance with NASA Standard, 8719.11, Section 10.5

At GFSC, the contractor shall establish a fire prevention education and training program. All personnel assigned 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. 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 and IAW DRD - Fire Protection Program.
- ii. These plans shall be updated annually and retained on first response and command vehicles

At GFSC, the contractor shall update plans within 30 calendar days after facility modifications are complete. The contractor shall assist in the development and maintenance of these plans for approximately 100 facilities.

At GFSC, the contractor shall support GSFC's emergency response planning. This includes supporting the GSFC Emergency Planning Office in developing emergency response plans at GSFC. The contractor shall:

At GFSC, develop emergency response plans for each of the existing buildings located on the facility in accordance with NASA-STD-8719.11

At GFSC, maintain existing fire related emergency response plans for each GSFC facility in support and develop a plan for any new facilities. Plans shall consider the unique hazards to personnel, property, and space flight operations.

#### G. Fire Protection Engineering

- i. The contractor shall participate in the current Fire Protection Engineering Program.
- ii. The contractor shall provide Facility Fire Risk Analyses and Fire Protection Engineering Surveys. In addition, the contractor shall witness all final

acceptances of fire protection systems to ensure compliance with all applicable codes and standards.

At GFSC, the contractor shall provide support in developing a Facility System Safety Program for existing and new buildings in accordance with NASA-STD 8719.7.

- iii. The contractor shall interpret technical fire safety requirements for all types of mechanical systems including heating, air conditioning, ventilation, lighting and electrical systems.
- 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.

At GFSC, the contractor shall have a registered professional engineer from the State of Maryland with principles and practices in fire protection engineering or equivalent experience and education.

## **5.2 Security Services**

At GFSC, 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 shall be trained to at minimum at the Security Officer level.

At GFSC, all armed personnel shall be qualified with the Smith & Wesson 9mm handgun and the Remington 12 gauge Shotgun. GSFC within transition from the Smith & Wesson to a Glock 9mm within six (6) months to one (1) year of contract start. The contractor shall incorporate this transition into their proposal. Weapons will be furnished by NASA.

At GFSC, every armed security officer/police shall be issued and shall be required to 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.

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

At GFSC, the contractor shall operate and maintain a LENEL® Access Control System (ACS) and the Johnson Controls Keycard system.

### **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 GFSC, the contractor shall conduct a complete inspection of the perimeter fence and gates of the GSFC 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 GFSC, the contractor shall complete an annual building security survey of every occupied building on Center such as; 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 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 GFSC, 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 GSFC IAW 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. Such as; 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 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 GFSC, depending on the shift, a minimum of four to six (4-6) mobile patrols are required to perform security patrol and relief requirements, duties, and responsibilities. Patrol vehicles will be capable of performing in severe weather and off road conditions.

At GFSC, a four (4) minute or less response time will be maintained for emergency calls other than medical related.

At GFSC, a five (5) minute or less response time will be maintained for non-emergency calls for service.

At GFSC, the Greenbelt Facility has two (2) continuously active (24-hour) gates and a Reception Desk; it also has five (5) other gates with different schedules for opening and closing, generally Monday through Friday, except holidays unless specifically authorized or required otherwise by the CO or TOM. The contractor shall staff these positions appropriately to support operational requirements such as; work load, traffic volume, and random vehicles inspections.

<u>Gate</u>	<u>Open</u>	<u>Closed</u>	<u>Day(s)</u>
Main Gate (#1)	24/7	Never	Every
North Gate (#4)	24/7	Never	Every
Parkway Gate (#3)	6:00 AM	7:00 PM	M-F (except holidays)
South Gate (#5) holidays)	5:00 AM	9:00 PM	M-F (open some holidays)
Bldg. 27 (Motor Pool/Gate #9)	6:00 AM	6:00 PM	M-F (except holidays)
Bldg. 16W Loading Dock (Whse.)	7:30 AM	3:30 PM	M-F (except holidays)
Reception Desk, Bldg. 9	24/7	Never	Every

At GFSC, the contractor shall staff the Access Control and Visitor Clearance Facility (identified as the "Reception Desk/Area" at the Greenbelt Facility) with personnel skilled in communicating and dealing with the public, and knowledgeable in the policies and procedures for visitors' access on to the GSFC facility being protected and 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; Access control personnel 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 will be greeted and processed promptly, politely, courteously, and quickly, unless otherwise directed by the GSFC NASA Security Office or the TOM.

At GFSC, 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 GFSC, all initial Incident Reports (IR) or Reports of Inquiries (ROI) shall be submitted by the contractor 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. Refer; Report of Incident/Investigation (ROI)

At GFSC, the contractor's staff 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 IAW DRD Self-Assessment and Metrics Report

At GFSC, 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 GFSC, the contractor shall maintain a Lost & Found at the GSFC facility for items brought to the Security Force with an unidentifiable owner; the contractor shall make every effort to identify the owner and return the property to its rightful owner within 30 days; when this is not feasible, or possible, the contractor shall appropriately document and record the recovery, track the item, and arrange for the appropriate disposal or destruction of the item at the end of a specified period of time.

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

At GFSC, 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 contractor personnel of the nature of their duties and guide them in the successful performance thereof. These instructions will 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 GFSC, the contractor shall manage all emergency operations utilizing the nationally accepted Incident Management System that complies with the National Incident Management System (NIMS). At a minimum, all uniformed security supervisors shall be trained as Incident Commanders. All contractor personnel shall be trained in accordance with HSPD-5.

At GFSC, the contractor shall be capable of responding to two (2) simultaneous incidents on Center within the designated response times.

At GFSC, 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 GFSC, 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 to maintain a secure facility to prevent crimes such as; break-ins, vandalism, perimeter fence breaches, and thefts. The contractor shall conduct a fence line patrol/survey/check at least twice per shift;

At GFSC, the contractor shall lock and unlock rooms, GSFC facilities, gates, and the like upon valid request from the TOM, the Chief of Security, 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 GFSC, the contractor shall conduct daily 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 GFSC, 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 GFSC, the contractor shall conduct daily fire and safety checks of all GSFC 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 GFSC, the contractor shall conduct daily patrols of all facilities containing or processing classified material with violations noted and appropriate actions taken immediately.

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

At GFSC, the contractor shall have a minimum of one trained State of Maryland Criminal Justice Investigation System (CJIS) operator on duty at all times.

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

At GFSC, 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 will be armed with a Taser while on duty. Tasers will be provided by NASA.

#### Special Posts/Positions:

At GFSC, the contractor shall provide a security officer to support for special posts and positions as required by the Government. Currently there is one (1) “routine, special” post that requires uniformed security officer support and coverage:

At Goddard Institute for Space Studies (GISS) – This post is located in New York City, New York, The contractor shall provide a minimum of one (1) access control/patrol position 24-hours per day, 7-days per week. This post is unarmed. All personnel working this post shall be trained to the Security Officer level.

#### 5.2.1.6 Explosive/Chemical/Biological/Radiological Recognition

- A. The contractor shall employ methods to detect the presence of explosives, chemicals, biological agents, or radiological threats to personnel and assets.

Equipment will be provided by NASA as required.

## 5.2.1.7 Executive/Special Protection

- A. The contractor shall provide executive protection for NASA designated personnel such as; important government officials, astronauts, distinguished visitors, and others designated by the TOM or CO.

## 5.2.1.8 Electronic Security Systems

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

At GFSC, the contractor shall provide a 24-hour, 7-day a week operation and maintenance of the main computer system and peripheral equipment which comprise the Electronic Access Control System (EACS) used on the Facility.

At GFSC, the contractor shall be trained and certified to install, repair, and perform maintenance on the LENEL® Access Control System (ACS) system and the Lenel Keycard system.

At GFSC, the contractor shall provide trained and certified personnel in the form of Electronic Access Control Security Technicians (EACS Techs) to establish, install, monitor, maintain, and service the Facility's EACS and Intrusion Detection Systems (IDS) which consists of electronic access control devices, security alarms, keycard terminals, panels, and systems, and related equipment.

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

At GFSC, the contractor shall maintain accurate records and diagrams of the Center's EACS wiring, installations, data points, etc., for the GSFC and its offsite facilities, and the individual buildings on the GSFC.

At GFSC, the contractor shall repair and maintain electronic "modules," keycard readers, modems, output modules, monitoring panels, etc.; troubleshoot and correct system and component problems; program information into the EACS database; establish schedules for and perform preventive maintenance; and prepare and produce system and special reports upon authorized request.

At GFSC, the contractor shall meet the varied needs of this function in providing timely installations, maintenance, upkeep, emergency response, and reports. (e.g., installations of keycard readers, alarms, electronic locking devices, emergency exit devices, integrating electronic exit devices with exit devices installed for people with disabilities). These

requirements have historically been cyclical, in that there are periods of “high” (greater) and “low” (fewer) requirements which must be met equally.

At GFSC, the contractor shall also install, maintain, troubleshoot, and repair video surveillance systems under the control of or authorized by the TOM.

At GFSC, a trained and certified EACS Tech’s shall be “on duty” from 7:00 AM through 7:00 PM, Monday through Friday, except federal holidays; EACS “on call” emergency services during all non-duty hours, with timely (maximum 2-hour - 1-hour, if personnel are “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 GFSC, the contractor shall be in full, appropriate uniform at the beginning of, and throughout, each shift. Emergency Services shall be determined by the TOM.

At GFSC, the contractor shall provide configuration management plan to include complete wiring diagrams showing connections from the central EACS/CCTV monitoring are to buildings containing EACS/CCTV equipment; diagram must show interconnect routing through duct banks, and entrances to buildings, terminal strip numbers, etc.; if phone lines are indicated, diagram must show interconnect cables and cable markings, and house pair numbers, and the phone interconnect in buildings and central telephone frame room IAW DRD - Electronic Security System Configuration Management Plan.

#### 5.2.1.9 Locksmith

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

At GFSC, the Greenbelt Facility uses the Best Locking Systems Master Key and Lock System with most locking hardware being either Best or Best-compatible equipment.

At GFSC, the contractor’s locksmiths shall be responsible for the planning, establishment, and maintenance of the master keying systems, coordinating same with the TOM, 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 independently applying standard trade practices of locksmithing in the installation, disassembly, and replacement of worn or damaged locking equipment or parts, etc.

At GFSC, the contractor 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, and the like, for manufacturers such as; Best Access Systems, Yale, Russwin, S&G, Medeco, Schlage, VonDuprin, Adams Rite.

At GFSC, the contractor 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 GFSC, 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, padlocks, and the like.

At GFSC, 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 GFSC, the contractor 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 GFSC, the contractor shall change combinations on security containers (e.g., GSA type), vaults, ciphers, padlocks, etc., and ensure they are changed when approved by the TOM.

At GFSC, the contractor shall record changes on SF Form 700, and filing combinations with NASA GSFC Security in a timely manner. 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 GFSC, 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 GFSC, the contractor 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 GFSC, the contractor shall have a minimum of one (1) certified and trained locksmith 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 GFSC, locksmith personnel shall be in full, appropriate uniform at the beginning of, and throughout, each shift. Emergency Services will be determined by the TOM.

At GFSC, the contractor shall be responsible for the issuance, programming, and record maintenance of keys and keycards for facilities and equipment on the Greenbelt Facility and its offsite locations.

At GFSC, the contractor shall provide the personnel necessary to maintain the operation and management of the Key/Keycard Issuance and Control Facility which is responsible for the cutting, proper issuance, tracking, documentation, revocation, and recovery of keys and electronic keycards on the GSFC, maintaining adequate security and control over the key and master key, electronic access control (keycard portion), and lock systems on the Center.

At GFSC, the contractor shall maintain accurate records, both electronic and manual (signature receipt forms), to account for all keys/keycards issued.

At GFSC, the contractor shall ensure that only authorized individuals receive keys or keycards, and that issued keys and keycards only permit access to authorized areas, facilities, buildings, and rooms, maintaining both manual and automated records of keys/keycards issued to individuals/organizations on Center.

At GFSC, the contractor shall track security work requests issued by the Government to the EACS and Locksmith, ensuring completion of all security work, providing monthly reports reflecting all work requested, work completed, keys/keycards issued, keys cut, access levels established, deleted, or changed, EACS access level and admission reports completed.

At GFSC, the contractor shall staff this position from 8:00 AM through 4:30 PM, Monday through Friday, except federal holidays.

#### 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. The contractor shall manage the ID management databases which contain personally identifiable information (PII).
- C. The contractor shall recover ID credentials from personnel upon termination of employment or as directed.

At GFSC, the contractor shall staff and operate the GSFC 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 GFSC, the contractor shall process in-coming personnel, both Government and contractor, and receives guidance, instructions, and aid regarding authorization for issuance of badges from the ID Supervisor, the Government Personnel Security Specialist, the Physical Security Specialist, and/or TOM.

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

At GFSC, the contractor shall initially enter all new employee information into the Locator and Information Services Tracking System (LISTS) and ensures 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. 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 GFSC, the contractor shall staff this function from 7:00 AM through 4:30 PM, Monday through Friday, except federal holidays.

At GFSC, the contractor shall manage and oversee the GSFC Locator and Information Services Tracking System (LISTS).

At GFSC, LISTS is a federal system of records containing sensitive, privacy data requiring protection of data and equipment used to track and retain stored information. LISTS is a management information system designed to track all employees (civil servants, contractors, tenants, etc.) and all others (e.g., other Government agency employees, visiting scientists, etc.) on the GSFC. LISTS presents a comprehensive profile of the Goddard community, including the Greenbelt facility, Wallops Island Flight Facility (WFF), the Independent Verification and Validation Facility (IV&V), the Goddard Institute for Space Sciences (GISS), and the White Sands Ground Terminal (WSGT). This Section shall be staffed from 8:00 AM through 4:30 PM, Monday through Friday, except federal holidays.

At GFSC, the contractor shall operate and maintain a LENEL® Access Control System (ACS) system.

At GFSC, the contractor shall be responsible for:

Reviewing and processing badge requests for proper authorization and completeness, ensuring that only authorized personnel receive appropriate access;

Issuing, tracking, documenting, and recovering all permanent and temporary GSFC identification (ID) and "special" badges, issued to Center employees, visitors, contractors, and temporary personnel;

Fingerprinting personnel and fingerprint processing;

Ensuring that “customers” are serviced within 30 minutes;

Interfacing with appropriate organizations to ensure timely badging/rebadging of new and expired contracts on Center;

Working with Center’s Information Technology organization and the TOM to monitor and maintain the LISTS database;

Compiling, producing, and distributing appropriate reports from the LISTS, as required;

Photographing personnel on video imaging (digital) and standard photographic equipment;

Recovering government-issued materials and equipment (e.g., badges, keys, keycards, PKI certificates) and noting individuals’ “status” in LISTS;

Ensuring 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;

Reviewing contractually-required monthly contractor employee/manpower reports submitted to the TOM.

At GFSC, the contractor shall prepare 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 1600.2.
- 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 such as; 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 GFSC, the contractor shall have a minimum of 3 trained personnel will be on duty at all times. This team shall not be a “special” set of employees. These duties shall be incorporated in the routine security patrol work of the uniformed Security Force. Personnel performing these duties shall be trained and qualified with the handgun, the Colt 9mm rifle, and the H&K 33 rifle. Weapons shall be provided by the Government. Duty and training ammunition shall be provided by the contractor

#### 5.2.1.12 Dispatchers 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.
- F. Not required at GSFC

At GFSC, the contractor shall provide trained 911 Call Takers to answer the Center’s 911 Emergency Call System telephones, assess the nature of the emergency, document all information, dispatch appropriate Center emergency services, and contact local emergency services for backup and support. This function/service shall be manned 24/7 in conjunction with the alarms and video monitoring duties and services in the Security Operations/Communications Center.

At GFSC, a training plan for contractor personnel working this position shall be submitted to the TOM for approval.

#### 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)
- A. The contractor shall process foreign national, foreign representatives, dignitaries and guests according to current NASA NPR 1371.2 and NPR 1600.1 policies.
  - B. The contractor shall fabricate and issue temporary passes, picture badges/credentials, area permits and temporary area authorizations as well as necessary technology control plans.
- 5.2.2.3 Personnel Security Systems Administration - The contractor shall continuously update NASA databases containing background investigation and security clearance information.
- 5.2.2.4 Electronic Questionnaires for Investigations Processing (E-QIP)
- A. The contractor shall initiate background investigations utilizing E-QIP.
- 5.2.2.5 Adjudications
- A. The contractor shall support government adjudicators in making contractor suitability for access determinations.
- 5.2.2.6 CNSI/Suitability Investigations
- A. The contractor shall assist and support Center HR personnel in the identification of the type of personnel investigation required for each position, including updating or upgrading clearance requirements. The type of investigation to be conducted is a product of the risk level designation of a position.
- 5.2.2.7 Inquiries
- A. The contractor shall conduct interviews with personnel during the processing of security background investigations to resolve any issues.
- 5.2.2.8 Records Checks
- A. The contractor shall conduct law enforcement records checks to collect criminal and security information.
- 5.2.2.9 Risk Determinations

- A. The contractor shall provide support to process appropriate Security Investigation as determined by level of risk determination.

#### 5.2.2.10 Fingerprinting

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

#### 5.2.2.11 Public Key Infrastructure (PKI) Certificate Issuance

- A. The contractor shall assist applicants in submitting the Certificate application to the designated Registration Authority (RA).

At GFSC, the PKI Registration Authority (RA) Section is mainly responsible for enabling, disabling, revoking, recovering, and changing a PKI user's Distinguished Name on the GSFC and its offsite facilities.

At GFSC, the contractor is responsible for providing trained personnel for issuing, enabling/disabling, recovering, and revoking PKI Certificates at the Greenbelt Facility.

At GFSC, the PKI RA Section is specially protected and the contractor is responsible for the physical security of the PKI facility and the PKI equipment by ensuring that the room is locked during non-duty hours and the equipment is locked in an authorized security container when not in use.

At GFSC, PKI RA personnel shall act as an agent of the NASA PKI vis-à-vis users at this Center, document all procedures in the RA Administration Logbook, inform managers of anomalies, receive and distribute subscriber authorization information, identify and authenticate the identity of certificate applicants, perform certificate and key management functions for the end entity population (i.e., enable users, disable/suspend user certificates, update certificates/keys, revoke certificates, and manage key recovery for end entities), change certificate and key lifetimes, set encryption and verification policies, with approval of the PKI Certification Authority (CA) Officer and the TOM, review audit logs and report suspicious events to the CA Officer and Center Information Technology Security Manager (C-ITSM), create reports of PKI user status.

At GFSC, personnel working in this function shall have a valid security clearance beginning on the first day of the contract. This function shall be staffed from 8:00 AM through 4:30 PM, Monday through Friday, except federal holidays.

**NOTE:** The "recovery" of a PKI certificate requires two (2) PKI RA's.

#### 5.2.2.12 Personnel Security Data Management

- A. The contractor shall create and securely maintain all personnel security investigative and screening records on all NASA personnel security cases.

#### 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, and others.
- 5.2.3.3 Classification Guides
- A. The contractor shall research, develop, and interpret classification guides regarding new technologies and programs to describe what information is classified, at what levels of classification, for what duration, how it is to be protected, marked, stored, accounted for, and destroyed. The contractor shall train classification guide users on how the guide is used and applied to the classification or declassification of nationally classified documents.
- 5.2.3.4 Document Destruction
- A. The contractor shall be responsible for providing the personnel required for the proper destruction of documents and media of various classification levels, from unclassified through the TS/SCI level.
- B. The capability shall exist or be readily obtainable to destroy large volumes of documentation at any one time.

At GFSC, the Greenbelt Facility destroys its own classified material, which requires the physical handling of bags, boxes, and other containers of varying sizes of classified material, typically not more than forty (40) pounds.

At GFSC, the contractor shall implement federal, NASA, and GSFC policies and procedures to assure the proper destruction of classified material, and produce and distribute appropriate reports as required.

At GFSC, the contractor shall be responsible for and providing trained personnel to operate and maintain the Classified Material Destruction Facilities at the GSFC to destroy out-dated and/or unneeded classified material.

At GFSC, the contractor shall also be responsible for collecting and transporting classified material to be destroyed to the GSFC Destruction Facility, ensuring that disintegration and/or destruction equipment is in good working order and repair so as to completely and properly destroy classified material, and arranging for the proper removal of destroyed material/waste.

## 5.2.3.5 Document Storage and Accounting

- A. Not Required at GSFC
- B. Not Required at GSFC
- C. The contractor shall also be responsible for periodic auditing to verify that all accountable-documents can be verified to be in the possession of the proper individual and stored in a proper manner.

At GFSC, the contractor shall implement federal, NASA, and GSFC policies and procedures to assure the proper receipt, handling, controlling, safeguarding, tracking, and destruction of classified material, and produce and distribute appropriate reports as required.

At GFSC, the contractor shall be responsible for and provide appropriately trained personnel to record and track classified documents by means of document control numbers (DNC's); dispatch and/or transfer documents; perform annual "classified holdings" inventory audits and inspections; verify and send "out-going" clearances; track and inspect security containers ("safes") and the material in them; receive in-coming "visit" clearances; and prepare out-dated and/or unneeded classified material for destruction.

At GFSC, the contractor shall also be responsible for collecting and transporting classified material to be destroyed to the GSFC Destruction Facility, verifying that all classified material to be destroyed is completely and properly destroyed.

At GFSC, the contractor shall support the Government in conducting an annual inventory of all tracked security containers (safes) on the GSFC to assure location and use, and coordinate with the locksmiths to ensure that combinations on security containers are changed in accordance with appropriate regulations, policies, procedures, and guidelines. All individuals assigned to or working in these facilities shall have the proper security clearance on the first day of the contract and be trained in document control and/or in GSFC procedures for classified material control.

At GFSC, the contractor shall staff this function from 8:00 AM through 4:30 PM, Monday through Friday, except federal holidays.

## 5.2.3.6 Classification Management

- A. The contractor shall be responsible for identifying CNSI, either obtained or created by NASA and its various contractors, that requires protection; the type protection required; and duration of protection.
- B. The contractor shall operate a classification management program to guide its own activities, and shall support various NASA-sponsored or -supported activities in which NASA and other NASA contracted organizations will be working with classified or sensitive but unclassified information. This classification management program shall include both classification and declassification.

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

- A. The contractor shall comply with the Computer Security Act of 1987, Public Law 100-235. PL 100-235 defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act) but which has not been specifically authorized under criteria established by an executive order or an act of Congress to be kept secret in the interest of national defense or foreign policy." NASA previously identified this information as "For Official Use Only" with a subsequent change to the term "Administratively Controlled Information" for added clarity. However, recent attempts to provide uniform markings across the government have led NASA to utilize the term "Sensitive But Unclassified" (SBU). SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.
- B. The contractor shall develop and implement a program to train the NASA work force as to what information falls under SBU, how it shall be marked, who shall have access, how it will be disseminated, and how it shall be stored.
  - i. Should the federal government subsequently develop new categories or titles for sensitive but unclassified information, the contractor shall ensure that the NASA workforce is trained in the policies and procedures for protecting this information from unauthorized and inappropriate use and availability.

#### 5.2.3.8 Mandatory Training (Executive Order 12958)

- A. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.
- B. The contractor shall develop 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 GFSC, the contractor shall provide a minimum of one vehicle per shift will be equipped and in-service with an operational “in-car” audio and video systems. In-car Video systems shall be provided and maintained by the contractor.

## 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 GFSC, U.S. Park Police will conduct traffic accident investigation on GSFC. 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 firearms and explosives, and or to perform security and law enforcement patrolling as an adjunct to an armed security police officer.

At GFSC, the contractor shall provide trained and certified explosives detection teams with tracking capabilities. 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.

At GFSC, 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 GSFC Central Delivery (Building 16W 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. Teams shall be able to work independent of, but in support of, other uniformed operations described herein, with the ability to direct GSFC-coordinated uniformed operations using these services.

At GFSC, 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 GFSC, 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.

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 and NASA regulations. (4.14 for further guidance)

#### 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. Provide various standardized reports and assessments. (4.14 for further guidance)
- 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: Not Required at GSFC
- 5.3 Emergency Management**
- 5.3.1 General
- The contractor shall provide and maintain services relevant to the efficient, effective and obligatory capabilities supporting the framework by which NASA prepares for, responds to, recovers from, and mitigates the impacts of a wide variety of emergencies and natural and technological disasters that could adversely affect the health and safety of people, the continuity of mission essential operations and infrastructure, and the environment. The contractor shall comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, and applicable Homeland Security Presidential Directives.
- 5.3.2 Emergency Management Four Tenets Framework
- 5.3.2.1 Emergency Preparedness
- A. The contractor shall provide comprehensive planning in policy, procedures, directives, and all-hazard assessment IAW internal and external (current and future) requirements as specified in NPSC DRD-PM-002 Comprehensive Emergency Management Plan (CEMP).

### 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, both current and future, 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.
- C. The contractor shall maintain and operate a Mobile Command Vehicle with related emergency response equipment if required.

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

#### 5.3.4.2 Recovery Operations

- A. Contractor shall support recovery operations such as; 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 Understand 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), and any subsequent directives.

- A. Testing Component – The contractor shall ensure that testing of the alert, notification and activation procedures and systems shall be accomplished per FPC-65.
- B. Training Component - The contractor shall develop and administer a lessons-learned and corrective actions program consistent with standards and requirements, to redress shortfalls and weaknesses identified during evaluation of TT&E activities.
- C. Exercise Component - Annual exercises shall be conducted by the Contractor to demonstrate the capability to (a) adequately and appropriately execute emergency response plans using first response force; (b) mobilize a deliberate and pre-planned movement to activate and stand-up the EOC (all-hands); (c) mobilize a deliberate and pre-planned movement to activate and stand-up the Alternate Facility (COOP Management, Support Team).
  - i. The contractor shall participate in biennial Agency participation in national-level exercise program to evaluate NASA-wide 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 will participate in coordinating 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 GSFC

**5.5 Unclassified Information Assurance:** Not Required at GSFC**5.6 Training Requirements and Mandatory Skill and Performance Levels**

## 5.6.1 Responsibilities

- 5.6.1.1 The contractor shall be 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-PM-009 Training Plan Report.

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

- Mission and Function of Goddard and the GSFC Security Division.  
(1/2 hour provided by the Government)
- Public Relations/Customer Service
- Substance Abuse and Drug Awareness
- Safety and Fire Prevention
- Sexual Harassment, Diversity, and Multi-Cultural Training
- Access Control (updates on GSFC ID Badges and Electronic Physical Access Control Systems – E-PACS)

## In-Service Training

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

At GFSC, the contractor locksmith(s) and Emergency Medical Technicians shall be State of Maryland 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.

At GFSC, there is not 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 GSFC

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

- 5.6.3.4 Not Required at GSFC

- 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 shall 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. The contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include classification management training, SBU training, annual or periodic security briefings for those with access to various categories of classified information or Special Access Programs, annual workplace violence train.
- B. The contractor shall generally provide security education support or administration, briefing, training media, for external programs for which they administer.
- C. The contractor shall conduct crime prevention training for the general NASA population. Training shall include 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 GSFC
- 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.
- 5.6.4.9 Preconstruction Briefings
  - A. The contractor shall periodically participate in preconstruction briefings to educate personnel concerning security and fire prevention requirements prior to initiation of construction which may pose a risk to personnel.
- 5.6.5 NASA Federal Law Enforcement Training Academy (NFLET): Not Required at GSFC