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**NASA PROTECTIVE SERVICES CONTRACT****WHITE SANDS TEST FACILITY****TASK ORDER****Table of Contents****NPSC-TO-ARC – ATTACHMENT A – PERFORMANCE WORK STATEMENT (PWS)**

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The provisions of the NPSC PWS Sections 1.0 – 4.0, are global in application and apply to all protective services at all locations supported by this contract. As such, pricing must be included for NPSC PWS Section 1.0 – 4.0 and location PWS Section 5.0. Contractor shall perform services in accordance with master contract PWS and each Task order PWS.

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

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

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

## 5.0 Protective Services

At WSTF, the contractor shall use the White Sands Occupation Health Facility for required emergency first responder physicals at no cost.

Fuel for vehicles used strictly in performance of duty White Sands shall be provided by the Government. The Contractor shall submit a list of vehicles to the TOM for approval. The contractor shall provide a list of all vehicles entitled to Government fuel. The Report shall include vehicle identification number, position assigned, fuel used (in gallons), miles driven, and current mileage IAW DRD, Self-Assessment and Metrics Report

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

### White Sands Emergency Notification Systems (ENS)

White Sands currently utilizes several ENS(s) that are maintained by a variety of programs systems including a Fire Alarm and Detection System, Fire Suppression System, thirty-eight (38) Red Phones, Public Address (8 systems), Pagers, two Chemical Spill Sirens, four warning horns, two way radio system, and Video.

White Sands is a hazardous test facility and requires redundant ENS that will not fail during an emergency. All personnel at NASA White Sands must be knowledgeable about the notification systems and their corresponding actions to be taken when a system is activated. The contractor shall ensure that all personnel at NASA White Sands are trained to be familiar with ENS(s) that are applicable for the location.

At WSTF, the contractor shall evaluate notification methods that may enhance the ENS and provide recommendations for implementation to White Sands management

- 5.0.1. All requirements contained within this PWS are considered to be within the day-to-day baseline effort, with the exception of the Unplanned Events paragraph below.
- 5.0.2. Planned and Unplanned Events
  - 5.0.2.1. Planned Special Events
    - A. The contractor shall provide protective services for Planned Special Events, which are considered within the baseline effort. Examples of Planned Special Events include picnics, rodeo events, open-house events, and air shows. The contractor shall be required to provide timely and responsive support for such events. Planned Special Events shall not necessitate modification to or issuance

of an additional Task Order and shall be considered to be within the scope of the priced Task Order.

#### 5.0.2.2. Unplanned Events

- A. The contractor shall provide protective services for Unplanned Events outside of the baseline effort, as directed by the TOM. The contractor shall be required to provide timely and responsive support for such events. Examples of Unplanned Events are visits by domestic and/or senior foreign dignitaries, natural disasters, new programmatic requirements, or significant changes in the level of protection required as the result of increased threat levels. Unplanned Events that do not exceed dollar thresholds established under the Task Order shall not necessitate modification to or issuance of an additional Task Order and shall be considered to be within the scope of the priced Task Order. Unplanned Events that exceed dollar thresholds outlined in the Task Orders shall be subject to adjustment with the amendment of the Task Order, or issuance of a separate Task Order, as provided in paragraph B. below.
- B. Task Order Adjustment Formula (reference Clause B.10) - Protective services required to support events considered outside of the Task Order and exceed dollar thresholds as outlined under the Task Order shall be subject to adjustment based on the following formula. Within an invoice billing period, any single unplanned event which exceeds (\$3,000); or all unplanned events not exceeding three thousand (\$3,000) but cumulatively totaling over thirty thousand dollars (\$30,000) will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order.

### 5.1 Fire Services

#### 5.1.1 NASA Safety Standard for Fire Protection

- A. The contractor shall provide a professionally managed, comprehensive fire services program that complies with the NASA-STD-8719.11, NASA Safety Standard for Fire Protection, National Fire Protection Association (NFPA) codes and standards, as well as the OSHA, state, and local laws, standards, regulations and requirements as applicable, and NPR 8715.3 NASA General Safety Program Requirements. The Contractor shall report information of fire protection IAW NPSC DRD, Fire Protection Program. (see Attachment A.6 Firefighter Minimum Personnel Qualifications and Attachment A.2 Medical Examination for Emergency Services First Responders)

#### 5.1.2 Scope

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

- A. Some Centers/Facilities may only require first responder or fire brigade services using first aid fire protection and evaluation of an emergency prior to summoning off-Site fire assistance from local municipalities.

At White Sands, the contractor shall provide a full alarm fire response services and support. This is augmented by a fire brigade and mutual aid assistance.

- B. Not Required at White Sands
- C. The management of the fire services program shall be focused on the provisions of quality-driven, customer-oriented services. Activities include: high angle, confined space, structural, vehicle and emergency response and standbys facility pre-fire planning; fire inspection, fire permits (Burn/POL); fire prevention education, inspection and maintenance of fire extinguishers; fire protection engineering; design reviews and risk analysis surveys; fire hydrant flow testing. National Fire Incident Reporting System (NFIRS); and hazardous material emergency response; fire investigations; emergency medical services, and a wild-land fire fighting team shall be trained and equipped to combat wild-land fires.

At WSTF, within Fire Services, the contractor shall also establish and implement a Wildlife Control program to control wildlife within the workplace environment. Wildlife includes rattlesnakes, scorpions, brown recluse spiders, black widow spiders, ringtail cats, mountain lions, coyotes, Oryx, bats, deer, cattle, etc.

#### 5.1.2.2 Mutual And Automatic Aid Programs

- A. The contractor shall actively participate in mutual and automatic aid programs with the local city, county, state and federal emergency response agencies.

#### 5.1.2.3 Standardized Uniforms

- A. The contractor shall use standardized uniforms, turn-out gear, self-contained breathing apparatus (SCBA), and associated equipment when practical. (see Attachment A.6 Firefighter Minimum Personnel Qualifications)

#### 5.1.2.4 Incident Management System

- A. Fire services shall manage all emergency operations IAW the National Incident Management System (NIMS), NFPA 1561, Emergency Services Incident Management System and NFPA 1710, Organization and Deployment of Fire Services. Personnel 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 WSTF, the contractor shall plan and conduct emergency exercises to meet NASA stipulated objectives and schedule. One (1) site-wide exercise shall be conducted annually. Twelve (12) area/capability-specific exercises shall also be conducted annually to include; verification of mutual aid, HAZMAT, confined space rescue, vehicle extraction, and mass casualty capacities.

#### 5.1.2.5 Fire Prevention Inspection Program

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

#### 5.1.2.6 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.

#### 5.1.3 Fire Operations and Firefighting

##### 5.1.3.1 Emergency Medical Services Paramedic/Emergency Medical Technicians (EMT)

- A. The contractor shall centralize the fire department's rapid response of Advanced Life Support Emergency Medical Services, including transport of patients.
- B. Fire Fighter Paramedics performing Emergency Medical Services shall operate under the authority and direction of the Center Medical Services Officer.
- C. The contractor shall provide emergency medical services (paramedic/emergency medical technician) response capability on duty 24 hours a day, 7 days per week.

At WSTF, the contractor shall insure that at least one Firefighter Paramedic is on duty on each shift with all other EMT's qualified at the Intermediate (IV Tech) level.

- D. Ambulances and issuance of medical supplies shall be under the cognizance of the Center Medical Services Officer.

At WSTF, the contractor shall maintain all assigned ambulances in accordance with the US Department of Transportation Ambulance Standards.

- E. Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) Training shall be provided by the contractor.

##### 5.1.3.2 Fire Stations

- A. The contractor shall staff the Fire Station 24 hours a day, 7 days per week to meet the emergency response mission for the Center.
- B. The fire department shall conduct formalized shift turnover meetings to ensure that all on-duty personnel are informed of activities scheduled for their shift, including special scheduled work details, training requirements, and any special activities.

- C. All emergency responses shall comply with OSHA 1910.134 requirements for required personnel on scene to enter a fire area.
- D. When necessary, emergency responses to NASA facilities located off-site shall be accomplished through local agreements.

#### 5.1.3.3 Fire Equipment and Services

- A. Detailed inspections of all emergency response apparatus and equipment, including personal protective clothing and equipment shall be conducted daily to ensure that all emergency response elements are functional.
- B. Equipment shall be tested as follows:
  - i. Fire Pumps shall be tested annually in accordance with NFPA Standard 1911.
  - ii. Aerial Ladders shall be tested annually in accordance with NFPA Standard 1914.
  - iii. Ground Ladders shall be tested annually in accordance with NFPA Standard 1931.
  - iv. Self-Contained Breathing Apparatus, including filling equipment, shall be tested in accordance with NFPA Standard 1404 and 1989. Each firefighter shall be fitted and issued a personal mask.
  - v. All fire hose shall be tested annually per NFPA 1962.
  - vi. ARFF foam producing equipment shall be tested in accordance with NFPA 412 and 414.
  - vii. The contractor shall develop a plan and flow test and mark all fire hydrants located on the Facility per NFPA 291.

#### 5.1.3.4 Response and Standbys

- A. All emergency responses and daily communications shall be managed through a Communications Control Center (CCC), also known as a 911 Dispatch Center.
- B. The fire department's Incident Commander on scene shall manage all fire/hazmat emergency operations; all communications shall be through the Dispatch Center.
- C. All emergency responses and standbys shall be within the parameters established by NASA. Time and distance response criteria shall be measured at each Center. The Government will provide these requirements in each TO.

At WSTF, the contractor shall provide a fire services program that provides on facility response times in compliance with the NASA-STD-8719.11, NASA Safety Standard for Fire Protection, and NFPA 1710.

- D. The fire department shall, through its shift staffing, provide a rapid intervention crew to provide emergency back-up during interior fire ground operations when they exceed initial response guidelines.

- E. All fire incidents shall be reported to the National Fire Incident Reporting System, (NFIRS) in accordance with NASA Standard 8719.11.

At WSTF, the contractor shall monitor test, maintenance, and repair operations where open flame or uncontained explosive activities are conducted.

At WSTF, the contractor shall provide escorts for hazardous materials transportation operations, excluding hazardous waste. The contractor shall ensure that transportation operations involving hazardous materials meet applicable safety requirements

5.1.3.5 Aircraft Rescue and Firefighting (ARFF)/Flight Crew Rescue. Not Required at White Sands

5.1.3.6 Tactical Rescue

- A. The contractor shall provide tactical rescue at situations that present more complex and dangerous circumstances than what are routinely encountered. These types of incidents require a higher degree of training and specialized equipment to conduct safe operations.
- B. Several types of emergency incidents require this level of response, including confined space rescue, trench and excavation collapse, high and low angle rope rescues from buildings and rough terrain, water rescues, structural collapses, and non-typical/unique accidents as a result of natural disasters.

5.1.3.7 Protective Clothing

- A. All emergency service protective clothing (such as turn-out gear, Aircraft Rescue and Fire Fighting [ARFF] suits, HAZMAT suits, wild land firefighting ensemble and uniforms) shall meet all current NFPA 1971, NFPA 1977, and OSHA requirements.
- B. The contractor shall adhere to established NFPA and OSHA procedures which define the inspection process and frequency of inspections for protective clothing.
- C. Records shall be maintained on protective clothing items.

At WSTF, the contractor shall also maintain equipment which is provided to or maintained for fire brigade personnel.

At WSTF, the contractor shall provide all consumable emergency services supplies, such as fire fighting agents, EMS supplies, fire fighter and hazardous materials related consumable Personal Protection Equipment.

5.1.3.8 Fire Department Training

- A. The fire department shall provide a fire service training program that meets agency standards and complies with OSHA and NFPA Standards. The contractor

shall report information on fire services training IAW DRD, Fire Services Proficiency Training.

- B. All fire department members with an emergency response mission shall be required to meet annual training requirements consisting of: SCBA training, live fire training, driver training, HAZMAT training, aircraft rescue and fire fighting (where required), safety training, and fire prevention training.
  - C. The contractor shall conduct live structural fire training.
  - D. Live structural training shall be conducted twice every 12 months, 1 day burn and 1 night burn.
  - E. All personnel assigned to the fire prevention unit shall receive training and course education on the requirements of their job (such as fire prevention inspections, testing of fire alarm systems, testing and maintenance of sprinkler systems, and fire extinguisher inspections).
  - F. The fire department training program shall also perform time/distance drills to ensure that all customer-established response times are maintained.
  - G. The contractor shall provide Fire Brigade Training.
- 5.1.3.9 Hazardous Material Emergency Response Support
- A. The contractor shall respond to and mitigate all hazardous material spills or releases.
  - B. The contractor shall develop and institute a program to ensure competency of Hazardous Materials Technicians in accordance with in NFPA 471 and 472, OSHA 29 CFR1910.120, and the State Emergency Response Commissions, Public Sector Hazardous Materials Training Guidelines.
  - C. The contractor shall ensure a sufficient number of certified team members are on duty and fully mission capable 365 days a year 24 hours a day.

At White Sands, requests for mutual HAZMAT response are pre-approved through agreements with White Sands Missile Range (WSMR) and Las Cruces Fire Department (LCFD).

5.1.3.10 Immediately Dangerous to Life or Health Rescue Program

- A. The Contractor shall establish and implement an Immediately Dangerous to Life or Health (IDLH) Rescue Program IAW 29 CFR. This does not include confined space rescue IAW CFR 1910.146 and Section 5.1.2
- 5.1.4 Fire Prevention Inspections And Fire Engineering



5.1.4.1 The contractor shall develop and maintain a Fire Prevention Inspection and Fire Engineering program that complies with NASA-STD-8719.11, NASA Safety Standard for Fire Protection and the NFPA.

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

At WSTF, the contractor in response to NASA identified special events may be required to conduct expanded facility inspections beyond normal scheduled requirements, such as; more frequent building inspections, including secure status verification of building, classified safes, and bonded storage.

5.1.4.3 The contractor shall identify all reportable fire discrepancies and track these until closure IAW DRD, Fire Protection Program

5.1.4.4 Fire Prevention Inspection and Fire Engineering Program

A. Inspections

- i. The contractor shall perform onsite inspections of all facilities at least annually.
- ii. These inspections shall identify fire hazards and discrepancies as prescribe by the NASA-STD-8719.11; a written report shall be recorded to comply with this standard.
- iii. Fire hazards and discrepancies shall be tracked until closure.

At White Sands, more frequent walkthroughs, site visits, assessments or inspections shall be required where unique hazards, processes, or operations exist.

B. Investigations

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

At WSTF, the contractor shall respond to and investigate Close Call reports as directed in the NASA White Sands, Management System Manual.

- 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.

C. Permits

- i. The contractor shall prioritize and issue burn permits for scheduled, as well as short-notice, welding and burning operations in all areas of the Facility, except when other contractors may be responsible for issuing permits.
- ii. Burn permits shall be issued at the work site.

D. Fire Extinguishers

- i. The contractor shall purchase, maintain, install, and inspect portable fire extinguishers for all facilities and areas where portable extinguishers are required, in accordance with NFPA 10.
- ii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher.

At WSTF, the contractor shall maintain an extinguisher inventory system including updates of location, configuration, age, and test status.

E. Fire Prevention Education

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

At WSTF, the contractor shall conduct and coordinate fire drills and participate in emergency drills.

At WSTF, the contractor shall develop and implement an annual schedule for fire evacuation drills and exercises IAW-Fire Protection Program

At WSTF, the contractor shall evaluate the performance of building occupants during each drill and report the results to the TOM and to the responsible facility manager IAW Fire Protection Program

At WSTF, the contractor shall coordinate with affected organizations on all fire drills, to include a schedule, pre-drill notice, critique, and post-drill follow up IAW Fire Protection Program

At WSTF, the contractor shall conduct annual fire drills for all NASA White Sands and tenant facilities.

F. Pre-fire Planning

- i. The contractor shall conduct pre-fire planning on occupied (10 or more occupants) or high value structures and unique vehicles in accordance with NFPA 1620.
- ii. These plans shall be updated annually and retained on first response and command vehicles.

G. Fire Protection Engineering

- i. The contractor shall develop and implement a Fire Protection Engineering Program.
- ii. The contractor shall provide Facility Fire Risk Analyses and Fire Protection Engineering Surveys. In addition, the contractor shall witness all final acceptances of fire protection systems to ensure compliance with all applicable codes and standards.
- iii. The contractor shall interpret technical fire safety requirements for all types of mechanical systems including heating, air conditioning, ventilation, lighting and electrical systems.
- iv. The contractor shall perform review and support functions for design reviews on all new projects, modifications, and refurbishments, including designs performed by other contractors. At a minimum, the initial and final stages of projects and modifications shall be reviewed.

## **5.2 Security Services**

At WSTF, armed security officer/police shall be issued and shall be required to wear Threat Level III concealable body armor in a color appropriate to the duty uniform, while armed for duty or training. Threat level III concealable body armor shall be provided and maintained by the contractor.

At WSTF, the contractor shall ensure that at least one qualified security shift supervisor with overall authority for the Security Services Protective Force is on duty at all times. The security shift supervisor(s) shall conduct a “guard mount” at the start of each shift for all security officers, during which, relief personnel shall assemble for inspection, arming, announcements, and a general transfer of information from one shift’s personnel to the next.

At WSTF, all management and supervisory personnel, including key personnel, shall meet the minimum training requirements for those they will be supervising and as established in this Task Order, excluding any personnel solely employed for badging and Technical Support Service (TSS) operations.

All Security Force supervisory personnel and armed officers shall be certified as Security Police Officers in accordance with this Task Order.

At WSTF, the contractor shall ensure that patrols respond expeditiously to requests for assistance and emergencies and/or alarms. Such as; unlock requests, unsecured area alarms, duress alarms, credit union alarms, fire alarms, environmental and oxygen sensor alarms, hazardous incidents, and medical emergencies. The contractor shall respond within five minutes for all emergency calls, alarm activations or other situations where life or property is endangered. Delays in excess of five minutes shall be noted in the daily blotter.

At WSTF, the contractor shall support NASA White Sands employee terminations as directed by the TOM or the Chief of Security.

At WSTF, the contractor shall assist NASA officials with lunar and planetary materials sample transportation and storage support. The contractor shall physically inspect the storage facility once each shift.

#### 5.2.1 Physical Security

##### 5.2.1.1 Resource Protection

- A. The contractor shall provide comprehensive and integrated systems that employ personnel and equipment to safeguard personnel, physical assets, and information.
- B. The contractor shall support NASA Priority/Critical Resources and Space Launch Systems, payload systems, and command and control systems.
- C. The contractor shall deploy teams to evaluate and report on installation protection needs and requirements based on the current threat.

##### 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 WSTF, the contractor shall conduct detailed perimeter fence inspections of White Sands at a minimum of twice per week using All Terrain Vehicles (ATV's) or other appropriate vehicles.

At WSTF, the contractor shall respond and investigate to Close Call reports as directed by the NASA Security Office.

##### 5.2.1.3 Physical Security Support

- A. The contractor shall execute and sustain a comprehensive physical security protection program utilizing physical measures designed to safeguard people, prevent unauthorized access to equipment, facilities, material, and documents, and to safeguard them against damage and loss.
- B. The contractor shall conduct security studies, recommend security solutions, write reports, conduct briefings, review and analyze proposed construction and renovation projects, respond to user inquiries, evaluate statistical data, execute additional or enhanced physical security measures during periods of increased threat.

At WSTF, the contractor shall provide a comprehensive study of the security posture of NASA White Sands, noting deficiencies and making recommendations for appropriate security measures to be taken to ensure the security and safety welfare of the employees, guests, visitors, equipment, and NASA assets IAW DRD Annual Physical Security Assessment.

- C. The contractor shall provide special 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.

#### 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 includes walls, fences, gates, doors, electronic and mechanical locks, turnstiles, and bollards.

At WSTF, the contractor shall utilize the Government provided LENEL Access Control System and shall continually issue, maintain and update status changes for individuals and issue key cards.

At WSTF, the contractor shall adhere to the IT policy contained in NPR 2810.1.

#### 5.2.1.5 Uniformed Operations

- A. The contractor shall provide armed and unarmed security officers and uniformed security police officers to perform tasks such as respond to emergencies, enforce NASA regulations, conduct personnel, vehicular, building and facility checks and inspections, access control, package and parcel inspection, crowd control, patrol public areas, roadways and marine waterways, staff gates, establish roadblocks, observe and report fires, water leaks, environmental threats, and other hazards, lock and unlock buildings and rooms, conduct flag protocols, safeguard NASA aircraft and other sensitive/available assets, provide motorist assistance, and escort persons or equipment. The Contractors security and law enforcement activities shall be reported IAW the requirements of 4.14 above and NPSC 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 WSTF, the contractor shall be required to attend and participate in meetings with NASA and/or White Sands Contractors as part of normal business operations. These meetings include: incident investigations, review of mock emergency drills, review of emergency response to actual incidents, weekly or bi-weekly operational management/coordination reviews, monthly quality reviews, monthly safety meetings, Shuttle Mission, new exploration vehicle, or other space craft readiness reviews special review committees/boards, continuous improvement team meetings, classified meetings, special events planning meetings, and weekly Facility Operations Office management briefings. These meetings will be held at NASA White Sands or in close proximity.

At WSTF, the contractor, in addition to other access control operations, shall direct traffic at assigned gates and provide information to employees and visitors.

At WSTF, the contractor shall challenge improperly or unbadged personnel for verification of authority to remain on NASA property, and take action in accordance with Post Orders.

At WSTF, the contractor's uniformed operations shall continuously maintain effective communication with the Communications Control Center (CCC) and communicate relevant information to other security entities (WSMR and USAF) and other local law enforcement as necessary.

At WSTF, the contractor shall comply with post orders and the White Sands Management System Manuals as applicable.

#### Flags and Pennants (White Sands):

At WSTF, the contractor shall raise and lower the United States of America, New Mexico, and NASA flags on the flag poles at the White Sands per 36 USCS § 174.

At WSTF, the flags shall be raised no later than 7 a.m. and lowered by 7 p.m. daily. The contractor shall inspect the flags and coordinate repairs or replacement of flags with NASA Logistics.

At WSTF, during periods of national mourning, flags shall be lowered to half-staff as directed in accordance with NPD 1020.2 or as directed.

#### Fixed Posts Requirements:

At WSTF, access gates shall be adequately staffed to prevent any significant backup of incoming traffic; facilitate visitor access; provide information to visitors; and to deter and report unauthorized personnel or vehicular entry.

#### Fixed Posts Assignments:

At WSTF, the Contractor shall provide Security Officers for the following fixed posts in accordance with the time periods shown below:

The NASA White Sands Forward Gate, the WSTF Main Gate, the WSC TDRSS gate and the STGT gate shall be operated 24 X 7.

At WSTF, the Forward Gate consists of a visitor processing and information building, three employee/visitor vehicle lanes, and one commercial vehicle lane, delivery inspection lane. From 0600 to 0830, Monday thru Friday a minimum of two employee/visitor vehicle lanes must remain open to handle increased traffic flow and the gate shall be staffed to accommodate an additional person to handle visitor processing. The remainder of the 24 hour period a minimum of one of the employee/visitor vehicle lanes must remain open to handle traffic flow and the gate shall be staffed to accommodate at least one additional person to handle visitor processing or vehicle inspections. Short term visitor badging and process is conducted at this location. The required 30 minute safety and environmental video is also presented to visitors at this location. Random vehicle inspections are conducted on entry and exit vehicles at this location. Visitor control includes visitors for the

Johnson and Goddard NASA facilities as well as the DOD Air Force facility. Inspections of commercial deliveries and hazmat loads are also conducted at this location.

At WSTF, the Main Gate consists of a visitor processing and information building, and two employee/visitor vehicle lanes. A minimum of one of the employee/visitor vehicle lanes must remain open at all times to handle traffic flow and the gate shall be staffed to accommodate at least one additional person to handle visitor processing or vehicle inspections. Random vehicle inspections are conducted on entry and exit vehicles at this location. Visitor control includes visitors for the Johnson and Goddard NASA facilities. The required 30 minute safety and environmental video is also presented to visitors at this location. Permanent employee and semi-permanent (long term) visitors are processed and badged at this location. Telephonic and computer generated visitor requests are received and processed at this location. Perimeter sensor alarms are monitored at this location. The Main Gate is also the principal command and control center for the Security Officer operations. The contractor shall provide fully trained and skilled personnel to properly complete fingerprinting as required; using either the Government provided digital system or the traditional inking system.

At WSTF, at the TDRSS and STGT gates, a minimum of two officers are required 24 hours a day, 7 days a week. During day shifts (approximately 08:00 to 16:00) Monday through Friday, excluding holidays, an additional Security Officer will be required for the purpose of providing escort to vendors, service providers, and deliveries.

#### 5.2.1.6 Explosive/Chemical/Biological Hazmat Recognition

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

At WSTF, the contractor shall provide the capability of an on site Bomb Threat Assessment. The Assessment capability shall be available during normal working hours, 06:00 am to 4:00 pm, as well as by pager during off hours.

At WSTF, the contractor shall develop procedures for response to bomb threats, and/or suspicious packages, and participate in drills to test responses.

The Bomb Threat Assessment capability shall include:

At WSTF, responding to and coordinating resolution of these threats and related emergency incidents.

Investigating and conducting searches to locate possible threats.

Identifying packages or items and making a determination if they are potential hazardous devices.

Determining perimeters to be established for securing an area or building should a package or items be determined a threat.

Potential hazardous device; examples are a bomb, improvised explosive device, commercial explosives, illegal fireworks, suspicious packages, or military ordinance.

At WSTF, the contractor shall maintain liaison with White Sands Missile Range (WSMR) and area law enforcement Explosive Ordinance Detachments and Bomb Disposal Teams to facilitate assistance to NASA White Sands in the event that their assistance is required.

At WSTF, the contractor shall ensure that Bomb Threat Assessment Personnel complete an approved explosive recognition and detection course approved by the TOM or their designee.

#### 5.2.1.7 Executive Protection

- A. The contractor shall provide executive protection for important government officials, distinguished visitors, and others designated by the TOM.

#### 5.2.1.8 Electronic Security Systems

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

#### 5.2.1.9 Locksmith

- A. The contractor shall provide 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 White Sands, the contractor shall receive key request forms from civil servants and contractor employees, verify/confirm authorized signatures, fabricate keys, issue keys, track lost keys, and maintain key control records. Comply with written guidelines for key control.

At WSTF, the contractor shall install and re-key cylinder cores, fabricate and issue keys. Respond to lock outs on doors, safes, vaults, padlocks, cabinets, desks and cipher locks. The contractor shall respond to identified emergency requests within 2 hours.

At WSTF, the contractor shall coordinate with facility maintenance and construction personnel to install new locks. Maintain accurate records and control of all keys issued to civil service and contractor personnel at White Sands, and update key control database. All such requests identified as emergency requests shall be responded to within 48 hours.

At WSTF, the contractor shall receive incoming calls for safe/combo changes; verify that the requester is an approved custodian; and maintain the master safe in the locksmith's office. The contractor shall also file combination cards and enter information in the database.



At WSTF, the contractor shall advise and consult with maintenance and operations/engineering personnel regarding locking devices and other keying material.

At WSTF, the contractor shall maintain a sufficient supply of parts, cylinders, and key blanks to meet the requirements.

At WSTF, the contractor's locksmith personnel shall meet the following qualifications in order to perform the locksmith duties:

Have a working knowledge of mechanical combination locks such as; Best, and unique vault doors, or 2 years of equivalent experience.

Have a working knowledge of pinning cylinders utilizing multi-master key systems and side-bar cylinders for Best locks, or 2 years of equivalent experience.

Have a working knowledge of installation and maintenance of Mortise, lever, knob lock-sets and emergency exit devices for Best locks or 2 years of equivalent experience.

At WSTF, the contractor shall have a minimum of one (1) certified and trained locksmith be "on duty" from 7:00 AM through 4:30 PM, Monday through Friday, except federal holidays; locksmith "on call" emergency services during all non-duty hours, with timely (maximum 2-hour - 1-hour, if "locked in") response to the White Sand Facility, are required and are not considered "Special Security Requests" to be requested or "authorized" specifically by the Government under the IDIQ section of this contract. Emergency Services will be determined by the TOM

At WSTF, locksmith personnel shall be in full, appropriate uniform at the beginning of, and throughout, each shift.

#### 5.2.1.10 ID Management

- A. The contractor shall manage and operate systems used to identify and badge employees, contractors, and visitors at designated NASA facilities. The contractor shall utilize the NASA Common Badging and Access Control System (CBACS) to issue and record the issuance of badges, vehicle decals, and other facility access credentials.

At WSTF, the contractor shall badge employees or long term visitor badging at the badging office next to the White Sands Main Gate. The contractor shall also conduct Unexploded Ordnance Briefings and support badging for NASA civil servants and contract employees, who require down range access on DOD's White Sands Missile Range (WSMR).

At WSTF, the contractor shall staff this service, Monday thru Friday from 8:00 am to 4:00 pm., excluding holidays.

- B. The contractor shall adhere to the requirements of Homeland Security Presidential Directive 12 (HSPD-12), and applicable NASA regulations as delineated in section 4.16 above. The contractor shall manage the ID management databases which contain personally identifiable information (PII).

- C. The contractor shall recover ID credentials from personnel upon termination of employment or as directed.

#### 5.2.1.11 Emergency Response Team (ERT)

- A. The contractor shall provide a team of security police officers who meet the enhanced physical standards for specialized teams found in NASA NPR 1620.1.
- B. The team shall be trained in hostage and victim rescue, and the use of specialized equipment, firearms and other weapons.

At WSTF, the contractor shall also train members in active shooter response team tactics, planning and operations.

- C. The team shall be capable of an immediate on-site response to effectively and safely resolve a variety of critical security incidents including, workplace violence, active shooter, hostage situation, and terrorist aggression.
- D. The team shall develop detailed plans for operations in critical/hazardous and public facilities.
- E. When not training, these officers shall assume normal security police officer patrol duties as described in the Task Order; coming together as a team only as needed.

At WSTF, team members shall be assigned to all shifts so that a minimum of two such trained personnel are on duty 24 hours a day, 7 days a week.

#### 5.2.1.12 Dispatchers – Protective Services Communication 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.

At WSTF, the contractor shall staff, operate and maintain a CCC, coordinating all Protective Services operational communications related to Fire/EMS/Security dispatch, National Criminal Information Center (NCIC) terminal, incident command and control communication, CCTV monitoring, alarm monitoring, emergency and weather alert notifications.

At WSTF, the contractor shall staff this position 24 hours a day, 7 days a week.

- B. The contractor shall track and record all incidents.
- C. The contractor shall maintain and update 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.

#### 5.2.2 Personnel Security

##### 5.2.2.1 Security Records Management

- 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. Other records as required by specific TO

At WSTF, the contractor shall perform data base inputs and queries of other Federal Agencies for information related to personnel security matters utilizing e-QIP, OPM, DCII, NCIC, FBI, CIA, and INS systems.

At WSTF, the contractor shall distribute, file, destroy and archive personnel security documentation and coordinate personnel security actions with other White Sands, JSC, or GSFC employees.

At WSTF, the contractor shall staff this position 0700-1630 hours, Monday through Friday.

##### 5.2.2.2 International Visits Coordinator (IVC)

- A. The contractor shall process foreign national, foreign representatives, dignitaries and guests according to current NASA NPR 1371.2 and NPR 1600.1.
- B. The contractor shall facilitate fabrication and issuance of temporary passes, picture badges/credentials, area permits and temporary area authorizations as well as necessary technology control plans.

##### 5.2.2.3 Personnel Security Systems Administration

At WSTF, the contractor shall provide support requests for information in reference to identifying or confirming the type of background investigation and clearance information for Whites Sands personnel or visitors.

5.2.2.4 Electronic Questionnaires for Investigations Processing (E-QIP)

- A. The contractor shall provide support for NASA efforts involving the initiation of background investigations utilizing E-QIP.

5.2.2.5 Adjudications

- A. The contractor shall support government adjudicator in contractor suitability determinations.

5.2.2.6 CNSI/Suitability Investigations

- A. The contractor shall assist and support Facility HRO personnel in the identification of the type of personnel investigation required for each position, including updating or upgrading requirements. The type of investigation to be conducted is a product of the risk level designation of a position.

5.2.2.7 Inquiries

- A. The contractor shall conduct inquiries with personnel during the processing of security background investigation to resolve any issues.

5.2.2.8 Records Checks

- A. The contractor shall conduct law enforcement records checks to collect criminal and security information.

5.2.2.9 Risk Determinations

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

5.2.2.10 Fingerprinting

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

At WSTF, the contractor shall fingerprint designated personnel for security checks/investigations or clearance purposes.

At WSTF, the contractor shall fingerprint Government employees, contractor personnel supporting White Sands, resident aliens, foreign national visitors, foreign national employees and representatives.

At WSTF, fingerprints shall meet the quality standards established by the Office of Personnel Management (OPM) and Federal Bureau of Investigation (FBI). The rejection rate for fingerprints shall not exceed 6 percent of the total submitted per year.

#### 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.

At WSTF, the contractor shall assemble and mail investigation forms to the appropriate NASA Office for White Sands employees, and review all forms or paperwork for accuracy and completeness.

At WSTF, the contractor shall confirm that all data required for OPM and NCRS checks has been provided, such that there are no rejects or returns due to lack of information.

#### 5.2.3 Information Security (INFOSEC).

5.2.3.1 NASA activities span the classification domain from unclassified, sensitive but unclassified, collateral Classified National Security Information (Confidential, SECRET and Top SECRET), Special Access Programs through Top SECRET/Special Compartmented Information (TS/SCI).

5.2.3.2 The information security activities of the contractor will be guided by the regulations, policies, procedures and requirements identified in documents such as the Information Security Oversight Office (ISOO), National Industrial Security Program Operating Manual (NISPOM), NISPOM Supplement (NISPOMSUP), the Department of Defense Overprint to the NISPOMSUP, Joint Air Force-Army-Navy (JAFAN) manuals (6/1, 6/3, 6/4, 6/9), Director of Central Intelligence Directives (DCIDs), National Security Telecommunications and Information Systems Security Advisory Memorandum (NSTISSAM) TEMPEST/2-95 manual, NPD 1600.2 NASA Security Policy, NPR 1600.1 NASA Security Program Procedural Requirements, Executive Order 12958.

5.2.3.3 Classification Guides Not Required at White Sands

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. The capability shall exist or be readily obtainable to destroy large volumes of documentation at any one time.

## 5.2.3.5 Document Storage and Accounting

- A. The contractor shall be responsible for storing various levels of sensitive but unclassified and classified documents in storage containers and devices according to the applicable policies and procedures as delineated in section 4.16 above.
- B. As some documents will have special accountability requirements, the contractor shall develop and maintain accountability and check-out procedures that ensure that only appropriately cleared personnel with a confirmed need-to-know, and if required, proper program briefings, may check out these documents.
- C. The contractor shall also be responsible for periodic auditing to verify that all accountable documents can be verified to be in the possession of the proper individual and stored in a proper manner.

## 5.2.3.6 Classification Management: Not Required at White Sands

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

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

## 5.2.3.8 Mandatory Training (Executive Order 12958)

- A. The contractor shall comply with Executive Order 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.
- B. The contractor shall develop and implement a program to ensure that all personnel granted a security clearance are trained to comply with EO 12958 and are aware of the penalties associated with non-compliance.
- C. The contractor shall provide training prior to access to classified information and shall obtain a signed acknowledgement, that the training was received, from the trained individual.
  - i. When a person no longer has need for an active security clearance, a clearance is suspended, or a person ends their service with certain classified activities, the contractor shall debrief the person to make them aware of any continued requirements for the protection of the information to which they previously had access and a reminder of associated penalties for non-compliance.
  - ii. The debriefing shall include a signed acknowledgement from the person being debriefed.
- D. The contractor shall store the signed acknowledgements for durations consistent with applicable policies and procedures.

#### 5.2.4 Law Enforcement

##### 5.2.4.1 Criminal Investigation

- A. The contractor shall provide in-depth fact finding using the disciplined, logical, and intuitive tools of the investigative arts, including interviewing, interrogation, documents analysis, and a thorough understanding of State and Federal rules of criminal procedure, to identify offenders, acquire and control evidence, and document activities.

At WSTF, the contractor shall provide investigation coverage from 7:30 am to 4:00 pm.

At WSTF, the contractor shall support the White Sands Security Office, conducting investigations and follow-up activities as directed. The White Sands/NASA Policy on Workplace Violence and Threatening Behavior shall be used as a guide for incidents related to WPV. Interviews and Reports of Investigations shall be completed within 4 weeks of (assignment) incident. When this action is not possible, coordination will be made with the Security Office.

At WSTF, the contractor shall support both criminal and administrative investigations of actual or suspected crimes, suspicious activities, and security hazards, with activities and duties to include:

Conducting investigations of missing property and completing detailed investigative reports to include recommendations to prevent recurrence.

Conducting follow-up investigations on reports of incidents to determine facts concerning specific events.

Informing the TOM of unusual activities and conducting after-hours checks.

Providing liaison with Local, State, and Federal Law Enforcement Agencies and NASA Office of Inspector General, as required, in the conduct of investigations.

At WSTF, the contractor shall conduct preliminary investigations and submit reports on lost or stolen property, suspicious activity, and other incidents. The contractor shall ensure that the reports are detailed, accurate and timely.

At WSTF, the contractor shall provide an aggressive theft/conversion prevention and detection program with specific responsibilities to include such activities as inspecting and documentation of the White Sands area for property theft hazards, providing recommendations for improvements, conducting investigations and preparing Reports of Investigation, and making National Crime Information Center (NCIC) inquiries.

At WSTF, the contractor shall submit Reports of Investigation to the TOM.

#### 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 WSTF, Roving Patrol Requirements (White Sands). The Contractor shall provide Security Police Officers as roving patrols 24 hours a day, 7 days a week.

At WSTF, patrol designated areas in accordance with Post Orders to maximize security of White Sands and to deter and report unauthorized personnel or vehicles.

At WSTF, the contractor shall conduct outer perimeter (vehicle) patrols once during the first half and once during second half of each eight (8) hour shift. A vehicle patrol will travel approximately 20 miles taking about 3 ½ hours to check the White Sands perimeter. This entails checking fences, roads, 3 well sites, the main water storage facility, Weapons Range/Security Ammunition Storage, Explosives/Ordinance storage bunkers and 10 locked gates for signs of vandalism or unauthorized intrusions, or unauthorized personnel in the area and as a deterrent to criminal activity.

At WSTF, the contractor shall conduct an hourly vehicle patrol that shall traverse the NASA Access Road, a round trip of about 12 miles (20 minutes) to enforce traffic control measures and check for pedestrians or unauthorized vehicles/persons.

At WSTF, patrols of the NASA Limited Areas' perimeter fencing shall also be conducted per post orders.

At WSTF, the contractor shall perform patrols that consist of vehicle driven and walking routes through the 100, 200, 300, 400, 800, TDRSS and STGT areas, observing and



reporting on the safety and security of office space/work areas, along with checks of required to be secured doors and safes or secure containers in selected areas.

At WSTF, the contractor shall conduct this activity twice during each shift and takes about 5 hours to complete each time.

At WSTF, the contractor perimeter and walking patrols shall respond to non-routine calls such as; alarms, emergency events, traffic accidents, requests for assistance road blocks within 5 minutes.

At WSTF, the contractor shall conduct random vehicle inspections in accordance with Post Orders and as directed by the TOM.

At WSTF, the contractor shall respond to emergency situations such as fire alarms, security alarms, chemical releases, natural disasters, bomb threats, or crime scenes. Secure incident perimeters as directed by the Incident Commander or senior White Sands Security Manager. The contractor shall respond to any emergency within 5 minutes.

At WSTF, the contractor shall enforce traffic regulations, cite violators, and provide traffic control. Security officers' responsibilities shall include: radar surveillance, vehicle patrol, and investigating and securing accident scenes.

At WSTF, the contractor shall conduct building/facility/badge checks to include stairwells, roofs, and tunnels. Report damage, pilferage, removal, misappropriation, misuse, theft, or other improper or unlawful threats to, or disposition of, Government or personal property or acts of espionage, sabotage, or wrongful destruction.

At WSTF, the contractor shall check security containers, bond rooms and, controlled storage areas and annotate the security container check sheets at least once between the hours of 1730 and 0530, unless date operational constraints dictate otherwise. Investigate and report any suspected or actual security breaches. The contractor shall conduct these checks twice per eight (8) hour shift.

At WSTF, the contractor shall respond within 15 minutes to unlock/lock buildings for authorized badged employees.

At WSTF, the contractor shall provide construction support by placing barricades/cones in parking areas/streets or as tasked by White Sands Security for special events.

At WSTF, the contractor shall place, replace, or remove signs or stands for reserved parking in lots or designated locations as tasked by White Sands Security.

At WSTF, the contractor shall conduct monthly checks to ensure the integrity of remote access points and controls including roadways, gates, locks, and signs along White Sands outer property boundaries, including the White Sands/White Sands Missile Range (WSMR) Co-Use Area, reporting any evidence of unauthorized entry.

At WSTF, the contractor shall provide escorts for wide loads, hazardous materials and materials of intrinsic value such as lunar and planetary materials, space hardware and large vessels.

At WSTF, the contractor shall conduct routine vehicle patrols to minimize security incidents involving vandalism, theft, or unbadged personnel in unauthorized areas.

At WSTF, the contractor shall conduct preliminary investigations of all security incidents (theft/lost property surveys, workplace violence, harassment and vandalism). Minimize loss, compromise, or removal of evidence or documentation without proper authorization. Secure and control confiscated evidence, and ensure that precautions are taken to preserve the integrity of evidence necessary to support legal actions. Cooperate and coordinate with other responding authorities.

At WSTF, the contractor shall arrange for pick up and impounding of animals found within the fenced areas of White Sands facilities, and maintains records that include, as a minimum, date of pickup and disposition.

At WSTF, the contractor shall respond to requests from White Sands Logistics support personnel when suspicious packages are received/identified. Respond within 5 minutes of requests in accordance with emergency response procedures and provide written report of findings IAW Report of Incident/Investigation (ROI).

At WSTF, the contractor shall respond to inner perimeter intrusion/motion detector alarms within 5 minutes of notification.

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

At WSTF, the contractor shall provide and maintain “in car” audio and video systems in all patrol vehicles.

#### 5.2.4.3 Traffic Accident Investigation

A. The contractor shall provide fact finding 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 WSTF, the contractor shall attend and support all Traffic Appeal Board Hearings.

At WSTF, the contractor shall investigate traffic accidents to include completing report and taking digital photographs of all vehicles involved.

#### 5.2.4.4 Canine (K-9) Narcotics/Explosive/Patrol

A. The contractor shall provide training, nationally recognized certification, maintenance, care, and control of canine resources capable of providing indications of the presence of contraband, such as explosives, and or to perform security and law enforcement patrolling as an adjunct to an armed security police officer.

At WSTF, the contractor shall provide the canine capability a minimum of four hours daily, five days per week, varying between the hours of 0600 and 2300. Additionally the canine

unit(s) must be able to respond within two hours in the event of an emergency or critical incident call out with at least one team.

At WSTF, emergency or critical incident support shall take precedence over routine, random inspections.

At WSTF, teams shall be able to work independent of, but in support of, other uniformed operations described herein, with the ability to direct White Sands-coordinated uniformed operations using these services.

At WSTF, certification and training of explosive detection teams shall be from/by a nationally recognized K9 training organization or association, which meets or exceeds the following specifications: Dogs shall be certified to at least a 90% “find rate” for black powders, primer cords, TNT, RDX, nitrates, and chlorates in buildings, open areas, vehicles (including sedans, vans, trucks, etc.), and baggage (packages, briefcases, purses, and the like).

At WSTF, all training aids shall be provided by the contractor. NASA will provide a building for storage of up to a total of 30 pounds of explosives. If explosives are stored on Center, the contractor shall provide an ATF approved magazine equivalent to the Armag Type 2 Class ABC Interior Storage Magazine.

Additionally, the Contractor shall provide appropriate vehicles/transportation to ensure that the teams can immediately respond to calls and incidents.

At WSTF, the contractor shall be completely responsible for any training, care, housing/kenneling, maintenance, and veterinary services/requirements of the animals in order to establish and maintain the level of performance required to maintain their certifications.

#### 5.2.4.5 Criminal Incident Reports/Records:

- A. The contractor shall provide complete reports on criminal incidents reported. Maintain records of crime and criminal information IAW applicable Federal law and NASA regulations IAW Report of Incident/Investigation (ROI).

#### 5.2.4.6 Testify in Court/Other Official Hearings

- A. The contractor shall give direct evidence in the form of sworn testimony, to identify legal issues, establish facts, and identify procedures in judicial and non-judicial settings.

#### 5.2.4.7 Evidence Collection & Storage

- A. The contractor shall identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody.
- B. The contractor shall apply federal rules of criminal procedure to maintain the legal value of items identified as evidence, related to the identity of the

perpetrator, fruits of the crime, or evidence of a crime, contraband or other items illegally possessed.

#### 5.2.4.8 Standard Blotter and Reports

- A. The contractor shall provide a daily topical and/or chronological record of activities associated with criminal incidents, life safety, and general security.

#### 5.2.4.9 Prisoner Transport

- A. The contractor shall provide security and protection to persons in custody or detained persons during transport operations pending further detention, release or transfer to another jurisdiction.

#### 5.2.4.10 Federal, State & Local Liaison

- A. The contractor shall establish and maintain a cordial and professional working relationship with various levels of Federal, State and local law enforcement agencies, whose jurisdictions include, abut, impinge or are excluded from specific areas of operation.

At WSTF, these include agencies such as WSMR Police, Holloman AFB OSI, WSMR 902<sup>nd</sup> MI, US Border Patrol, FBI, ICE, US Wildlife Service, New Mexico State Police, Dona Ana County Sheriff's Office, and Las Cruces Police.

At WSTF, the contractor shall coordinate and cooperate with Federal, State, and local law enforcement agencies in serving civil and criminal warrants or subpoenas. The contractor shall notify the White Sands NASA Security Office immediately in criminal cases and civil matter service.

At WSTF, the contractor shall establish liaison and coordinate with local, State, and Federal agencies regarding potential security and physical threats; and communicate with these officials at least monthly or more frequently if threat situation requires it. For this activity, such meetings occur about two times per month. The contractor shall attend as the meetings are scheduled.

#### 5.2.4.11 Crime Scene Protection

- A. The contractor shall respond to and protect the physical area associated with criminal activity likely to provide valuable information to the investigative process.
- B. The contractor shall guard and maintain the legal and physical integrity of evidence from destruction, tampering, or loss.

#### 5.2.5 Special Programs

##### 5.2.5.1 Counterintelligence and Counterterrorism (CI&CT)

- A. The contractor shall provide general support services to NASA's counterintelligence and counterterrorism programs, which are governed by NPD 1660.1 and NPR 1660.1.
- 5.2.5.2 Foreign travel briefings.
  - A. The contractor shall provide foreign travel briefings to NASA personnel as outlined in NPR 1600.1 paragraph 8.9.3.9.
- 5.2.5.3 Special Access Program (SAP) and Sensitive Compartment Information (SCI) Operations : Not Required at White Sands
- 5.2.5.4 Technology Protection Program
  - A. The contractor shall provide support services to NASA Technology Protection Program (also known as Program Security) in support of NASA's acquisition programs/projects IAW NPR 1600.1, Chapter 8. The Technology Protection task areas include: 1) Task Management, 2) TPP Planning and Implementation, 3) Input to Security Policy and Procedure Development, and 4) Security Awareness Training.
- 5.2.5.5 Technical Surveillance Countermeasures (TSCM)
  - A. The contractor shall provide technical surveillance countermeasures support per NPR 1600.1.
- 5.2.5.6 Communications Security (COMSEC): Not Required at White Sands
- 5.3 Emergency Management**
  - 5.3.1 General
    - 5.3.1.1 The contractor shall provide and maintain services relevant to the efficient, effective and obligatory capabilities supporting the framework by which NASA prepares for, responds to, recovers from, and mitigates the impacts of a wide variety of emergencies and natural and technological disasters that could adversely affect the health and safety of people, the continuity of mission essential operations and infrastructure, and the environment. The contractor shall comply with NPD 1600.1, NPD 1040.4, NPD 8710, NPR 8715.2, NPR 1040.1, and Homeland Security Presidential Directives.
  - 5.3.2 Emergency Management Four Tenets Framework
    - 5.3.2.1 Emergency Preparedness
      - A. The contractor shall provide support in comprehensive planning in policy, procedures, directives, and all-hazard assessment in accordance with internal and external requirements IAW DRD, Comprehensive Emergency Management Plan (CEMP).

#### 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.

#### 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.

### 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 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 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.

#### 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) as needed, in addition to being capable of staffing and maintaining an alternate facility under continuity of operations planning.
- B. The EOC is staffed when major emergencies occur or likely to occur, such as nearby wild land fires, significant hazmat emergencies, interagency emergency operations, and other responses where an intra- or interagency response is required.
- C. The contractor shall maintain and operate a Mobile Command Vehicle with related emergency response equipment.

#### 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. Readiness and deployments under this section will be ordered under the IDIQ section at 5.0.1.
- C. Memorandums of Understanding - The contractor shall ensure consistency in the outcomes directed by Federal Preparedness Circular (FPC-65), June 2004; Executive Order 12472 for Telecommunications Preparedness; Executive Order 12656 for Assignment of Emergency Preparedness Responsibilities; and when applicable, Memorandums of Understanding or Agreement with Federal, state and local counterparts engaged in continuity of operations activities such as shared facilities and systems.

#### 5.3.6 Test, Training & Exercise

- 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).
    - i. The contractor shall support and participate in biennial Agency participation in national-level exercise programs to evaluate Agency capabilities to execute emergency operating plans.
    - ii. The contractor shall develop and administer a Lessons-Learned Program and Corrective Action Plan (CAP) consistent with national practices to identify shortfalls, weaknesses, and failures identified during the evaluation of exercises whether as exercise monitor or after-action reviewer. A published, final report will describe assessed performance against exercise objectives and include recommended corrective actions.
    - iii. The contractor 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 White Sands**

#### **5.5 Unclassified Information Assurance**

##### **5.5.1 General**



- 5.5.1.1 The contractor shall provide Unclassified Information Assurance (IA) services in support of the Unclassified Information Assurance Program IAW NPD 2810.1 and NPR 1600.1.
- 5.5.1.2 The contractor will support NASA's Unclassified IA Program by supporting NASA's management of information risk through the development of IA policy, strategy, tools, verification, and validation of information categorization, tracking monitoring and IA compliance oversight.
- 5.5.1.3 Information Assurance Functions and Services - The contractor supports the verification of FIPS IT System Categorization by developing a verification methodology and that validates that NASA information is being categorized correctly; and developing processes, standards and methods to validate consistent compliance across NASA.
- 5.5.2 Information Assurance Functions and Services
  - 5.5.2.1 The contractor supports the verification of FIPS IT System Categorization by developing a verification methodology and that validates that NASA information is being categorized correctly; and developing processes, standards and methods to validate consistent compliance across NASA.
- 5.5.3 Identification, Handling and Marking of SBU Information
  - 5.5.3.1 The contractor shall develop and recommend requirements for the protection of specific categories of SBU information.
  - 5.5.3.2 The contractor shall provide technical assistance in the development of SBU classification guidelines in support of NASA programs and projects.
  - 5.5.3.3 The contractor shall develop SBU education and awareness training that includes: designation of SBU information; marking and handling of SBU information; SBU covered by other protocols (Limited Exclusive Rights, STI, EAR, ITAR); storage, access, disclosure and transmittal of SBU information; and access and disclosure.
- 5.5.4 Verification of NASA Unclassified IT System Security Certification and Accreditation Program
  - 5.5.4.1 The contractor shall develop an independent validation process to assess the effectiveness of the NASA Unclassified IT System Security Certification and Accreditation Program especially as it relates to self-certified (low impact) system.
  - 5.5.4.2 The contractor shall also provide internal compliance assessments of the NASA Unclassified Information Security Program.

**5.5.5 Information Assurance Threat Awareness Briefings**

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

**5.6 Training Requirements and Mandatory Skill and Performance Levels****5.6.1 Responsibilities**

- 5.6.1.1 The contractor is responsible for providing a skilled and capable workforce. Where appropriate, performance-based training, and quality control measures shall be applied to validate performance capabilities.
- 5.6.1.2 Best practices and prevailing industry practices shall be considered as a minimal standard when more severe standards are not established.
- 5.6.1.3 Training and certification records shall be maintained in an electronic data base and be available for inspection. The Contractor shall report on employee training IAW NPSC DRD, Training Plan Report.

At WSTF, the contractor shall prior to performing work complete a 40 minimum hour training program developed, administered, and documented by the Contractor. The training program shall consist of a course for security officers involving general White Sands requirements, subjects unique to White Sands and augmented with on-the-job training (OJT) to be performed with an experienced security officer designated by the contractor. OJT may be excluded or curtailed for security officers with prior one-year experience at a NASA Facility or relevant experience with a city, county, state, or federal law enforcement agency (includes military security experience). Candidates shall be given a written and practical examination IAW the contractors Training Plan. Upon request, certifications of training shall be provided to the TOM.

**Training Program course subjects:**

- a. General security orientation including the principles of security, purposes of security classifications, and White Sands/NASA Security regulations.
- b. General site orientation including NASA White Sands organizations and functions.
- c. Standards of conduct, dress, and public relations.
- d. Discipline, obedience to orders, and office etiquette.
- e. Administrative practices, report writing, and related document preparation and submission.
- f. Operation and use of Government communications equipment, vehicles and security alarm systems.
- g. Basic confined space awareness training.
- h. Specific duties of security officers as described in post orders and routine operational procedures.

- i. Badge system, access authorizations, and techniques to be used in denying access levels to unauthorized personnel.
- j. Methods of detecting sabotage and espionage activities, surveillance methods, response to bomb threats, bomb recognition, vehicle/methods of searches, securing areas, precautions to be taken, and reporting criteria.
- k. Methods for controlling civil disturbances and potential riot situations, how to deal with demonstrators, including crowd control and workplace violence.
- l. Enforcement of parking/traffic regulations conducting vehicle stops to include “felony stop” procedures, and vehicle accident reports.
- m. Firearms qualifications shall be in accordance with NPR1600.1, Attachment E.
- n. Firearms qualifications in judgmental shooting through White Sands most current firearms training simulator or live role playing scenarios using Simunitions®.
- o. Investigative detention, seizure, suspect searches and handcuffing.
- p. ASP collapsible baton training
- q. Crime scene security.
- r. Weapons tactics training (clearing of sites/locations/buildings/rooms of possible armed hostile elements) with emphasis on “active shooter” or “hostage” situations.
- s. First responder capability for emergency situations, i.e., Hazardous Operations First Responder Training (HAZWOPER).
- t. Emergency responses to fire alarms, security incidents, medical situations, safety related accidents, hazardous materials, spills, or releases.
- u. Operations Security (OPSEC).
- v. NASA White Sands New Hire Training is also required for contract employees and shall be conducted by the White Sands Safety Office.
- w. The Contractor shall train all personnel to perform all job related tasks identified in this SOW prior to the start of employment.
- x. All training shall be IAW the contractor’s Training Plan and shall include a general site orientation, safety and customer service training.

#### 5.6.2 Local And State Education Requirements

- 5.6.2.1 The contractor may be required to complete local and state educational requirements plus obtain licenses or certifications when required by NASA. Task Order will detail any specific relevant state and local training; however State certification is not required for contractors hired under the FAR based contract.

At WSTF, the contractor shall be certified to operate the National Crime Information and the National Law Enforcement Telecommunication System through the state of New Mexico.

At WSTF, the contractor Fire Fighters, Paramedics, and Emergency Medical Technicians shall be state of New Mexico certified.

#### 5.6.3 Firearms Training, Range Operations and Maintenance

- 5.6.3.1 The contractor shall conduct firearms range operations as may be necessary to maintain the required qualification and proficiency of the workforce, and support of other training requirements.

5.6.3.2 Range operations may be conducted on NASA facilities or on non-NASA facilities as appropriate for the training provided, such as “Shoot House” facilities at the White Sands Missile Range.

5.6.3.3 The contractor shall ensure the safety of range operations.

5.6.3.4 The contractor shall be required to conduct maintenance of firearms ranges and related facilities.

At WSTF, the contractor shall police the range after all live fire activities and remove all brass, targets, litter, and any other debris as required to maintain a high level of order, safety, and cleanliness on the range and in and around all range structures and buildings.

At WSTF, the contractor shall empty the lead buckets and transport the lead to White Sands maintenance personnel as necessary.

At WSTF, the contractor shall perform minor range maintenance including grass cutting, target stand repair, and recommending enhancements to the safe operation of the range.

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 contractor.

At WSTF, the contractor shall perform the maintenance on all firearms, including those issued to civil servants.

At WSTF, the contractor shall provide all duty, training and qualification ammunition for both contractor and civil service personnel authorized to carry firearms. The contractor shall also provide all replacement parts and expendable items such as, cleaning materials for all firearms, targets, including those issued to civil servants.

At WSTF, the contractor shall conduct firearms maintenance according to manufacturer specifications. All replacement parts shall utilize manufacturer replacement parts. Modification of firearms from original factory equipment shall only be done with the written approval of the Center Chief of Security and TOM; however, any modifications shall be IAW NPR1600.1

5.6.3.6 Firearms maintenance shall be conducted by a qualified armorer.

At WSTF, the contractor shall, at the request of the TOM, schedule and conduct firearms training and qualifications to include civil servants who are authorized to carry firearms/rifles/shotguns and are therefore also required to periodically qualify with the firearms.

At WSTF, the contractor shall notify the TOM of any weapons qualification failure within 24 hours and shall remove that person from armed officer duties until qualified.

5.6.4 External Training

- 5.6.4.1 External training is that training which the contractor may be tasked to perform for personnel who are not protective services contractor employees or subcontractors. Example of training which applies to most Centers is listed in the following section.
- 5.6.4.2 The contractor shall also conduct external training for personnel where required by NPR's, by law.
- 5.6.4.3 Required Security Education, Briefings and Orientations
  - A. The contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include SBU training, annual or periodic security briefings for those with access to various categories of classified information or Special Access Programs, annual workplace violence training.
  - B. The contractor shall generally provide security education support or administration, briefing, training media, for external programs for which they administer.
  - C. The contractor shall conduct crime prevention training for the general NASA population. Training may include but is not limited to such topics as locking offices and security containers, use and control of keys and security systems, and general loss prevention topics.
- 5.6.4.4 Export Control Training Not Required at White Sands
- 5.6.4.5 Fire Safety Training
  - A. The contractor shall conduct a fire safety and fire safety awareness program for the general population. Training shall include, as a minimum, fire evacuation, and fire prevention and awareness.
- 5.6.4.6 Emergency Management Training
  - A. The contractor shall participate in or conduct emergency Management training for the general population as required by NPR 8715.2, the National Incident Management System (NIMS) and other requirements.
  - B. The contractor shall conduct or support comprehensive drills, tests and exercises. The contractor shall support efforts associated with the Continuity of Operations Plan (COOP), to include significant support of COOP drills and exercises.
  - C. The contractor shall prepare comprehensive plans and procedures.
- 5.6.4.7 Identity Theft Training Not Required at White Sands
- 5.6.4.8 Wildlife Safety Training

- A. The contractor shall conduct wildlife safety briefings. Briefing will generally include risk avoidance and protection from insects, reptiles, and other wildlife which may be harmful.

5.6.4.9 Preconstruction Briefings

- A. The contractor shall periodically participate in preconstruction briefings to educate personnel concerning security and fire prevention requirements prior to initiation of construction which may pose a risk to personnel.

5.6.5 NASA Federal Law Enforcement Training Academy (NFLET) - Not Required at White Sands