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

- D.1 GFP (Reference FAR 52-245-2)
- D.2.a IAGP – General and Special Purpose Equipment, including office furniture
- D.2.b IAGP – Installation Services/Facilities

NPSC-TO-SSC – ATTACHMENT E – WAGE DETERMINATIONS/CBA's

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

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

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.
- 5.0.2. 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.

SSC will host an annual public engine test (approximately 3500 visitors) and Groundbreaking ceremony for A-3 Test stand.

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 (\$1500.00); or all unplanned events not exceeding (\$1500.00) but cumulatively totaling over (\$4,000.00) will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order.

5.1 Fire Services: Not Required at SSC until 2017.

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. Not required at SSC
- 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.

5.2.1.3 Physical Security Support

- A. The contractor shall execute and sustain a comprehensive physical security protection program utilizing physical measures designed to safeguard people, prevent unauthorized access to equipment, facilities, material, and documents, and to safeguard them against damage and loss.
- B. The contractor shall conduct security studies, recommend security solutions, write reports, conduct briefings, review and analyze proposed construction and renovation projects, respond to user inquiries, evaluate statistical data, execute additional or enhanced physical security measures during periods of increased threat.
- C. The contractor shall provide priority attention and added protection to NASA Mission Essential Infrastructure assets and conduct MEI assessments as required by NPR 1600.1. Adhere to policy as set forth in NPR 1620.2. NPR 1620.3 and NPR 1600.1.

At SSC, the contractor shall perform unannounced security response drills of MEI assets semi-annually and report findings, results to the TOM IAW DRD, Self Assessment and Metrics Report.

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.

5.2.1.5 Uniformed Operations

- A. The contractor shall provide armed and unarmed security officers and uniformed security police officers to perform tasks such as respond to emergencies, enforce NASA regulations, conduct personnel, vehicular, building and facility checks and inspections, access control, package and parcel inspection, crowd control, parking and traffic control, patrol public areas, roadways and marine waterways, staff gates, establish roadblocks, observe and report fires, water leaks, environmental threats, and other hazards, lock and unlock buildings and rooms, conduct flag protocols, safeguard NASA aircraft and other sensitive/available assets, provide motorist assistance, and escort persons and equipment. The Contractors security and law enforcement activities shall be reported IAW the requirements of 4.14 above and 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 SSC, the contractor shall ensure that all Security Officers have an interim SECRET Security Clearance prior to active duty and a SECRET Security Clearance within 6 months of hiring date.

At SSC, the contractor shall provide administrative security support to programs such as driving suspensions and appeal responses.

At SSC, the contractor shall process traffic violation notices and maintain the traffic violation point assessment program.

At SSC, the contractor shall provide central point for safekeeping of personal property found on SSC and return property to rightful owner upon confirmation of ownership.

At SSC, the contractor shall provide access control, 24/7, (ingress and egress) to the installation and SSC Test Complex, ensuring all occupants are properly vetted for entry into SSC. Access gates are:

South Gate 24/7 (approximately 3300 cars daily, Monday - Friday)

North Gate 24/7 (approximately 1800 cars daily, Monday - Friday)

Saturn Drive Gate 24/7; (Internal gate with entry to Test Complex)

At SSC, the contractor shall provide a command supervisory level authority for each shift on a 24 hour, 7 day per week basis.

At SSC, the contractor shall ensure that patrols respond expeditiously to requests for assistance and emergencies and/or alarms. Examples include, but are not limited to 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. Non-emergency responses shall be within 20 minutes.

At SSC, the contractor shall assist in escorting persons being removed from the Center for security reasons.

At SSC, the contractor shall provide motorist assistance services to SSC employees within the SSC boundaries, such as jump starts and emergency unlocking of vehicles.

At SSC, the contractor shall provide flag services for at least but not limited to eighteen (18) flagpoles. Flags shall be raised no later than 7:00 a.m. and lowered at sunset on a daily basis. During NASA orbiter missions, the Contractor shall raise the appropriate orbiter pennant on flagpole east of Building 1100. The contractor will remove the pennant when orbiter lands.

At SSC, the contractor shall provide inspection and coordinate repairs/replacement of flags with NASA Security.

At SSC, the contractor shall procure flags and maintain ample supply of replacement flags for SSC.

5.2.1.6 Explosive/Chemical/Biological Hazmat Recognition: Not Required at SSC

5.2.1.7 Executive Protection

- A. The contractor shall provide executive protection for NASA designated personnel including: important government officials, distinguished visitors, and others designated by the TOM or COTR.

5.2.1.8 Not required at SSC

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 SSC, the contractor shall provide trained and certified technician(s) to conduct all locksmith services, including the installation of locks in lock-ready doors, setting combination locks, providing duplicate keys, installing and maintaining high-security locking systems, and emergency opening of all locks.

At SSC, the contractor is responsible for any supplies and equipment not expressly stated in the Government Furnished Property List, Attachment C of this Task Order.

At SSC, the contractor shall issue security keys and maintain a data base inventory of security locks and keys. The contractor shall manage the annual lock and key accountability inventory.

At SSC, the contractor shall expeditiously complete all locksmith work orders and key requests, normally within 48 hours of receipt. The regular hours of operation for the Locksmith services shall be 7:30 a.m. to 4:00 p.m., Monday through Friday excluding Federal holidays.

At SSC, the SECRET security clearance is required to perform these tasks.

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 SSC facilities. The contractor shall utilize the NASA Common Badging and Access Control System (CBACS) to issue and record the issuance of badges, and other facility access credentials.

At SSC, the contractor shall provide all supplies necessary to operate badge printing stations. The contractor shall issue badges at two reception centers on site from 0630 – 1600, Monday through Friday, excluding holidays.

Staffing level shall be maintained to ensure that customers are served within 20 minutes of arrival.

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

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

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

At SSC, the contractor shall provide service within 30 minutes of customer arrival at the Badge and Pass Office.

At SSC, the contractor shall ensure its clerks are trained in processing fingerprints.

- 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 Not required at SSC

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, NCIC and CCTV recording and voice recording systems. Additionally a dispatcher may be required to monitor an air space surveillance radar system to identify and report on suspected incursions into NASA restricted air space.
- B. The Contractor shall track and record all incidents.
- C. The Contractor shall maintain and update existing written procedures for equipment operation as well as response to routine and emergency events.
- D. The operators shall provide emergency response elements with updated information vital to decision making.
- E. The Dispatchers shall operate the 911 emergency telephones and maintain the ability to document a continuous chronological listing of events during response activities.
- F. Not required at SSC

At SSC, the contractor shall monitor and react to alarms associated with doors, environmental monitoring and personal duress.

At SSC, the contractor shall dispatch and direct Protective Services personnel.

At SSC, the contractor shall identify and investigate possible facility penetration attempts by unauthorized personnel.

At SSC, the contractor shall perform data entries and complete reports for all incidents according to SOP.

At SSC, dispatchers must monitor all security/fire/safety radio transmissions to ensure proper radio procedures.

At SSC, the SECRET security clearance is required to perform these tasks.

5.2.2 Personnel Security

5.2.2.1 Security Records Management Systems

- A. The contractor shall maintain and operate the following systems of records:
 - i. Pre-employment screenings
 - ii. Internal access control records

- iii. National Security clearance records
- iv. 5 USC (re: Position Risk Designations) and HSPD 12 related records
- v. Other records as required by specific TO.
- vi. Personnel Reliability Program (PRP) records
- vii. Roster data into SSC Training Certification System

At SSC, 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 SSC workforce. Specifically, the contractor shall:

1. Maintain a system of records on all civil servants and contractors requiring Center access greater than 6 months in duration.
2. Ensure records are maintained, retained, and destroyed in accordance with agency policy.
3. Initialize new hires for access to E-QIP within one business day of notification from NASA.
4. Receive signature sheets and other germane documentation for E-QIP.
5. Scan documentation and attach to E-QIP submittal.
6. Serve as Reviewers in E-QIP to ensure completeness.
7. Review for completeness within 3 business days of release of E-QIP.
8. Respond to calls for help on the use of E-QIP.
9. Prepare and present security files for adjudication within 5 business days of receipt of completed case from OPM.
10. Provide data entry for SSC cases in the NASA Clearance Tracking System and other authoritative source database designated by NASA.
11. Provide database inquiries for new hires for reciprocity.
12. Track the cost of investigations against the provided budget limit.

At SSC, 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, JPAS, PIPS and INS and other similar systems.

At SSC, the contractor shall prepare a Badging and Investigation Status Report on a monthly basis, and submit to the TOM with the following data:

- a. Total SSC non-employee population, including remote IT access, those requiring PIV cards
- b. Total Risk/Sensitivity Level Determinations Completed
- c. Total NACI Investigations submitted to OPM or completed
- d. Total BI investigations submitted to OPM or completed
- e. Number of PIV Cards Planned for Issuance during the reporting period
- f. Number of PIV Cards actually issued during this reporting period
- g. Number of PIV Cards Planned for issuance to employees for next reporting period
- h. Number of PIV Cards issued to Contractors and Others to Date

At SSC, A SECRET security clearance is required to perform these tasks.

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 fabricate and issue temporary passes, picture badges/credentials, area permits and temporary area authorizations as well as necessary technology control plans.

At SSC, the contractor shall process and coordinate foreign travel for NASA civil servants in support of NASA missions, projects and programs as required under applicable NASA Space Act Agreements. The contractor shall:

At SSC, complete NASA U.S. State Department Foreign Travel Cable training.

At SSC, establish coordination processes with NASA Headquarters, Office of External Affairs for all Center foreign travel issues.

At SSC, monitor and ensure travel processing requirements in Travel Manager are accomplished through the traveler's administrative support staff.

At SSC, monitor and ensure all pre-travel screenings and briefings are accomplished.

At SSC, maintain files on all correspondence and cables for all processed travelers and be familiar with utilization processes for the NASA I-View Foreign Travel Portal

5.2.2.3 Personnel Security Systems Administration - The contractor shall continuously update NASA databases containing background investigation and security clearance information.

At SSC, the contractor shall provide personnel security support services to the SSC Personnel Reliability Program (PRP) and NASA Shared Services Center (NSSC) IAW NPR 1600.1 and local directives.

5.2.2.4 Electronic Questionnaires for Investigations Processing (E-QIP)

- A. The contractor shall initiate background investigations utilizing E-QIP.

5.2.2.5 Adjudications

- A. The contractor shall support government adjudicators in making contractor suitability for access determinations.

5.2.2.6 CNSI/Suitability Investigations

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

5.2.2.7 Inquiries

- A. The contractor shall conduct interviews with personnel during the processing of security background investigations to resolve any issues.
- 5.2.2.8 Records Checks
- A. The contractor shall conduct law enforcement records checks to collect criminal and security information.
- 5.2.2.9 Risk Determinations
- A. The contractor shall provide support to process appropriate Security Investigation as determined by level of risk determination.
- 5.2.2.10 Fingerprinting
- A. The contractor shall process electronic fingerprints and associated data inputs for Center access and Security Background Investigations and support potential biometric solutions.
- 5.2.2.11 Not Required at SSC
- 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 and contractor personnel security cases.
- 5.2.3 Information Security (INFOSEC)
- 5.2.3.1 NASA activities span the classification domain from unclassified, sensitive but unclassified, collateral Classified National Security Information (Confidential, SECRET and TOP SECRET), Special Access Programs through TOP SECRET/Special Compartmented Information (TS/SCI).
- 5.2.3.2 The information security activities of the contractor will be guided by the regulations, policies, procedures and requirements identified in documents such as the Information Security Oversight Office (ISOO), National Industrial Security Program Operating Manual (NISPOM), NISPOM Supplement (NISPOMSUP), the Department of Defense Overprint to the NISPOMSUP, Joint Air Force-Army-Navy (JAFAN) manuals (6/1, 6/3, 6/4, 6/9), Director of Central Intelligence Directives (DCID), 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 SSC
- 5.2.3.4 Document Destruction: Not required at SSC
- 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. Not required at SSC
 - C. Not required at SSC
- 5.2.3.6 Classification Management: Not required at SSC
- 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 capability using the disciplined, logical, and intuitive tools of the investigative arts, including interviewing, interrogation, documents analysis, and a through understanding of State and Federal rules of criminal procedure, to identify offenders, acquire and control evidence, and document activities.

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

Conducting investigations of missing property and completing detailed investigative reports with 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 as required.

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

At SSC, the contractor shall conduct preliminary investigations and submit reports on lost or stolen property, suspicious activity, and other incidents. Preliminary investigations shall be conducted on the reported day and a preliminary report submitted to the SSC Chief of Security via e-mail by 9:00 a.m. the following workday. Preliminary investigations shall be followed up in a timely manner with a detailed investigation. The contractor shall ensure that reports are detailed, accurate and timely.

At SSC, the contractor shall provide an aggressive theft/conversion prevention and detection program with specific responsibilities to include such activities as inspections and

documentation of SSC areas and buildings for property theft hazards, providing recommendations for improvements, conducting investigations and preparing Reports of Investigation, and making National Crime Information Center (NCIC) inquiries. The contractor shall submit Reports of Investigation (ROI) to the TOM and SSC Chief of Security.

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

At SSC, the contractor shall develop and employ a patrol plan that deploys security officers for maximum effectiveness and efficiency. Vehicles, gas and maintenance shall be provided by the Government.

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 SSC, The contractor shall respond within 5 minutes to vehicle accidents occurring on government maintained roadways, including outside the “Fee Area” (South Gate to I-10 and North Gate to Santa Rosa.)

At SSC, the contractor shall control and enforce all parking regulations on SSC, direct and control traffic, and provide continuous surveillance and enforcement of SSC traffic regulations as specified in SPR 1600.1 and as directed by the TOM. Contractor shall operate traffic control points and identify, delay and detain all suspicious vehicles and personnel as necessary to maintain a level of security sufficient to ensure the safety and protection of all personnel, property and resources within the site.

At SSC, the contractor shall issue and process traffic citations, update the SSC traffic point database, investigate traffic accidents, and complete detailed accident reports.

At SSC, the contractor shall operate speed radar check points at least 7 hours per week and notify the TOM of any unusual or unsafe traffic and road conditions.

At SSC, 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 shall be compatible with NASA-wide protective services reporting criteria approved by the TOM.

5.2.4.4 Canine (K-9) Narcotics/Explosive Patrol Not required at SSC

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 Testify in Court/Other Official Hearings

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

5.2.4.7 Evidence Collection & Storage

- A. The contractor shall identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody.
- B. The contractor shall apply Federal Rules of Evidence to maintain the evidentiary value of items identified as indicative of a crime, items related to the identity of the perpetrator, fruits of the crime, contraband or other items illegally possessed.

5.2.4.8 Standard Blotter and Reports

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

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 SSC:

At SSC, the contractor Operations Manager or designated contractor representative shall participate in the Gulf Coast Force Protection Working Group and the SSC Quarterly Security Officers Meeting.

At SSC, the contractor shall coordinate law enforcement issues with the Hancock County Sheriff's Office, NASA OIG, FBI, and other local, state, and federal agencies as required.

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 CI/CT Not required at SSC
 - 5.2.5.2 Foreign Travel Briefings Not required at SSC
 - 5.2.5.3 Special Access Program Not required at SSC
 - 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 services to NASA's security program, which is governed by NPR 1600.1.
 - 5.2.5.6 COMSEC: Not required at SSC
- 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 applicable Homeland Security Presidential Directives.
 - 5.3.2 Emergency Management four Tenets Framework Not required at SSC
 - 5.3.2.1 Emergency Preparedness Not required at SSC
 - 5.3.2.2 Emergency Operations

- A. The contractor shall provide Emergency Operations Center (EOC) support, and mutual aid efforts.

5.3.2.3 Continuity of Operations (COOP): Not required at SSC

5.3.2.4 TT & E

At SSC, the contractor shall assist the SSC Emergency Management Team during tests, training and exercises. The Contractor shall be trained in Incident Command System, National Incident Management System (NIMS), and National Response Plan emergency training.

- A. Not required at SSC

5.3.3 Emergency Preparedness

5.3.3.1 General: Not required at SSC

5.3.3.2 CEMP Verification Reviews: Not required at SSC

5.3.4 Emergency Operations

5.3.4.1 Emergency Operations Center Staffing

- A. The contractor shall support an Emergency Operations Center (EOC).
- 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.
- C. Not required at SSC

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): Not Required at SSC

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. Not required at SSC
 - B. Not required at SSC
 - C. Exercise Component - Annual Exercise Component - Annual exercises shall be conducted by the Contractor to demonstrate the capability to (a) adequately and appropriate 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.
 - iv. 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 SSC
- 5.5 Unclassified Information Assurance:** Not required at SSC
- 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.
- 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 SSC, the contractor shall utilize the National Crime Information Center (NCIC) and provide a Terminal Area Coordinator (TAC).

At SSC, is required by the state of Mississippi, the TAC shall attend an instructor certification course and refresher training thereafter every two years. TAC will provide user training to contractor personnel with 60 days of appointment and user refresher training every two years thereafter.

- 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.
 - 5.6.3.3 The contractor shall ensure the safety of range operations and shall conduct lead monitoring and other operational or safety reviews as may be necessary.
 - 5.6.3.4 Not required at SSC
 - 5.6.3.5 The contractor is required to ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment utilized by the location.
 - 5.6.3.6 Firearms maintenance shall be conducted by a qualified armorer.
- 5.6.4 External Training

- 5.6.4.1 External training is that training which the contractor 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 at all Centers where required by NPR's, by law or as detailed in Task Orders.
- 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 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 or as specified in Task Orders.
 - 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 SSC
- 5.6.4.5 Fire Safety Training: Not required at SSC
- 5.6.4.6 Emergency Management Training
 - A. The contractor shall participate in 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 support comprehensive drills, tests and exercises. The contractor shall support efforts associated with the Continuity of Operations Plan (COOP), to include significant support of COOP drills and exercises.
 - C. The contractor shall prepare comprehensive plans and procedures as defined in Task Orders.
- 5.6.4.7 Identity Theft Training
 - A. The contractor shall conduct security awareness training for all NASA personnel on an annual basis. Training shall include information relevant to the NASA work environment and information technology.
- 5.6.4.8 Wildlife Safety Training: Not required at SSC
- 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. Expanded requirements are provided in Task Orders.
- 5.6.5 NFLET: Not required at SSC