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**NASA PROTECTIVE SERVICES CONTRACT****LANGLEY RESEARCH CENTER****TASK ORDER****Table of Contents****NPSC-TO-LaRC – ATTACHMENT A – PERFORMANCE WORK STATEMENT (PWS)**

- 1.0 Purpose (See NPSC Performance Work Statement Section 1)
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- 5.0 Protective Services

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

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

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

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

**NPSC-TO-LaRC – ATTACHMENT F – ADDITIONAL REQUIREMENTS - FIRE AUDITS**

**5.0 Protective Services**

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.

5.0.1. Planned and Unplanned Events

5.0.1.1. Planned Special Events

- A. The contractor shall provide protective services for anticipated special events such as Launch Operations, Center Open House, Safety Day, Employee Picnics, Recreational Events and other planned but infrequent activities specified within individual task orders requiring increased effort and additional personnel above that required for normal daily operations. The contractor shall be required to provide timely and responsive support for such events. Planned special events shall not necessitate modification to or issuance of an additional task order and shall be considered to be within the scope of the priced task order.

5.0.1.2. Unplanned Events

- A. The contractor shall provide protective services for unplanned events such as plane crashes or hazmat spills, and other events specified within individual task orders. The contractor shall be required to provide timely and responsive support for such events. Unplanned events that do not exceed dollar thresholds established under individual task orders 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 within individual task orders shall be subject to adjustment with the amendment of the existing task order or issuance of a separate task order.
- B. Task Order Adjustment Formula - Protective services required to support unplanned events which exceed dollar thresholds as outlined under individual Task orders shall be subject to adjustment based on the following formula. Within an invoice billing period, any single unplanned event which exceeds (\$200); or all unplanned events not exceeding (\$200) but cumulatively totaling over (\$1,000) will be subject to adjustment with the amendment of the existing task order or issuance of a separate task order.

At LaRC, the specific event formula above will be used. Unplanned events will not exceed the limits identified on a per month basis regardless of the billing period.

**5.1 Fire Services**

5.1.1 NASA Safety Standard for Fire Protection

- 5.1.1.1 The contractor shall provide a professionally managed, comprehensive fire protection program that complies with the NASA-STD-8719.11, NASA Safety

Standard for Fire Protection, LPR 1710.11 Fire Protection Program, 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 for fire protection using a Fire Protection Record and Audit Tracking System, 25, and a Fire Protection Survey and Compliance Data Base depending on the situation

5.1.2 Scope: Not Required at LaRC

5.1.2.1 The contractor shall provide (1) fire operations and firefighting, and (2) fire prevention inspection and fire protection engineering services at the locations.

At LaRC, the contractor shall provide fire protection program services to include (1) fire prevention inspection, (2) fire engineering services at LaRC (3) fire extinguisher inspection testing and maintenance (IT&M) (3) fire technical support for the Emergency Alarm Response System and its sub systems (EARS).

A. Not Required at LaRC.

B. At locations where flight is a mission focus, firefighters must be trained in flight crew rescue and Aircraft Rescue and Firefighting (ARFF) tactics for aerospace vehicles.

At LaRC, the Contractor's Fire Protection Engineer must be trained with experience in emergency response with training in flight crew rescue & Aircraft Rescue, Firefighting tactics for structural fires, chemical storage fire, gas storage fires, transportation vehicles, rural and urban interface firefighting, as well as hazardous material spills, confined space rescue, and technical rescue. The contractor shall provide and individual ready available to respond immediately to the scene of an emergency on twenty-four (24) hours a day in situations when the NASA LaRC Fire Chief state he is unavailable to immediately respond to the emergency.

5.1.2.2 The management of the fire services program shall be focused on the provisions of quality-driven, customer-oriented services. Activities include: emergency response and standbys; aircraft and facility pre-fire planning; fire inspection, fire permitting (Burn/POL); fire prevention education; inspection and maintenance of fire extinguishers; fire protection engineering in support of 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.

5.1.2.3 Mutual And Automatic Aid Programs: Not Required at LaRC

5.1.2.4 Standardized Uniforms: Not Required at LaRC

5.1.2.5 Incident Management System

At LaRC the Senior Fire Officer on scene shall be the Incident Commander under NIMS for all emergency responses except those where violence, show of force or weaponry are required. Primary examples of these emergencies would be a hostage situation, workplace violence, or civil disturbance. In this case the senior security officer on scene shall perform as Incident Commander.

The City of Hampton fire officer or the NASA Fire Chief shall manage all emergency operations using the National Incident Management System (NIMS), NFPA 1561, Emergency Services Incident Management System and NFPA 1710, Organization and Deployment of Fire Services. Personal Accountability on the incident scene shall be a priority consideration by the fire department's Incident Commander and shall be managed in compliance with NFPA 1500, Fire Department Occupational, Safety and Health Program.

At LaRC, the Contractor's Fire Protection Engineer may be called on to act as the NASA Deputy Chief; in that role the fire Protection Engineer shall have all the training and experience to perform the above requirements.

#### 5.1.2.6 Fire Prevention Inspection Program

- A. The Fire Prevention Inspection program shall, through scheduled inspections, continually assess the fire-safe posture of the Center or Component Facility based upon NFPA 1, Uniform Fire Code, and applicable NASA guidance as addressed throughout this PWS, and state standards and requirements. This program shall identify hazards and include the authority to immediately correct imminent danger situations to prevent any emergency.

At LaRC, the contractor shall resolve issues involving the identification of fire hazards with the customers involved. Issues that cannot be resolved by the contractor shall be brought to the attention of the NASA/LaRC Authority Having Jurisdiction (AHJ) for resolution.

At LaRC, the Contractor shall perform fire and life safety audits of the facilities listed in Attachment F. LaRC Fire Audits, of this TO and additional facilities as directed by the LaRC Fire Chief.

Audits shall comply with Langley Policy Guidance (LAPG) and Langley Policy Directives (LAPD), NASA STD-8719.11, OSHA regulations, and National Fire Protection Association (NFPA) standards.

At LaRC, the Contractor shall utilize and complete the SFAO fire and life safety audit checklist, and enter the results into the OSMA ATS within 5 working days of the completion of the audit as required in NPSC DRD, Fire Protection Program Plan.

At LaRC, the Contractor shall track audit discrepancies to resolution. Audits shall be scheduled through the Facility Safety Head (FSH) and/or Facility Coordinator (FC).

#### 5.1.2.7 Fire Inspection Documentation

- A. All inspections shall be documented, with follow-up and closure activities, to ensure that deficiencies are corrected. The fire prevention unit shall test, inspect, and ensure the maintenance of fire extinguishers at the Center or Component

Facility, according to the NFPA inspection frequency requirements. As part of its public fire and safety education programs the fire department shall provide periodic publications, e.g. quarterly, or semi-annually, focused on fire prevention and safety.

At LaRC, the Fire inspections shall be put in a fire audit system, all extinguisher IT&M data shall be put in Fire extinguisher data base, and any issue with fire protection detection or suppression systems shall be entered in a compliance type data base.

5.1.3 Fire Operations and Firefighting: Not Required at LaRC

5.1.3.1 Emergency Medical Services Paramedic/Emergency Medical Technician: Not Required at LaRC

5.1.3.2 Fire Stations: Not Required at LaRC

5.1.3.3 Fire Equipment and Services: Not Required at LaRC

5.1.3.4 Response and Standbys

At LaRC, the contractor shall provide an individual readily available to respond immediately to the scene of an emergency twenty-four (24) hours a day in situations when the LaRC Fire Chief is unable to immediately respond to the emergency. Examples would be if the Fire Chief were on annual leave or official travel. This individual shall also serve as the LaRC Deputy Fire Chief.

At LaRC, the contractor shall provide an employee with experience in emergency response to act as the LaRC Fire Chief during emergency responses, who, in conjunction with other NASA and City of Hampton Fire Department personnel, shall provide assistance to alleviate the emergency in an efficient manner. The contractor shall coordinate with these and other mutual aid forces, as necessary

5.1.3.5 Aircraft Rescue and Firefighting (ARFF)/Flight Crew Rescue: Not Required at LaRC

5.1.3.6 Tactical Rescue: Not Required at LaRC

5.1.3.7 Protective Clothing: Not Required at LaRC

5.1.3.8 Fire Department Training: Not Required at LaRC

5.1.3.9 Hazardous Material Emergency Response Support : Not Required at LaRC

5.1.3.10 Immediately Dangerous to Life or Health Rescue Program: Not Required at LaRC

5.1.4 Fire Prevention Inspections And Fire Engineering

5.1.4.1 Not Required at LaRC

5.1.4.2 Not Required at LaRC

5.1.4.3 Not Required at LaRC

5.1.4.4 Not Required at LaRC

5.1.4.5 Fire Prevention Inspection and Fire Protection Engineering Program

At LaRC, the contractor shall develop and maintain a Fire Prevention and Fire Engineering program that complies with NASA-STD-8719.11, NASA Safety Standard for Fire Protection and the NFPA as outlined in LPR 1710.11 LaRC Fire Protection Program.

At LaRC, the contractor shall participate in facility or operational reviews as required by the mission and documented in written procedures.

At LaRC, the contractor shall identify all reportable fire discrepancies and track these until closure. These discrepancies shall be documented in a fire protection comment record and as required shall be entered into a fire audit tracking system or a fire survey data base system.

At LaRC, the contractor shall coordinate reviews, surveys, operation reviews and discrepancy closure with the other contractors.

A. Inspections

At LaRC, Inspections are performed by the City of Hampton Fire Department. The contractor's Fire Protection Engineer and fire technicians shall work with the City of Hampton Fire Department on issues that arise during inspections.

- i. The contractor shall support City of Hampton Fire fighters with onsite inspections by insuring pre-fire plans are up-to-date, and ensuring pre-fire plans contain special hazards that are unique to a facility.
- ii. Onsite inspections by City of Hampton Fire fighters use the ATS check list to perform inspections. The contractor shall help fire fighters identify fire hazards and discrepancies IAW the NASA-STD-8719.11, Safety Standard for Fire Protection & LPR 1710.11.
- iii. The contractor Fire Protection Engineer shall conduct training class for the fire fighters helping them to perform better inspections and to be more familiar with the hazard in various facilities.

B. Investigations

At LaRC, the Contactor shall support fire investigations when requested by the NASA LaRC Fire Chief or the Safety and Facility Assurance Branch (SFAB).

- i. The contractor is responsible for investigating all fires at each Center or their Component Facility per NFPA 921.

- ii. Persons assigned the responsibility of determining origin and cause shall be trained to NFPA 1033 with annual refresher training provided by independent parties or certified instructors.

At LaRC, the contractor shall administer the LaRC portable fire extinguisher program to ensure compliance with all aspects of NFPA 10, including management of the Government fire extinguisher data bases, maintaining signage, mounting, and ensuring extinguisher distribution is up-to-date, and maintaining all extinguishers in full compliance with applicable fire codes for use during emergencies. The Contractor shall provide training for the proper use of fire extinguishers upon request by employees (Civil Service and contractor).

- iii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher.

C. Permits

- i. Hot Work Permits are issued by the City of Hampton Fire department. The contractor shall support the fire fighters when a special circumstance arises that greater experts are needed by the fire department.
- ii. Burn permits shall be issued at the work site

D. Fire Extinguishers

- i. The contractor shall maintain, install, and inspect portable fire extinguishers for all facilities and areas where portable extinguishers are required, IAW NFPA 10.

At LaRC, the contractor shall administer the LaRC portable fire extinguisher program to ensure compliance with all aspects of NFPA 10, including management of the Government fire extinguisher data bases, maintaining signage, mounting, required stickers for extinguisher, and ensuring extinguisher distribution is up-to-date, and maintaining all extinguishers in full compliance with applicable fire codes for use during emergencies. Contractor is responsible for having extinguisher hydro tested and refilled as required.

- ii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher.

At LaRC, Fire extinguisher data, location and other important information shall be kept in the fire extinguisher data base, and the extinguisher locations marked on the maps in the pre-fire plans.

E. Fire Prevention Education

At LaRC, the City of Hampton Fire Department conducts annual fire evacuation drills.

At LaRC, the contractor shall upon request by a facility have a training class for the facility on maintaining good fire safety habits, recognizing and eliminating fire hazards, and reporting fire and/or emergency situations.

At LaRC, the Contractor shall maintain fire evacuation maps and emergency action plans shall be maintained for each facility. Changes, updates, and mounting of maps shall be

performed by the contractor. Changes and updates for the emergency actions plans shall be performed by the Contractor.

F. Pre-fire Planning

- i. The contractor shall conduct pre-fire planning on all facilities, high value structures, aircraft, and unique vehicles IAW NFPA 1620.

At LaRC, the pre fire plan shall include current facility layout, area plan, identification of the top five (5) hazardous chemicals and providing corresponding MSDS sheets, fire extinguisher locations, any additional hazards the fire department would need to know, and completion of an international fire service training association (IFSTA) pre-fire incident form.

These plans shall be updated annually and retained in file cabinet in the fire station Facility 1248.

G. Fire Protection Engineering

- i. The contractor shall develop and implement a Fire Protection Engineering Program.

At LaRC, the contractor shall develop and implement a Fire Protection Engineering Program IAW NASA-STD-8719.11 and LPR 1710.11

- 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 requirements.
- iii. The contractor shall report key activities to the Safety and Facility Assurance Office (SFAO).
- iv. The contractor shall send all fire protection reviews and comments to the NASA Fire Chief and AHJ before it is sent out to any external customer to the fire protection program.

At LaRC, the contractor shall interpret technical fire safety requirements for all types of mechanical systems including heating, air conditioning, ventilation, lighting and electrical systems. A Fire Protection Report shall be written for each action to document the interpretation and requirements.

At LaRC, 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 LaRC, the contractor shall perform fire protection engineering reviews for all LaRC facilities. These reviews shall use but not limited to the following codes and standards; NFPA International building Code, International Fire Code, International Mechanical Code, ANSI Standards, FM, STD 8719.11, LPR 1710.11, and UL listings.



At LaRC, the contractor shall perform fire protection engineering reviews of facility work orders, specifications for construction, drawing packages, and building modifications.

At LaRC, the contractor shall review and provide comments on acceptability and completeness of fire protection equipment specifications and drawings, for compliance with applicable Factory Mutual Data Sheets, requirements of the NFPA, the IBC, the requirements of NASA STD 8719.11, and LAPG 1710.11, "Langley Research Center Procedures and Guidelines Fire Protection Program."

At LaRC, the contractor shall establish a completion date for each review when assigned to the FPE. A review sheet shall be submitted to the LaRC Fire Chief at the completion of each review.

At LaRC, the review sheet shall include, but not be limited to, the date the review was requested by the LaRC Fire Chief, review completion date, brief description of the review task, and the results of the review.

The results shall summarize the findings of the review and include a listing of non-compliances and/or discrepancies.

At LaRC, the contractor shall identify and provide viable solutions to non-compliances discovered during the review process to the LaRC Fire Chief and NASA LaRC project engineers.

At LaRC, the contractor shall include a summary of the major reviews/consultations performed by the Contractor in the Quarterly SFAO report.

At LaRC, all fire detection systems, fire suppression systems, fire hydrants, and fire pumps IT&M data is recorded in a fire compliance system. The Contractor shall be responsible to maintain the fire report, audit, and survey data base, print out reports, and help the other users with problems with the software and data retrieval. The contractor shall modify the checklists and equipment data to keep the data base current with what is actually in the field

At LaRC, the contractor shall maintain, repair, upgrade (hardware & software), and test the EARS systems located in the NASA LaRC Dispatch Office (BLDG 1248) and the EOC (BLDG 1248). The personnel shall be on call 24/7 to keep these critical systems operational 24/7.

At LaRC, the contractor shall provide expertise to support the maintenance, emergency troubleshooting, and repair of LaRC fire protection, detection, and suppression; life safety; and emergency communications systems.

At LaRC, the contractor shall support the LaRC Fire Protection, detection system, suppression systems, Life Safety, and Emergency Communications Systems by being knowledgeable and trained in the IT&M of Notifier® Uninet system, Notifier® communication system, Notifier® panels, devices, modules and other related equipment

At LaRC, the contractor shall administer the emergency communications system residing in Building 1248, including, but not limited to creating, managing, and updating various

Notifier® and Motorola database, maintaining and administering several types of emergency communication hardware and software (such as Motorola paging system, Motorola radio system, satellite phone, internet & TV systems). The procurement of emergency telecommunications services and communications hardware and software for use by emergency response personnel, and the periodic updating of same based on the demand and technological advances. The Contractor shall be responsible for ensuring emergency communications are fully operational and that prompt action is taken to address operational problems as they arise.

At LaRC, the contractor shall administer the Areas of Rescue Assistance Program being created in various facilities and develop and install emergency egress route signs, including procurement and placement of signage and signaling devices, and conducting periodic inspections to assure full compliance with the Life Safety Code and NASA regulations and policies.

At LaRC, the contractor shall provide management and oversight of various LaRC security systems in the Emergency Dispatch Office located in Room 121 of Building 1248. The Contractors responsibilities include, but are not limited to procurement and installation of hardware and software associated with referenced systems, the periodic updating of same based on direction from the LaRC Fire Chief, incorporation of technological advances, and to ensure that prompt action is taken to address operational problems as they arise.

At LaRC, the contractor shall provide management and oversight of the installation of fire detection & alarm systems, fire suppression systems and equipment, and other essential safety equipment such as gas detection systems. These systems may be installed or maintain by other contractors but this contractor shall have the resident experts in the systems at LaRC

At LaRC, the contractor shall provide management and oversight of the procurement, installation, and operation of equipment critical to the function of the LaRC Fire Protection Program, including procurement and installation of equipment for the Emergency Operations Center (EOC) and Emergency Dispatch Office (PSCC), procurement and installation of specialized equipment for response to incidents involving weapons of mass destruction (WMD), hazardous material incidents, confined space rescue, trench rescue, and high-angle rescue.

## **5.2 Security Services**

### **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.

At LaRC, such support will not include Space Launch Systems, Payload Systems, or Command and Control Systems.

- C. The contractor shall evaluate and report on installation protection needs and requirements based on the current threat.

At LaRC, the contractor shall integrate perimeter protection, physical protection assets and security response into a cohesive Center Security/Patrol Distribution Plan, which includes the strategic goals of Prevention, Detection, and Resolution (PDR). The LaRC standard of a five (5) minute response time, to “deliberately respond” to two (2) simultaneous incidents, shall control the contractor’s strategic planning.

At LaRC, deliberate response is determined by the arrival, on the scene of an in-progress incident, of two (2) ordinarily equipped patrol units with the training and supervision to manage, contain, or intervene as necessary, to protect NASA personnel, property, and information. Supervision may be remotely coordinated across phone or radio communication.

#### 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.

At LaRC, the contractor shall schedule and conduct three (3) physical security inspections, biennially, including risk assessments of Mission Essential Infrastructure (MEI) facilities as specified by the Chief of Center Security (CCS) or TOM. Additionally, the contractor shall schedule and conduct one (1) annual (yearly) installation vulnerability assessment to address the state of Center physical security and make recommendations for improvement. Additional physical security inspections, audits, or surveys may be requested for other facilities as required by the CCS. These services will be obtained under a separate IDIQ Task Order.

#### 5.2.1.3 Physical Security Support

- A. Not Required at LaRC.
- 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 LaRC, the contractor shall perform an annual review of specified facility security measures and make recommendations as required by the CCS. These services will be obtained under a separate IDIQ Task Order.

#### 5.2.1.4 Access Control Program

- A. The contractor shall manage and operate the physical, mechanical and electronic/IT systems used to control access to installations, areas, and facilities. This may include but is not limited to walls, fences, gates, doors, electronic and mechanical locks, turnstiles, and bollards.

At LaRC, the contractor shall operate and maintain a LENEL® Access Control System (ACS) system. The work requirements and responsibilities are predicated upon maintaining approximately 45 ACS facilities and 4 workstations. Replacement parts will be supplied as GFE by the Government or under terms of the system warranty. Requirements for operating and maintaining the ACS will be IAW the manufactures' guidance, requirements, and specifications. (See Protective Services Communication Center)

At LaRC, the contractor's Regional System Administrator shall:

Be LENEL® certified to the Master Level. Training shall include LENEL® courses: CR 1000, 2000, 3000, 4000, 5000 and 7000

Provide hands on support and operational training, as required, for B&PO, access control and dispatcher roles

Provide emergency regional administrative capability as requested by Master Administrator for Enterprise System

Successfully complete Background Check per NASA regulations.

Obtain an Internal LENEL® account from Master Administrator on the CBAC/EPAC to:

Assist Master (Marshal SFC) administrator as requested  
Log onto and monitor Lenel® Dispatch workstation  
Configure changes to panels as required  
Create a NASA ID badge should local domain fail

The system administrator shall have all the privileges of the Hardware Administrator, Badging Operator and Access Control, and Dispatcher roles plus the following privileges:

Users, Directories, Certification Authorities  
View Directories  
View Certification Authorities  
Modify Users at their Region  
Link User Accounts to Windows Logon Accounts  
Access Control  
Delete Access Levels  
Add, and Modify Segments  
Delete Monitor Zones

Add, Modify, Delete Global Output Devices  
Delete EOL tables  
View Card Formats  
System Options  
Archive Transactions  
Restore Transactions (Restore Archive)  
Add and Modify Reports

LaRC Center Premise Equipment (CPE) Manager Responsibilities:

Provide hands on support and operational training, as required, for B&PO, access control and dispatcher roles

Provide emergency regional administrative capability as requested by Master Administrator for Enterprise System

Successfully complete Background Check per NASA regulations.

Manages and configures/loads all CPE devices; i.e., Workstations, Lenel® panels, and readers

Configures the access levels, time zones, holidays, local and global hardware linkages

Updates and keeps current ACS database

Creates and modifies custom alarm configurations and other Lenel® software configurations required at their Center's region

Troubleshoot Regional CPE software configurations

Interfaces with hardware installers in problem resolution

Assists in troubleshooting problems that involve both Region managed and Enterprise managed components; i.e., trouble between Alarm Monitoring and the Communications Server

Scheduler  
Add, Modify and Delete Scheduler items  
Action Group Library  
Delete Action Group Library Items  
Area APB, Mustering  
Move Badge, Manually Start and Reset Mode  
Additional Data Sources  
Cardholder  
Link Accounts

At LaRC, the contractor's Hardware Maintenance Administrator:

Provide hands on support and operational training, as required, for B&PO, access control and dispatcher roles.

Provide emergency regional administrative capability as requested by Master Administrator for Enterprise System.

Successfully complete Background Check per NASA regulations.

Responsible for entering, updating and deleting most all the access control hardware and settings including creating access levels. Very limited view permissions to cardholder data with no edit permissions on cardholder data. Gold Certified CR 1000, 2000, and 3000.

Other LaRC Criteria:

Install ACS systems as required. The charges for installation of new systems, including equipment, will be negotiated as needed.

Provide trouble analysis and repair for failed individual ACS units within 24 hours of reported failure by NASA during normal working hours. Replacement costs for failed units, sensors, magnetic switches, etc, shall be the responsibility of NASA after expiration of any warranty periods.

Provide 4-hour response for catastrophic failure of the LENEL® system from the time of notification by NASA. Four-hour responses for other types of failures shall be an available option, when requested by NASA, but shall not be included in this TO. Fee structure and amounts will be negotiated separately.

At LaRC, the contractor shall provide user level support to the Center Lenel® access ACS. Perform computer user level attendance to acknowledge and clear notifications. Lock and unlock doors as required by operating procedures. Understand and report of system malfunctions to obtain higher-level support in cases of system outage.

At LaRC, the contractor shall provide user level support to the Center bollard vehicle barrier protection systems located on the Center at the Main Gate and the Wythe Creek Gate. Perform user level attendance to acknowledge and clear notifications.

At LaRC, the contractor shall lock and unlock doors as required by operating procedures. Respond to lock/unlock requests within fifteen (15) minutes. (Emergency situations or operational requirements may delay the services). Issue and recover mechanical keys. Issue, account for, track, inventory and monitor master keys, sub-master keys, building master keys, office keys, padlocks and all keycards, ensuring their timely return (See Locksmith.)

At LaRC, the contractor shall operate a security bollard system located at the Main Gate, and Wythe Creek Gate to restrict access to LaRC. The bollard system will be tested, and maintained by the contractor IAW the testing and maintenance protocols established in Attachment F of this Task Order.

#### 5.2.1.5 Uniformed Operations

- A. The contractor shall provide armed 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, 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 LaRC, the contractor shall control access to LaRC and its facilities by assuring positive identification through verification of NASA/LaRC-issued or other authorized identification media. Each Security Police Officer assigned to fixed posts or roving patrols shall maintain capability of communications with the Protective Services Communication Center (PSCC), recognize and check for various identification, and complete all required reports, forms, and other required documentation, IAW established and approved orders and procedures, for submission to supervisory personnel at the end of each duty cycle. Package and parcel inspection will not include the operation of X-ray equipment at the Center Mail Room.

At LaRC, the contractor shall as directed by the TOM, Center Chief of Security (CCS), or other authorized NASA Special Agent, conduct inspections of hand-carried items (e.g., briefcases, purses, packages, etc.) upon entry to or exit from the Center or specific location, area, building or facility. Such activities, Random Inspections, will be preformed in lieu of routine patrol activities using on duty assets unless otherwise directed.

At LaRC, the contractor shall conduct roving patrols of the LaRC at various times so as to avoid patterns of predictable behavior (PPB). A roving patrol's primary function is to participate as a physical protection assets and security and law enforcement response to fulfilling the goals of prevention, detection, and resolution of incidents affecting the security of NASA personnel, property and information. In maintaining a secure environment, e.g. to prevent/detect/respond to break-ins, vandalism perimeter fence breaches, criminal conduct, and security violations, etc. the contractor will establish patrol levels during normal day shift duty hours Monday through Friday (M-F), and during any proposed 2nd and 3rd shifts M-F. Further, the contractor shall establish patrol levels and conduct roving patrols on Saturday through Sunday, and all federally observed holidays, in keeping with the afore stated Center Security Plan.

At LaRC, the contractor shall conduct and report on perimeter fence line roving patrols at various times so as to avoid PPB and with a frequency that will detect, deter, and respond to cross-perimeter trespassing. The perimeter fence includes that portion of exterior fencing located on NASA Road, Langley Blvd., Commander Shepherd Blvd; Wythe Road passed Wythe Creek gate, the Back River area adjacent to the Landing Loads test area. And, that part of the perimeter bounded by Langley Air Force Base from the Back River to the area of the Hot Refuel Pad past building 1244.

At LaRC, the contractor shall protect security areas, within the established perimeter, against trespassing by conducting and reporting security area checks that avoid PPB. Security areas are determined in a tier level guide developed by the contractor with the approval of the CCS. As Center missions change these security areas change also. The contractor shall address these changes and reconfigure security areas checks to meet this dynamic operational requirement.

At LaRC, the contractor shall staff fixed and temporary posts as required during short-term operational missions using routine security and law enforcement assets/complement as directed by the TOM, the CCS, or other authorized NASA Special Agent.

At LaRC, the contractor shall escort personnel/visitors on the Center within specifically identified areas or facilities, as required during short-term operational missions from routine security/law enforcement assets/compliment as directed by the TOM, the CCS, or other authorized NASA Special Agent.

At LaRC, the contractor shall detain unauthorized or suspected persons for identification and/or investigative purposes pending a release to own re-cognizance or release to other appropriate law enforcement authorities based on guidance from the TOM, the CCS, or other authorized NASA Special Agent.

At LaRC, the contractor shall provide investigative support to conduct internal/special investigations as directed by the TOM. Additionally, incident reports and other traditional law enforcement reports will be provided, as detailed elsewhere in this task order.

At LaRC, the contractor shall staff a full time 24/7 Protective Services Communication Center with a 911 dispatcher.

At LaRC, the contractor shall prepare, review, distribute, and maintain such General Orders, Post Orders, and emergency and special orders for each security post and position as identified by the contractor, or as required by the TOM. The contractor shall draft, publish and obtain concurrence from the TOM for all security procedures, program security plans, building security plans, site security plans, contingency plans, and operational security plans. Additionally, the contractor shall prepare and maintain Standard Operating Procedures consistent with NASA guidance, but sufficiently adaptable to LaRC requirements. All SOPs shall be reviewed and have the written approval of the TOM as describe in NSPC DRD, Standard Operating Procedure.

At LaRC, the contractor shall obtain, track, and maintain necessary security equipment. Beyond that equipment identified as government furnished equipment (GFE,) the contractor shall be responsible for obtaining such equipment as is necessary for the full and complete execution of this task order.

At LaRC, the contractor shall, during routine activities throughout the Center, identify and make a report of hazardous conditions and items in need of repair that represent a safety concern, to include inoperative lights or lighting equipment, broken or slippery floors and walkways, unknown substance or chemical spills.



At LaRC, the contractor shall, during routine activities throughout the Center, identify and make a report of fire safety issues to include coffee pots left on, overheated or "smoking" equipment when detected during the normal course of patrol.

At LaRC, the contractor shall provide a written report of all security or security-related incidents, and preliminary investigations within 24-hours of the occurrence or of being reported, making immediate telephonic or other notifications, as appropriate and required by NPD, NPR, or SOP. A preliminary report shall be provided as soon as possible but not later than the beginning of the next day.

At LaRC, the contractor shall have on hand an up-to-date list in the PSCC of emergency contact telephone numbers, including the Security Office, Center Management, Center Emergency Operations personnel, and State, local and Federal law enforcement agencies and emergency personnel. In addition, the contractor shall maintain recall lists for designated LaRC civil servant and contractor personnel. Such lists shall be made and kept up-to-date by the responsible origination.

At LaRC, the contractor shall provide visitor control services at the Center Main gate during non-duty hours, also referred to as "after-hours access." The contractor shall provide approved LaRC badge assembly, issuance, and tracking accountability for after-hours access.

At LaRC, the contractor shall provide a central "Lost & Found," recording how/what/when/where was found, making a reasonable effort to identify and contact the owner, and holding and tracking items as appropriate IAW contractor established SOP.

At LaRC, the contractor shall use the appropriate protocols, with TOM concurrence, to fold, unfurl, hoist and lower, render appropriate honors toward, and protect the Center outdoor, public, National Flag from disgrace or dishonor. Only sworn uniformed security/police officers shall have the public honor of hoisting, lowering, folding, unfurling and raising the National Flag to Half Staff, or to Full Staff as directed, and as appropriate to the occasion. Additionally the contractor shall maintain all Center outdoor, public, State, and NASA flags.

At LaRC, the contractor shall respond to all identified incidents on Center, both routine and emergency, and act as incident command for all emergency incidents unless or until relieved by recognized LaRC authority. The contractor shall protect HAZMAT incident scenes until appropriate authority arrives, and then provide area access control until released by recognized LaRC authority. Protection of such scenes will utilize normally availed resources unless directed by the TOM to commit additional recourses IAW paragraph 5.0.2.2 above.

At LaRC, the contractor shall control access to incident scenes involving safety, fire, workplace violence, natural disaster or other emergencies as directed by the TOM, CCS, or other authorized NASA Special Agent. The contractor shall assume on site incident command unless relieved by the CCS or designee for those incidents under the control of the CCS as defined in the LaRC Emergency Plan. The contractor shall serve as the Security Office representative, providing necessary interface with the LAFB, the City of Hampton, NASA Fire Chief, the FBI, or other mutual aid forces to handle the emergency in an efficient manner until relieved by the TOM, CCS, or other authorized NASA Special Agent. The contractor has the authority and responsibility to identify and request the use of

any service, equipment, or assistance at LaRC that might be required to reduce the impact of an emergency. The contractor shall recommend to the CCS or a designee when the area may be declared cleared. The contractor shall coordinate and recommend security-related revisions to the LaRC Emergency Plan.

At LaRC, the contractor shall respond to all alarms in 5 minutes or less, with a force sufficient to control the perimeter of the area in alarm, consistent with the stated strategic PDR guidance.

Additionally, At LaRC, tests of alarm response will be performed on a monthly basis or as required by applicable regulations, such as Director of Central Intelligence Directive (DCID) 6-9.

#### 5.2.1.6 Explosive/Chemical

At LaRC, the contractor shall employ methods to detect the presence of explosive, or chemical agent threats to personnel and assets.

#### 5.2.1.7 Executive Protection: Not Required at LaRC

#### 5.2.1.8 Electronic Security Systems

- A. The contractor shall install and maintain electronic security systems (ESS) intrusion alarms, closed circuit television, access control, electronic locking devices, bollards and other security barriers, audio alarms, and mobile patrol closed circuit television.

At LaRC, the contractor shall manage and maintain the Infographic® Diamond II® Intrusion Detection System (IDS). Such responsibilities include the following requirements predicated upon maintaining approximately 120 remote Infographic® IDS units and three workstations. Requirements for operating and maintaining the IDS will be IAW the manufactures' guidance, requirements, and specifications.

Provide documentation that individuals maintaining/administering the Infographic® Diamond II® system are factory certified.

Provide hands on support and operational training, as required, for Infographic® Diamond II® (DII) to the Emergency Dispatcher and other IDS users.

Provide all System Administrator functions for the DII to include but not limited to work stations and end user terminals (Facility IDS).

Successfully complete Background Check per NASA regulations.

Perform Semiannual IDS testing for 30 systems.

The IDS shall be tested semiannually (every six months) to provide assurances that the IDS is in conformance with the requirements listed below:

Records of semiannual testing and test performance shall be provided by contractor and contain the minimum: testing dates, names of individuals performing the test, specific equipment tested, malfunctions detected, and corrective actions taken.

**Motion Detection Sensor Testing.** Test all motion detection sensors to ensure that the sensitivity is adjusted to detect an intruder who walking toward/across the sensor at a minimum of four consecutive steps at a rate of one step per second. That is, 30 inches  $\pm$  3 inches or 760 mm  $\pm$  80 mm per second. The four-step movement shall constitute a “trial.” An alarm shall be initiated in at least three out of every four such consecutive “trials” made moving progressively through the secured area. The test is to be conducted by taking a four-step trial, stopping for three to five seconds, taking a four-step trial, stopping for three to five seconds, repeating the process throughout the secure area. Whenever possible, the direction of the next trial is to be in a different direction.

**Balance Magnetic Switch (BMS) Testing.** All BMS shall be tested to ensure that an alarm signal initiates before the non-hinged side of the door opens beyond the thickness of the door from the seated position. That is, the sensor initiates after the door opens  $1\frac{3}{4}$  inch for a  $1\frac{3}{4}$  inch door.

**Tamper Testing.** Remove each IDS cover individually and ensure that there is an alarm indication on the monitoring panel in both the secure and access modes. Tamper detection devices need only be tested upon installation with the exception of the tamper detection on the PCU that is activated when it is opened. The CSA may require more frequent testing of tamper circuits.

**Manufacturer's Prescribed Testing.** All tests prescribed in manufacture's literature shall be conducted to assure that the system operates in accordance with manufacture's specifications and applicable requirements specified herein.

**Backup Battery Testing:** Test backup batteries to ensure they will provide a minimum of 24 hours operation should primary power be lost.

Replace all IDS backup batteries upon failure or every three (3) years whichever is sooner.

The contractor shall be responsible for installing additional IDS Systems. The installation of new systems, including equipment shall be procured under a separate IDIQ TO.

The contractor shall begin providing trouble analysis and repair for failed individual IDS units within 24 hours of reported failure by NASA. Replacement costs for failed units, sensors, magnetic switches, etc, shall be the responsibility of NASA.

Provide 4-hour response for catastrophic failure of the Infographic® system from the time of notification by NASA.

- 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 Security of Information Technology.

At LaRC, the contractor will be tasked to perform this work by the TOM or CCS with approval of the C.O. or through a Task Order.

#### 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 LaRC, the contractor shall provide locksmith services, including lock and key accountability, installations, maintenance, and upkeep of mechanical and electronic locks, master key system, security containers (safes), neutralizing “lockouts,” and malfunctions, with emergency “call-in” on a 24/7 basis. The contractor shall use computerized database of all keys, lock cores, safes, and mechanical and electronic locks will be maintained and available to the TOM.

At LaRC, all tools, and equipment needed by the locksmith for the performance of these duties shall be provided by the contractor with the exception of those machines and tools listed as government furnished equipment.

At LaRC, combinations shall be changed when first placed in service and then as needed whenever a person knowing the combination is transferred or terminated from employment or for some other reason that the person is no longer authorized access to the classified material stored in the equipment or area; also whenever it is probable that the combination may have been subjected to compromised as determined by the CCS or TOM; or whenever the security storage equipment or security area has been found unsecured and unattended when directed by the CCS or TOM.

#### 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 Central Badging and Access Control System (CBACS) to issue and record the issuance of badges, and other facility access credentials.

At LaRC, the contractor shall provide badging clerk services for the issuance of federal credentials, Center unique badging for LaRC, and visitor badging.

At LaRC, the contractor shall ensure its clerks are trained on the use of Agency enrollment machines for the issuance of badges to the permanent workforce.

At LaRC, the contractor shall ensure its clerks are trained on the Agency’s Lenel® CBACS system for issuance of visitor badges and LaRC unique badges.

At LaRC, the contractor shall ensure strict adherence to the agency’s implementation of HSPD12 and the constraints for the issuance of the federal credential.

At LaRC, the contractor shall provide ID management service, including issuing badge issuing, or declination, vehicle registration, or fingerprinting within 30 minutes of customer arrival at the Badge and Pass Office.

At LaRC, the contractor shall ensure its clerks assigned to process fingerprints are trained in processing fingerprints. Training levels shall support the technical and practical capability to process fingerprints using both automated and manual means and the skills necessary to ameliorate difficult fingerprinting challenges.

- B. The contractor shall adhere to the requirements of Homeland Security Presidential Directive 12 (HSPD-12), and implementing NASA regulations. The contractor shall manage the ID management databases which contain personally identifiable information (PII).

At LaRC, the hours of operation are Monday through Friday from 0630 to 1530, excluding federal holidays. Specifically, the contractor shall:

Serve as enrollment officials for the issuance of federal credentials to the permanent LaRC workforce as authorized by the LaRC PIV Authorizer.

Encode credentials authorized by the LaRC PIV Authorizer.

Issue credentials authorized by the LaRC PIV Authorizer.

Issue LaRC vehicle decals and provide data entry to LaRC designated database.

Issue LaRC unique badges authorized by the LaRC PIV Authorizer.

Issue visitor badges in accordance with established policy.

Deactivate credentials as authorized by the PIV Authorizer.

- C. The contractor shall recover ID credentials from personnel upon termination of employment or as directed by the TOM, CCS.

#### 5.2.1.11 Emergency Response Team: Not Required at LaRC

#### 5.2.1.12 Dispatchers – 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.
- 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. The Dispatchers shall meet the requirements of NFPA Standard 1061, Professional Qualifications for Public Safety Tele-communicator. Additionally, NFPA Standard 1221, Standard for the Installation, Maintenance, and Use of Emergency Services Communications shall be the guide for receiving, dispatching, and recording emergency communication.

At LaRC, the Contractor shall continually operate the PSCC. The PSCC contains emergency, non-emergency, and administrative phones, access control systems monitoring equipment, fire and security alarm systems monitoring equipment, Closed Circuit Television (CCTV) and web-based video monitoring and recording systems, computer controlled 2 way radio base stations with multi-net capabilities, and digital video recording and voice recording systems, and backup emergency power generation equipment. During an emergency the PSCC personnel may be required to take direction from the CCS, TOM or other authorized NASA Special Agent, Emergency Preparedness Officer, or the NASA Fire Chief.

At LaRC, the Contractor shall maintain and update, as required, written desk procedures for the proper operation of all equipment. Procedures shall be written and maintained which direct the appropriate responses to emergency and routine incidents.

At LaRC, the Contractor shall provide monitoring and surveillance of the government furnished equipment and systems in the PSCC for the purpose of dispatching emergency response personnel to Center emergencies.

At LaRC, the contractor shall operate the LaRC PSCC as the central control, communication, and dispatch center for all life threatening and non-life threatening emergencies (e.g. fire, rescue, and security), alarms, and non-emergency activities including Center weather advisories, routine patrol dispatch, and local first responder coordination. The dispatcher monitors and answers and uses multi-frequency radio, direct and indirect telephone communication during routine daily security, fire and medical operations, and during times of extreme emergency under high stress and the confusion of a multi-sensory dispatch center.

At LaRC, the PSCC dispatchers' areas of responsibility include the following dispatch functions and procedures:

Medical services dispatch, from information received via basic communication systems or upon direct request.

Fire services dispatch, from information received via basic communication systems or upon direct request.

Security, from information received via basic communication systems or upon direct request.

Local hazard alarm responses, from information received via basic communication systems or upon direct request.

Telephone and 911 call responses and dispatches, of medical, fire, security, or other Center emergency support and services. Operation of the 911 and emergency radio dispatch recording system.

Effective continuous communications on the multi-frequency computer controlled radio and paging systems.

#### Qualification, Certification, and Training:

At LaRC, the contractor shall provide trained and certified personnel to operate the PSCC. The Contractor shall staff and operate the PSCC twenty-four (24) hours a day, seven (7) days a week with sufficient resources to respond to emergency situations. Dispatchers receive, process, and properly respond to operational or emergency situations and to all access control or intrusion or fire alarms. They must operate the telephone communications system installed in the PSCC and maintain a log of all incoming/outgoing telephone and radio call list, document activities and ensure alarm systems are reset after each alarm has been resolved and cleared. Dispatchers must monitor all security/fire/safety radio transmissions to ensure proper radio procedures are use by everyone on the emergency radio net. Dispatchers must monitor the weather, notifying the NASA Emergency Preparedness Officer and the NASA Fire Chief upon receipt of severe weather warnings.

At LaRC, dispatchers shall be qualified to operate communications networks and other automated reporting systems for required services while maintaining continuous and direct communications with Hampton Fire Department, Langley Air Force Base Security Operations, and federal, state, and local emergency and law enforcement to ensure prompt and efficient response to incidents and emergency situations when jurisdictions external to the LaRC are involved.

At LaRC, PSCC dispatchers initiate and direct real time responses to routine operational or emergency situations. Dispatchers must monitor security and fire alarm panels; dispatch fire, security (roving patrols), medical personnel and other emergency response personnel as required in the performance of routine duties and during emergencies. Dispatcher shall dispatch appropriate response forces, "deliberate response," within 35 seconds after PSCC notification of an emergency situation (see 5.2.1.1.c.).

At LaRC, dispatchers shall provide response forces, specifically the On-Scene Commander, with updated information vital to decision making.

At LaRC, PSCC phones shall be answered within 15 seconds of initial ring under non-emergency conditions. Ensure complete audit trail of all security and emergency response actions. Logs, reports and forms shall be concise, accurate, legible, and submitted within two (2) business days of a request for information by the TOM, CCS, or other authorize NASA Special Agent.

At LaRC, dispatchers shall possess a current SECRET national security clearance to be assigned to or perform dispatcher duties.

At LaRC, the contractor shall provide sixteen (16) hours of refresher training annually.

At LaRC, dispatchers shall monitor all alarm notification annunciation systems and respond by dispatching appropriate response personnel within 35 seconds of receiving the alarm notification. Notify key NASA Emergency Response personnel of significant emergency incidents utilizing the existing personnel pager system and telephonically as required. Notify handicapped personnel of emergency situations via a Government provided paging system, via telephone or by dispatching Security Officers, as required.

At LaRC, dispatchers shall initiate emergency recall procedures as directed by the LaRC Emergency Preparedness Officer or his/her designee, Security Office, or NASA Fire Chief.

At LaRC, dispatchers shall maintain a log and/or incident reports (e.g., Dispatch Logs/Blotters) of PSCC activities in a computerized database. Record all responses to accidents, incidents, emergency situations, alarm activations and responses, and system outages that impact the systems monitored in the PSCC. Prepare a synopsis of significant events for delivery to the Security Office at the start of each duty day. Dispatch Logs/Blotters will document security officer patrol check-in times for facility checks and incidents.

Dispatchers shall coordinate and request repair services for failed PSCC monitoring and operations equipment.

Dispatchers shall receive, receipt for, and store classified material as required during non-standard duty hours and contact intended recipient by 9 a.m. local time the next business day.

Dispatchers shall review all emergency responses. Report and develop timelines of the emergency events, critique emergency responses, and identify performance improvement areas for the dispatchers and first responders.

Dispatcher shall maintain Emergency Dispatch Logs IAW the Privacy Act of 1974, and other applicable NASA/Federal regulations.

## 5.2.2 Personnel Security

### 5.2.2.1 Security Records Management Systems

At LaRC, the Contractor shall provide administrative clerk services to support the processing of background investigations to ensure currency and types of investigations are commensurate with risk for the entire LaRC workforce. Specifically, the contractor shall:

Maintain a system of records on all civil servants and contractors requiring Center access greater than 6 months in duration.

Ensure records are maintained, retained, and destroyed in accordance with agency policy.



Initialize new hires for access to e-Qip within one business day of notification from NASA.

Receive signature sheets and other germane documentation for e-Qip.

Scan documentation and attach to e-Qip submittal.

Serve as Reviewers in e-Qip to ensure completeness.

Review for completeness within 3 business days of release of e-Qip.

Respond to calls for help on the use of e-Qip.

Prepare and present security files for adjudication within 5 business days of receipt of completed case from OPM.

Provide data entry for LaRC cases in the NASA Clearance Tracking System and other authoritative source database designated by NASA.

Provide database inquiries for new hires for reciprocity.

Track the cost of investigations against the provided budget limit.

- 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
- 5.2.2.2 International Visits Coordinator (IVC): Not Required at LaRC
- 5.2.2.3 Personnel Security Systems Administration: Not Required at LaRC
- 5.2.2.4 Electronic Questionnaires for Investigations Processing (e-Qip):  
Not Required at LaRC
- 5.2.2.5 Adjudications
- At LaRC, the contractor shall receive completed investigation and assemble files for security office review.
- 5.2.2.6 CNSI/Suitability Investigations: Not Required at LaRC
- 5.2.2.7 Inquiries: Not Required at LaRC
- 5.2.2.8 Records Checks: Not Required at LaRC
- 5.2.2.9 Risk Determinations: Not Required at LaRC
- 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).
- 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): Not Required at LaRC
- 5.2.3.1 Not Required at LaRC
- 5.2.3.2 Not Required at LaRC
- 5.2.3.3 Classification Guides: Not Required at LaRC
- 5.2.3.4 Document Destruction
- A. The contractor shall be responsible for providing the personnel, tools and equipment required for the proper destruction of documents and media of various classification levels, from unclassified through the TS/SCI level.
  - B. Destruction will cover various forms of media such as paper, electronic memory, compact disks, computer hard drives, flash drives, and others. The capability shall exist or be readily obtainable to destroy large volumes of documentation at any one time.
- At LaRC, the Contractor shall be able to support document destruction under a separate IDIQ Task Order.
- 5.2.3.5 Document Storage and Accounting: Not Required at LaRC
- 5.2.3.6 Classification Management: Not Required at LaRC
- 5.2.3.7 Sensitive But Unclassified (SBU), For Official Use Only (FOUO), Administratively Controlled Information (ACI), and Successor Terminology.
- A. The contractor shall comply with the Computer Security Act of 1987, Public Law 100-235. PL 100-235 defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act) but which has not been specifically authorized under criteria

established by an executive order or an act of Congress to be kept SECRET in the interest of national defense or foreign policy." NASA previously identified this information as "For Official Use Only" with a subsequent change to the term "Administratively Controlled Information" for added clarity. However, recent attempts to provide uniform markings across the government have led NASA to utilize the term "Sensitive But Unclassified" (SBU). SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.

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

- A. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.

#### 5.2.4 Law Enforcement

##### 5.2.4.1 Criminal Investigation: Not Required at LaRC

##### 5.2.4.2 Patrol Operations

- A. The contractor shall 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.

At LaRC, the contractor shall enforce the LaRC Traffic Management Program LAPD 1700.1, to include the use of speed radar, monitoring parking areas to ensure vehicles are properly parked, and emergency lanes are unobstructed; additional traffic control as operationally directed by the CCS, TOM or other authorized NASA Special Agent.

At LaRC, the contractor shall provide traffic control during fire and other emergency response conditions; and pursue, engage and issue citations to violators on the Center. Utilizing speed radar, checkpoints shall be set up on at least a biweekly basis for a minimum duration of one hour. Citations shall be processed within 2 workdays of receipt. A system of records shall be established to control issued citations and distribution of notification letters to Organizational Unit Managers (OUM). Issued citations shall be processed through an online system of records, in a manner that makes the citation, points assessed, and OUM notification letters, available to the TOM, CCS, and LaRC Traffic Manager.

At LaRC, the contractor shall take all necessary measures to identify violators, and provide notification to their OUM, within 2 workdays, with detailed information on violations by NASA civil servants, NASA contractors, or other temporarily assigned persons.

At LaRC, the contractor shall during routine patrol operations, inspect road conditions, traffic signs, zoned areas, parking areas, street, parking lot and building lighting, traffic conditions, or other conditions that could damage or hamper the mission of the LaRC or create a traffic safety hazard, and submit condition reports for corrective action to the LaRC Duty Officer or Traffic Manager.

At LaRC, the contractor shall conduct welfare checks of employees and other personnel authorized to work after normal duty hours. Provide patrol coverage for the inspection and reporting of insecure and hazardous conditions of gates, buildings, offices, and unsafe grounds. During random building inspections, secured areas and doors to ensure they are locked in accordance with current procedures for protecting classified and sensitive unclassified information and material. Inspect premises for improperly secured classified and controlled information or material.

At LaRC, the Contractor shall provide motorist assistance services to LaRC employees within the LaRC boundaries, i.e., jump-starts, unlock vehicles.

At LaRC, the Contractor shall respond to incidents at NASA facilities on Langley Air Force Base (East Side facilities) within 10 minutes for emergencies and 20 minutes for non-emergencies.

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

#### 5.2.4.3 Traffic Accident Investigation

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

At LaRC, the Contractor shall investigate on Center traffic accidents and report findings through a detailed reporting system. The Contractor shall maintain traffic accident records and obtain release authorization from the TOM, CCS, or other authorized NASA Special Agent, prior to releasing completed investigative material. This does not preclude the voluntary exchange of information between parties to an accident, at the scene of the accident.

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

- A. The contractor shall provide canine resources; to include training, nationally recognized certification, maintenance, and care capable of providing indications of the presence of explosives contraband (passive alert.)

#### 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 IAW applicable Federal law and NASA regulations. (4.14 for further guidance)

#### 5.2.4.6 At LaRC, the Contractor shall make all incident reports and traffic accident reports available in computerized form, including all photographs, signed statements, custody documents, other attachments or exhibits. The data format(s) (PDF, TIF, DOC, etc) shall be approved by the TOM and Contracting Officer, and will be compatible with NASA-wide protective services reporting

criteria approved by the COTR and IAW DRD, Reports of Incident/Investigation (ROI).

#### 5.2.4.7 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.

#### 5.2.4.8 Evidence Collection

- A. The contractor shall identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody.

At LaRC the contractor shall document the chain of custody, and release items collected to an authorized NASA Special Agent for storage.

- 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.

#### 5.2.4.9 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. (see 4.14 for further guidance)

#### 5.2.4.10 Prisoner Transport : Not Required at LaRC

#### 5.2.4.11 Federal, State & Local Liaison: Not Required at LaRC

#### 5.2.4.12 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.

### 5.3 Emergency Management

#### 5.3.1 General

At LaRC, 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, LPR 1046.1 NASA Langley Research Center Emergency Plan, LaRC Hurricane Response & Recovery plan, LaRC COOP plan, and applicable Homeland Security Presidential Directives.

### 5.3.2 Emergency Management Four Tenets Framework

#### 5.3.2.1 Emergency Preparedness

- A. The contractor shall provide comprehensive planning in policy, procedures, directives, and all-hazard assessment IAW internal and external (current and future) requirements as specified in NPSC DRD, Comprehensive Emergency Management Plan (CEMP).

At LaRC the contractor shall support the LaRC Emergency Operations Officer EPO, Incident Commander (IC), and the Emergency operations Center.

#### 5.3.2.2 Emergency Operations

- A. The contractor shall provide Emergency Operations Center (EOC) management and support, interoperable communications processes and systems, damage assessments, interagency coordination, and mutual aid efforts.

At LaRC, the Contractor shall operate IAW established MOUs, agreements, and policy at NASA LaRC.

#### 5.3.2.3 Continuity of Operations (COOP)

- A. The contractor shall provide 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 coordinate TT&E activities using a multi-year planning calendar to address NASA and external requirements demonstrating the Agency's capabilities in readiness and continuity. Three drills per year as a minimum is required with one being a hurricane response drill, one being a snow removal drill, and one involving the fire department, security, and mutual aid partners.

### 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 Centers or Component Facility 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.

At LaRC, the contractor shall update, correct and in some cases write the various response and COOP plans required by LaRC. These plans will be reviewed by the various LaRC responsible parties and the contractor shall incorporate the comments into a final document. Documents shall follow the Nation Response Plan, nation COOP plan, and LaRC LMS process.

#### 5.3.3.2 CEMP Verification Reviews

- A. The contractor shall develop, maintain, and conduct 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) and staff and maintain 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, interagency emergency operations, and other responses where an intra- or interagency response is required.

At LaRC, The EOC is under the Incident Command of NASA. The EPO is in charge of all operations and decisions. All civil servant and Contractors responding in support of an emergency is under the EPO direction.

At LaRC, the Contractor shall run all equipment in the EOC, ensure its operation, and shall run the various EOC staff function required by the EPO.

At LaRC, the Fire Engineer and the Fire Technicians that are part of this contract shall be available for emergency and to support the EOC and IC as required during an emergency or drill.

##### 5.3.4.2 Recovery Operations

- A. Contractor shall support recovery operations to include physical inspection of buildings, structures, systems, and equipment after a crisis has occurred. Such Preliminary Damage Assessments (PDA) is to be consistent with NASA protocol.

#### 5.3.4.3 Incident Command Structure

- A. The contractor shall conduct emergency operations (whether NASA direct or interagency under plan or mutual aid agreement) consistent with standard practices for response and recovery protocol, the incident command structure and the NIMS.

#### 5.3.5 Continuity of Operations (COOP)

##### 5.3.5.1 Planning Requirements

- A. The contractor shall support developing, maintaining and evaluating plans and operations, to ensure the required COOP capability exists.
- B. Readiness and Deployment - The contractor shall maintain a high level of readiness consistent with the Federal COOP Readiness and Deployment directive. Plans shall be capable of being implemented with and without warning, and be operational within four (4) hours of activations, and maintain sustained mission essential operations for a minimum of thirty (30) days, utilizing existing and available field infrastructure where practical. Plans will be reported IAW NPSC DRD, Contingency and Emergency Plan.

#### 5.3.6 Test, Training & Exercise (TT&E)

- 5.3.6.1 The contractor shall test, train and exercise emergency management and continuity capabilities essential to demonstrate, evaluate, and ultimately improve the ability to execute the planned capabilities.

- 5.3.6.2 The contractor shall develop, maintain and administer a comprehensive TT&E program IAW standards and requirements outlined in NIMS, Federal Preparedness Circular-65, Homeland Security Exercise and Evaluation Program (HSEEP).

- A. Testing Component – The contractor shall ensure that testing of the alert, notification and activation procedures and systems shall be accomplished per FPC-65.
- B. Training Component - The contractor shall develop and administer a lessons-learned and corrective actions program consistent with standards and requirements, to redress shortfalls and weaknesses identified during evaluation of TT&E activities.
- C. Exercise Component - Annual exercises shall be conducted by the Contractor to demonstrate the capability to (a) adequately and 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).

At LaRC, 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.

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

**5.4 Export Control:** Not Required at LaRC

**5.5 Unclassified Information Assurance:** Not Required at LaRC

**5.6 Training Requirements and Mandatory Skill and Performance Levels**

**5.6.1 Responsibilities**

5.6.1.1 The contractor is responsible for providing a skilled and capable workforce.

Where appropriate, performance-based training, and quality control measures shall be applied to validate performance capabilities.

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

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

At LaRC, the Contractor shall use paragraph 4.14 of this Task Order and the PWS as guidance for training qualification records availability.

**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 Orders may detail specific relevant State and local training; however State certification is not required for contractors hired under the FAR.

At LaRC, Security Officer/Police duty positions do not require State certification. NASA may require other duty positions to obtain State certification. Such requirements are stated elsewhere in this Task Order or the PWS.

**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.

5.6.3.2 Range operations may be conducted on NASA facilities or on non-NASA facilities where appropriate.

At LaRC, the Contractor shall use reasonable facilities or commercial ranges for training and qualification testing. The adjacent U.S. Air Force Base has historically maintained an agreement with NASA to allow the use of their ranges for training and testing of NASA armed security personnel.

5.6.3.3 The contractor shall ensure the safety of range operations and other operational or safety reviews as may be necessary.

5.6.3.4 The contractor may be required to conduct maintenance of firearms ranges and related facilities as specified in the Task Orders.

At LaRC, the Contractor shall clean and maintain any range used to return such range to a standard level of order upon completion of training or qualification and prior to departing the range. General levels of cleaning, target debris policing and light maintenance will be required following all training evolutions

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.

At LaRC, the Contractor shall clean and maintain all firearms used during a training or qualification evolutions. A standard cleaning and function check of all firearms shall be performed to a standard level of maintenance to ensure such weapons are properly maintained, in working order, and safe to operate.

5.6.3.6 Firearms maintenance shall be conducted by a qualified armorer.

At LaRC, only a qualified gunsmith shall perform maintenance on NASA issued firearms. All armorer level maintenance will require test firing of the firearm prior to returning the weapon to service.