

Attachment J.12

Performance Requirements Summary and Deduction Methodology
Task Order Manager (TOM)**1. Maximum Allowable Defect Rate (MADR)**

- 1.1. The MADR is based on the evaluation decisions and defect determinations made by the TOM, which, when applied, indicates that the Contractor's performance, quality control and assurance are unsatisfactory and will result in withholding of a portion of the invoice in the Task Order Retainage Pool. The TOM and the location Contracting Officer may withhold up to 4% of any invoice in the Retainage Pool.
- 1.2. The total available MADRs for the NASA Protective Services Contract (NPSC) are specified in the Performance Requirements Summary below, and apply to tasks performed both under the FFP and the ID/IQ portions of the Location Task Order.
 - 1.2.1. It is anticipated that all Center Task Order tasks will fall within the elements of the Performance Requirements Summary (PRS) and its specified MADR.
 - 1.2.2. In the event future Center Task Order tasks do not fall within one of the existing portions of the Performance Requirements Summary, the Government will amend the Statement of Work and the Performance Requirements Summary to include the new task and will develop the performance standard, MADR, and method of surveillance.
- 1.3. Each Center Task Order will define which tasks they include from the NPSC Statement of Work. The corresponding MADR from the Performance Requirements Summary below will be, by definition, included in the Center's Task Order and applied during the Center Task Order Performance Evaluation. The TOM will specify which PWS tasks are included in the TOM evaluation.
- 1.4. Each month, as part of the Contractor's Monthly Self Assessment Report, the contractor will have the opportunity to inform the Task Order Manager (TOM) of any mitigating circumstances that negatively impacted performance. These circumstances will be considered by the TOM in making a final decision regarding task order retainage.

2. Deduction Methodology

2.1. Classifications of Defects

- 2.1.1. **Major Defect:** A defect that significantly impacts mission accomplishment or is indicative of systemic or significant recurring weaknesses in quality

controls, management, training, staffing, or task performance. The following are some typical characteristics of major defects:

- 2.1.1.1. Causes or results in serious injury, loss of life, or significant property damage
- 2.1.1.2. Causes a loss or compromise of critical information or data
- 2.1.1.3. Determined to be a deliberate misrepresentation to the Government
- 2.1.1.4. Causes significant embarrassment to the Center or NASA
- 2.1.1.5. Consistent and recurring moderate defect that has gone uncorrected for an extended period of time
- 2.1.1.6. Example: A Security Officer improperly discharges a firearm and causes injury or damage to property. Contractor management presents a performance self assessment that contains significant misrepresentations of actual performance.

2.1.2. **Moderate Defect:** A defect that seriously impacts mission accomplishment or is indicative of moderate weakness or shortcomings in quality controls, management, training staffing or task performance. The following are some typical characteristics of moderate defects:

- 2.1.2.1. Causes or results in minor injury or minor property damage
- 2.1.2.2. Causes a loss or compromise of non-critical information or data
- 2.1.2.3. Is a misrepresentation which is determined not to be deliberate
- 2.1.2.4. Causes embarrassment to the Office, Center, or NASA
- 2.1.2.5. Is a consistent and recurring minor defect that has gone uncorrected for an extended period of time
- 2.1.2.6. Example:
 - 2.1.2.6.1. Security Patrols do not meet acceptable response time to a non-emergency call.
 - 2.1.2.6.2. Fire Service vehicle determined to be non-mission capable due to inadequate maintenance during a routine audit.

2.1.3. **Minor Defect:** A defect that does not seriously impact mission accomplishment but reflects minor errors, administrative mistakes, inattention, insufficient quality controls, management error, or minor deviations from satisfactory task performance. Below are typical characteristics of minor defects:

- 2.1.3.1. Administrative errors or omissions that are indicative of inattention to detail, improper training, or insufficient quality controls
- 2.1.3.2. Unsafe practice that could cause injury or property damage
- 2.1.3.3. Minor errors and that are not corrected in a timely manner
- 2.1.3.4. Failure to meet a deadline or suspense for a report or deliverable
- 2.1.3.5. Examples:
 - 2.1.3.5.1. Incomplete administrative data on a form or document.

- 2.1.3.5.2. An employee is responsible for taking a minor deviation from SOP that has no serious negative consequence.

2.2. Applications of Defects

2.2.1. Recognition and Acceptance of Defect

- 2.2.1.1. As performance defects are recognized against the PWS tasks in the Center's Task Order, the TOM will note the defect under the corresponding PRS MADR. The TOM will analyze the consequence and severity of the defect, and assign a preliminary defect classification (Major, Moderate, or Minor).
- 2.2.1.2. All recognized defects will be accumulated against the appropriate MADR in preparation for the semi-annual performance review.

2.3. Application of Defect Classification to Retainage

2.3.1. Maximum Value of Withholding for each Defect Classification

- 2.3.1.1. The maximum value of withholding for a Major Defect is 100% of the Task Order Retainage.
- 2.3.1.2. The maximum value of withholding for a Moderate Defect is 50% of the Task Order Retainage.
- 2.3.1.3. The maximum value of withholding for a Minor Defect is 25% of the Task Order Retainage.

2.4. Promotion of lesser Defect Classification to the next higher Defect Classification (30% Rule)

- 2.4.1. Defects that accumulate under a specific MADR to the degree of 30% of the total MADRs contained in the Center Task Order may be promoted to the next higher MADR Defect Classification at the discretion of the TOM.
 - 2.4.1.1. For example, if a Center Task Order has a total of 50 MADRS, and during the semi-annual performance period, the total Minor Defects accumulated under one specific MADR exceeds 15 (30% x 50), the TOM may promote the 15 Minor Defects to 1 Moderate Defect.

3. Calculation of Defect Penalty against Retainage

3.1. Evaluation of Each Specific MADR

- 3.1.1. Each MADR that has accumulated a defect(s) will be evaluated by the TOM to derive the specific percent penalty in accordance with the Defect Classification assigned, the total number of defects for that MADR, and any mitigating circumstances offered by the contractor. The TOM will apply

sound judgment and fairness to derive one specific percent penalty for each specific MADR.

3.1.1.1. For Example, if one specific MADR has three Minor Defects, and assuming that the three defects do not exceed the 30% Rule, the TOM will consider the causality, consequence and mitigating circumstances, and will assign one specific percent penalty against that specific MADR within a range of 0% to 25%.

3.1.2. After all specific MADRs are evaluated by the TOM, all MADR percent penalty values are summed and multiplied against the total Center Task Order retainage.

3.1.2.1. Regardless of the total of the summed MADR percent penalty values, the total cannot exceed 100%. (100% rule)

3.2. The following is an example of calculations of the defect penalties against the Center Task Order Retainage.

3.2.1. Assume an annual Center Task Order Value of \$4,000,000.00.

3.2.2. Assume a semi-annual Center Task Order Value of \$2,000,000.00

3.2.3. Calculation of Retainage for the semi-annual evaluation period is \$80,000 (2,000,000 x 4%)

3.2.4. Assume that there are 40 MADRs in the Center Task Order

3.2.5. The COTR determines a penalty for a Major Defect is \$ 64,000 (80,000 x 80%)

Performance Requirements Summary Maximum Allowable Defect Rate (MADR) Example 1					
Required Service	Performance Standard	MADR Defects Within The Semi-Annual Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 4.7.1 Program Management: Employee Conduct	In total, or as modified by the Center Task order: Maintaining satisfactory employee conduct, integrity, and appearance. Initiate and administer any disciplinary action to employees.	1 Major	TOM Observation ¹	75%	\$60,000

¹ The TOM observed a Security Police Officer that was drunk on duty. The contractor was notified and the Officer was immediately tested and found to have an unacceptable blood alcohol level. The contractor immediately terminated the Officer.

Performance Requirements Summary Maximum Allowable Defect Rate (MADR) Example 2					
Required Service	Performance Standard	MADR Defects Within The Semi-Annual Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 4.7.2 Program Management: Dress Code	In total, or as modified by the Center Task order: Implement and enforce a standard dress code policy.	3 Minor	(1) TOM Observation ² (3) Contractor Self Reporting ³	1%	\$800.00
PWS 4.8 Program Management: Corporate Management	In total, or as modified by the Center Task order: Ensure that all personnel comply with all procedures, regulations and laws.	1 Minor 1 Moderate	Contractor Self Reporting ⁴	12%	9,600.00

END MADR Instructions and Examples**Continued Next Page**

² TOM observed 1 Police Officer at Gate without a hat.

³ Contractor self-reported three occurrences of Police Officers not wearing hats, and took disciplinary actions.

⁴ Contractor self-reported that 1 Police Officer had incomplete uniform and equipment at Guard Mount, causing a 15-minute delay in reporting to Post, and 1 Police Officer failed to report and completely document a loss of property incident. The Contractor took corrective actions for both incidents.

4. Performance Requirements Summary – Maximum Allowable Defect Rate (MADR)

4.1. The following PRS table reflects tasks from the PWS that may be included in Center Task Orders. TOM will determine which ones are relevant to the Task Order and are to be evaluated.

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 2.1.2 Staff	In total: Provide an adequate staff which is fully capable of executing their responsibilities and responding to the requirements of this contract				
PWS 2.1.3 Command Structure	In total: Provide an adequate command structure and chain of command.				
PWS 2.5.1 Scope: Contractor Provided personnel, resources, materials and services	In total: Provide all personnel, resources, materials and services necessary to perform Protective Services.				
PWS 4.1.3 Program Management: Subject Matter Experts	In total: Provide subject matter experts to advise the Agency in the implementation of protective services. Recommend potential protective services solutions. Remain abreast of current protective services issues, trends, laws, regulations, and technologies.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 4.1.4 Program Management: Identification of Weaknesses and Vulnerabilities	In total: Provide continuous assessment and evaluation to identify protective services weaknesses and vulnerabilities and recommend appropriate corrective action.				
PWS 4.1.12 Weapons	In total: Establish SOP and practice to ensure that Handguns are carried holstered with a round in the chamber. Establish SOP and practice to ensure that Weapons are stored unloaded and in a separate suitable container as specified IAW NPR 1600.1. Provide training and duty ammunition for all assigned weapons sufficient to equip and train each officer.				
PWS 4.1.13 Intermediate Force Weapons	In total: Establish SOP and practice to ensure that Collapsible Batons are carried while on duty by all uniformed security officers/police. Provide intermediate weapons for each armed officer as specified by the Center Chief of Security. Establish SOP and practice to ensure that a NFLET approved training curriculum will be used for instruction for all intermediate Force Weapons.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 4.2.2 Enhanced Security Safeguards	In total: Be prepared to increase/enhance security safeguards and/or countermeasures in the event of an increased security threat.				
PWS 4.3.1 Program Management: Protective Services Training: Workforce	In total, or as modified by the Center Task order: Establish and maintain an adequate workforce which is trained, educated, proficient and capable of performing tasks.				
PWS 4.7.1 Program Management: Employee Conduct	In total: Maintaining satisfactory employee conduct, integrity, and appearance. Initiate and administer any disciplinary action to employees.				
PWS 4.7.2 Program Management: Dress Code	In total: Implement and enforce a standard dress code policy.				
PWS 4.8 Program Management: Corporate Management	In total: Ensure that all personnel comply with all procedures, regulations and laws.				
PWS 4.10.2 Business Management	In total: Provide on-going business analysis and respond to requests and inquiries from the Government relating to budget, schedule and performance.				
PWS 4.12.1 Program Management: Safety and Health Plan	In total: Establish and implement a safety, health, and environmental (SHE) program.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 4.13 Program Management: Quality Control/Assurance Plan	In total: Establish and follow a Quality Control/Assurance Plan.				
PWS 4.14.2 Reporting	In total: Provide and maintain a secure distributed incident reporting system with centralizes data management. Prepare reports and records referenced in NPR 1600.1 as directed by the Task Order Manager.				
PWS 5.0.1 Planned and Unplanned Events	In total, or as modified by the Center Task order: Provide Protective Services for planned special events and activities. Provide Protective Services for unplanned events.				
PWS 5.1.1 NASA Safety Standard for Fire Protection	In total, or as modified by the Center Task order: 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.				
PWS 5.1.2.5 Fire Prevention Inspection Program	In total, or as modified by the Center task order: Through scheduled inspections, continually assess the fire-safe posture of the Center IAW applicable codes and guidance.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.1.3.1 Fire Operations and Firefighting: Emergency Medical Services Paramedic/EMT	In total, or as modified by the Center task order: Provide a centralized rapid response of Advanced Life Support Emergency Medical Services, including transport of patients at Centers that are geographically separated from local municipalities offering this service, and comply will all other requirements of this paragraph.				
PWS 5.1.3.2 Fire Operations and Firefighting: Fire Stations	In total, or as modified by the Center task order: Provide full staffing of all required fire stations 24 hours a day, 7 days per week to meet the emergency response mission for the Center, and comply will all other requirements of this paragraph.				
PWS 5.1.3.5 Fire Operations and Firefighting: Aircraft Rescue and Firefighting (ARFF)/Flight Crew Rescue	In total, or as modified by the Center task order: Meet all customer requirements for flight crew rescue and response for take-off/launch and landings; e.g., Return to Launch Site Services (RTLs) and landing mishaps.				
PWS 5.1.3.8 Fire Operations and Firefighting: Fire Department Training	In total, or as modified by the Center task order: Provide a fire service training program that meets agency standards and complies with OSHA and NFPA Standards.				
PWS 5.1.3.9 Fire Operations and Firefighting: Hazardous Material Emergency Response Support	In total, or as modified by the Center task order: Respond to and mitigate all hazardous material spills or releases. Develop and institute a program to ensure competency of Hazardous Materials Technicians.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.1.4 Fire Prevention Inspections And Fire Engineering	<p>In total, or as modified by the Center Task order:</p> <p>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.</p> <p>Investigate all fires at the Center per NFPA 921.</p> <p>Conduct pre-fire planning on occupied (10 or more occupants) or high value structures, aircraft, and unique vehicles in accordance with NFPA 1620.</p>				
PWS 5.2.1.1 Physical Security: Resource Protection	<p>In total, or as modified by the Center task order:</p> <p>Provide comprehensive and integrated systems that employ personnel and equipment to safeguard personnel, physical assets, and information.</p>				
PWS 5.2.1.2 Physical Security: Inspections, Audit, Assessments	<p>In total, or as modified by the Center task order:</p> <p>Conduct physical security inspections audits and assessments of installations, buildings, or areas for the purpose of identifying security weaknesses and vulnerabilities, and recommending countermeasures.</p>				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.1.3 Physical Security: Physical Security Support	<p>In total, or as modified by the Center task order:</p> <p>Sustain a comprehensive Physical Security Protection Program.</p> <p>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.</p> <p>Provide special attention and added protection to NASA Mission Essential Infrastructure assets and conduct MEI assessments.</p>				
PWS 5.2.1.4 Physical Security: Access Control Program	<p>In total, or as modified by the Center task order:</p> <p>Manage and operate the physical, mechanical and electronic/IT systems used to control access to installations, areas, and facilities.</p>				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.1.6 Physical Security: Uniformed Operations	<p>In total, or as modified by the Center task order:</p> <p>Provide armed and unarmed security officers and uniformed security police officers to perform all contract tasks.</p> <p>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.</p> <p>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.</p>				
PWS 5.2.1.7 Physical Security: Explosive/ Chemical/Biological Hazmat Recognition	<p>In total, or as modified by the Center task order:</p> <p>Employ methods to detect the presence of explosives, chemicals, biological agents, or radiological threats.</p>				
PWS 5.2.1.8 Physical Security: Executive Protection	<p>In total, or as modified by the Center task order:</p> <p>Provide executive protection for NASA designated personnel.</p>				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.1.9 Physical Security: Electronic Security Systems	In total, or as modified by the Center task order: Install and maintain electronic security systems (ESS). 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 2810.1A.				
PWS 5.2.1.10 Physical Security: Locksmith	In total, or as modified by the Center task order: 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.				
PWS 5.2.1.11 Physical Security: ID Management	In total, or as modified by the Center task order: Manage and operate systems used to identify and badge employees, contractors, and visitors at designated NASA facilities to issue and record the issuance of badges, vehicle decals, and other facility access credentials. Adhere to the requirements of Homeland Security Presidential Directive 12, and applicable NASA regulations. Recover ID credentials from personnel upon termination of employment or as directed.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.1.12 Physical Security: Emergency Response Team	<p>In total, or as modified by the Center task order:</p> <p>Provide a team of security police officers who meet the enhanced physical standards for specialized teams found in NASA NPR 1620.2.</p> <p>Shall be trained in hostage and victim rescue, special tactics and planning, and the use of specialized equipment, firearms and other weapons.</p> <p>Shall be capable of an immediate on-site response to effectively and safely resolve a variety of critical security incidents including, but not limited to, workplace violence, active shooter, hostage situation, and terrorist aggression.</p> <p>Shall develop detailed plans for operations in critical/hazardous and public facilities.</p> <p>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.</p>				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.1.13 Physical Security: Dispatchers	<p>In total, or as modified by the Center task order:</p> <p>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.</p> <p>Dispatcher may be required to monitor an air space surveillance radar system to identify and report on suspected incursions into NASA restricted air space.</p> <p>Track and record all incidents.</p> <p>Maintain and update existing written procedures for equipment operation as well as response to routine and emergency events.</p> <p>Provide emergency response elements with updated information vital to decision making.</p> <p>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.</p> <p>Meet all requirements and standards of this paragraph.</p>				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.2.1 Security Records Management System	In total, or as modified by the Center task order: Maintain and operate the following systems of records: Pre-employment screenings, excluding civil servants Internal access control records National Security clearance records 5 USC (re: Position Risk Designations) and HSPD 12 related records Other records as required by specific TO.				
PWS 5.2.2.2 Personnel Security: International Visits Coordinator (IVC)	In total, or as modified by the Center task order: Process foreign national, foreign representatives, dignitaries and guests according to current NASA NPR 1371.2 and NPR 1600.1 policies. Fabricate and issue temporary passes, picture badges/credentials, area permits and temporary area authorizations as well as necessary technology control plans.				
PWS 5.2.2.3 Personnel Security: Personnel Security System Administration	In total, or as modified by the Center task order: Continuously update NASA databases containing background investigation and security clearance information.				
PWS 5.2.2.8 Personnel Security: Records Checks	In total, or as modified by the Center task order: Conduct law enforcement records checks to collect criminal and security information.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.2.10 Personnel Security: Fingerprinting	In total, or as modified by the Center task order: Process electronic fingerprints and associated data inputs for Center access and Security Background Investigations and support potential biometric solutions.				
PWS 5.2.3.4 Personnel Security: Document Destruction	In total, or as modified by the Center task order: Provide personnel, tools and equipment required for the proper destruction of documents and media of various classification levels, from unclassified through the TS/SCI level.				
PWS 5.2.3.6 Personnel Security: Classification Management	In total, or as modified by the Center task order: Identify CNSI, either obtained or created by NASA and its various contractors, that requires protection; the type protection required; and duration of protection. 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.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.3.7 Personnel Security: Sensitive But Unclassified (SBU), For Official Use Only (FOUO), Administratively Controlled Information (ACI), and Successor Terminology	In total, or as modified by the Center task order: Comply with the Computer Security Act of 1987, Public Law 100-235 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.				
PWS 5.2.4.1 Law Enforcement: Criminal Investigation	In total, or as modified by the Center task order: Provide in-depth fact finding capability using the disciplined, logical, and intuitive tools of the investigative arts, including interviewing, interrogation, documents analysis, and a through understanding of State and Federal rules of criminal procedure, to identify offenders, acquire and control evidence, and document activities.				
PWS 5.2.4.2 Law Enforcement: Patrol Operations	In total, or as modified by the Center task order: Provide crime detection and prevention, make arrests, respond to emergencies and provide roadway and parking area safety through the application of directed enforcement techniques using observation and technical means to detect and cite violators. Utilize "in-car" audio and video systems.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.4.4 Law Enforcement: Canine (K-9) Narcotics/ Explosive/Patrol	In total, or as modified by the Center task order: Provide training, nationally recognized certification, maintenance, care, and control of canine resources capable of providing indications of the presence of contraband (passive alert), such as narcotics or explosives, and or to perform security and law enforcement patrolling as an adjunct to an armed security police officer.				
PWS 5.2.4.7 Law Enforcement: Evidence Collection & Storage	In total, or as modified by the Center task order: Identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody. 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.				
PWS 5.2.4.11 Law Enforcement: Crime Scene Protection	In total, or as modified by the Center task order: Respond to and protect the physical area associated with criminal activity likely to provide valuable information to the investigative process. Guard and maintain the legal and physical integrity of evidence from destruction, tampering, or loss.				
PWS 5.2.5.2 Special Programs: Foreign travel briefin	In total, or as modified by the Center task order: The contractor shall provide foreign travel briefings to NASA personnel as outlined in NPR-1600.1 paragraph 8.9.3.9.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.2.5.3 Special Programs: Special Access Program (SAP) and Sensitive Compartment Information (SCI) Operations	In total, or as modified by the Center task order: Provide support services to NASA'S special access and sensitive compartment information programs, which is governed by NPR-1600.1.				
PWS 5.2.5.6 Special Programs: Communications Security (COMSEC)	In total, or as modified by the Center task order: Provide COMSEC support services, which support unclassified, collateral, SAP, and SCI facilities and programs with global capability.				
PWS 5.3. Emergency Management	In total, or as modified by the Center task order: Provide and maintain an effective emergency management program that complies with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, NIMS, and applicable Homeland Security Presidential Directives. Develop, maintain, and implement a CEMP that complies with NIMS. Operate an Emergency Operations Center (EOC) with management and support staff. Maintain and operate a Mobile Command Vehicle with related emergency response equipment if required. Provide short and long term COOP planning and operations Coordinate TT&E activities using a multi-year planning strategy.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.4.1 Export Control Program	In total, or as modified by the Center task order: Provide on-site support as well as access to corporate resources for US export control laws and regulations, information management, subject matter expertise, training, information technology, Code of Federal Regulations knowledge; where applicable aerospace and aerospace related functions, NASA Export Control Program and Policy, and knowledge of scientific and engineering disciplines.				
PWS 5.4.2 Export Analysis and Research	In total, or as modified by the Center task order: Conduct analyses and research in a variety of disciplines to formulate recommendations associated with Export Control				
PWS 5.4.3 Export Control Training	In total, or as modified by the Center task order: Provide support in the development and maintenance of export control training materials and products. Conduct surveys and prepare reports on the status of civil service training including metrics of required training.				
PWS 5.4.4 Program Policy	In total, or as modified by the Center task order: Assist in the development of policy by exploring options, conducting studies, recommending strategies, and assisting in implementations.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.4.5 Program Management Support	<p>In total, or as modified by the Center task order:</p> <p>Identify and assist the development of program/projects plans for exporting including metrics of exported items.</p> <p>Track action items and resolve anomalies as required and provide coordination with appropriate U.S. Government and industry representatives.</p>				
PWS 5.5 Unclassified Information Assurance	<p>In total, or as modified by the Center task order:</p> <p>Support the NASA Unclassified IA Program to manage information risk through the development of IA policy, strategy, tools, verification, and validation of information categorization, tracking monitoring and IA compliance oversight.</p>				
PWS 5.5.1.3 Information Assurance Functions and Services	<p>In total, or as modified by the Center task order:</p> <p>Supports the verification of FIPS IT System Categorization by developing a verification methodology that validates NASA information is being categorized correctly; and developing processes, standards and methods to validate consistent compliance across NASA.</p>				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.5.2 Identification, Handling and Marking of SBU Information	In total, or as modified by the Center task order: Develop and recommend requirements for the protection of specific categories of SBU information. Provide technical assistance in the development of SBU classification guidelines in support of NASA programs and projects. Develop SBU education and awareness.				
5.5.3 Verification of NASA Unclassified IT System Security Certification and Accreditation Program	In total, or as modified by the Center task order: Develop an independent validation process to assess the effectiveness of the NASA Unclassified IT System Security Certification and Accreditation Program.				
PWS 5.6.1.3 Training Requirements Mandatory Skill and Performance Levels - Responsibilities	In total, or as modified by the Center task order: Maintain training and certification records in an electronic data base, and available for inspection				
PWS 5.6.2 Local And State Education Requirements	In total, or as modified by the Center task order: Complete local and state educational requirements and obtain licenses or certifications when required by NASA.				
PWS 5.6.3 Firearms Training, Range Operations and Maintenance	In total, or as modified by the Center task order: Conduct firearms range operations as may be necessary to maintain the required qualification and proficiency of the workforce, and support of other training requirements. Ensure the safety of range operations and conduct lead monitoring and other operational or safety reviews.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.6.4.3 External Training: Required Security Education, Briefings and Orientations	In total, or as modified by the Center task order: Provide security education, annual and periodic security briefings to both internal and external personnel. Provide security education support or administration, briefing, training media, for external programs for which they administer. Conduct crime prevention training for the general NASA population.				
PWS 5.6.4.4 External Training: Export Control Training	In total, or as modified by the Center task order: Conduct export control training for specified personnel as established in Center Task Orders. Training may include but is not limited to program requirements and administration, technology control or related topics.				
PWS 5.6.4.5 External Training: Fire Safety Training	In total, or as modified by the Center task order: Conduct a fire safety and fire safety awareness program for the general population.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.6.4.6 External Training: Emergency Management Training	In total, or as modified by the Center task order: 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. Conduct or support comprehensive drills, tests and exercises. Support efforts associated with the Continuity of Operations Plan (COOP), to include significant support of COOP drills and exercises. Prepare comprehensive plans and procedures as defined in Task Orders.				
PWS 5.6.4.7 External Training: Identity Theft Training	In total, or as modified by the Center task order: Conduct security awareness training for all NASA personnel on an annual basis.				
PWS 5.6.4.8 External Training: Wildlife Safety Training	In total, or as modified by the Center task order: Conduct wildlife safety briefings.				
PWS 5.6.4.9 External Training: Preconstruction Briefings	In total, or as modified by the Center task order: Periodically participate in preconstruction briefings to educate personnel concerning security and fire prevention requirements prior to initiation of construction which may pose a risk to personnel. Expanded requirements are provided in Center Task Orders.				
PWS 5.6.5.1 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Manage staff, equip, and operate the NASA Federal Law Enforcement Training Academy.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.6.5.2 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Provide sufficient training opportunities through course design, scheduling, and training staff, to deliver core required security training courses.				
PWS 5.6.5.2 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Provide required refresher and in-service training to all armed contractor officers, managers, and NASA Special Agents.				
PWS 5.6.5.3 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Provide a certification program for NFLET instructors who may be assigned to other Centers or be assigned to the NFLET Academy itself.				
PWS 5.6.5.4 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Maintain and periodically recommend updates to training curricula in accordance with the Commission on Accreditation for Law Enforcement Agencies (CALEA). (www.calea.org) and Federal Law Enforcement Training Center (FLETC) standards.				
PWS 5.6.5.5 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Maintain student records and instructor certifications.				
PWS 5.6.5.6 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Deliver training classes or develop training plans for other security disciplines as necessary including defensive tactics, the use of various forms of intermediate weapons, and other specialized equipment.				

Performance Requirements Summary Maximum Allowable Defect Rate (MADR)					
Required Service	Performance Standard	MADR Defects Within The Evaluation Period	Method of Surveillance	TOM Derived Percent Penalty	Deduction Amount in Dollars
PWS 5.6.5.7 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Provide training opportunities to facilitate delivery of CALEA certified training courses to other Federal law enforcement officers and federally contracted security officers on a reimbursable basis.				
PWS 5.6.5.8 NASA Federal Law Enforcement Training Academy (NFLET)	In total, or as modified by the Center task order: Operate the NFLET Academy under the auspices of an assigned NASA Special Agent.				