
NASA PROTECTIVE SERVICES CONTRACT**MICHOUD ASSEMBLY FACILITY****TASK ORDER****Table of Contents****NPSC-TO-MAF – 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.

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

- 1. Wage Determinations
- 2. Collective Bargaining Agreements

MICHOU D ASSEMBLY FACILITY
NEW ORLEANS, LA

Note: Marshall Space Flight Center (MSFC) in Huntsville, Alabama also provides management oversight of Michoud Assembly Facility in New Orleans, LA. The MSFC Protective Services Office provides management oversight for MAF Protective Services, and the MSFC Center Chief of Security is the Security authority for both MSFC and MAF. Where possible and feasible, offerors will cross-utilize personnel with special skills and expertise in order to reduce costs and unnecessary redundancy.

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.

At MAF, the contractor shall provide additional security or administrative support for planned events. Such events include executive conferences, annual employee picnic, annual holiday reception, Facility Open House, employee recreational events, VIP visits, and escorts for oversize and/or space hardware convoys. This support involves traffic/parking control, crowd control, and personal protection services.

At MAF, the contractor shall also provide protective security services for onsite and infrequent local area events, controlled access conferences, as directed by the Task Order Manager (TOM).

- 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 \$2000 but cumulatively totaling over \$5000 will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order.

At MAF, in support of MAF emergency contingencies as described in paragraph 4.2.1 Deployment, the contractor shall maintain a capability to deploy an emergency force of armed security officers, ERT, appropriate dispatchers, and supervisory personnel. The emergency force shall be armed, fully equipped, self sustaining, and prepared to conduct 24/7 security operations for an initial period of 5 days. The Government may direct, or provide, the mode(s) of transportation utilized to deploy. If activated for such a deployment, a separate task order will be initiated by the Government.

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. (see Appendix A.6 Firefighter Minimum Personnel Qualifications and Appendix 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 locations.

- 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.
- B. At locations where flight is a mission focus, firefighters must be trained in flight crew rescue and Aircraft Rescue and Firefighting (ARFF) tactics for aerospace vehicles. Not Required at MAF
- C. The management of the fire services program shall be focused on the provisions of quality-driven, customer-oriented services. Activities include: high angle, confined space, structural, vehicle, and where flight is the mission focus, flight

crew rescue, launch and landing Aircraft Rescue and Fire Fighting (ARFF) and emergency response and standbys; aircraft and facility pre-fire planning; fire inspection, fire permits (Burn/POL); fire prevention education, inspection and maintenance of fire extinguishers; fire protection engineering; design reviews and risk analysis surveys; fire hydrant flow testing. National Fire Incident Reporting System (NFIRS); and hazardous material emergency response; fire investigations; emergency medical services, and when applicable, a wild-land fire fighting team shall be trained and equipped to combat wild-land fires

5.1.2.2 Mutual And Automatic Aid Programs

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

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 Appendix 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.

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 Center based upon NFPA 1, Uniform Fire Code, and applicable NASA guidance as addressed throughout this PWS, and state standards and requirements. This program shall identify hazards and include the authority to immediately correct imminent danger situations to prevent any emergency.

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 Not Required at MAF

5.1.3.2 Fire Stations

- A. The contractor fire department shall staff the required number of Fire Stations 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 agreement.

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 IAWNFPA Standard 1911.
 - ii. Not Required at MAF
 - iii. Ground Ladders shall be tested annually IAWNFPA Standard 1931.
 - iv. Self-Contained Breathing Apparatus, including filling equipment, shall be tested IAW 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 IAWNFPA 412 and 414.
 - vii. The contractor shall develop a plan and flow test and mark all fire hydrants located on the Center 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.

At MAF, MAF Emergency Dispatch operations are a function of Security Services rather than Fire Services.

- 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 or Component Facility. The Government will provide these requirements in the TO.

At MAF, Fire Brigade response shall be within 4 minutes of an alarm or call for emergency assistance.

- 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) IAW NASA Standard 8719.11.

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

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, 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 the 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.

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 fire training, both structural and Aircraft Rescue and Firefighting training (where flight is a mission focus).
 - 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 at Centers not staffing fulltime fire departments.
- 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 IAW in NFPA 471 and 472, OSHA 29 CFR1910.120, and the State Emergency Response Commissions, Public Sector Hazardous Materials Training Guidelines.
 - C. Where a HAZMAT Team is required, 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.
- 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.
- 5.1.4.3 The contractor shall identify all reportable fire discrepancies and track these until closure.
- 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.
 - B. Investigations
 - i. The contractor is responsible for investigating all fires at each Center per NFPA 921.
 - ii. Persons assigned the responsibility of determining origin and cause shall be trained to NFPA 1033 with annual refresher training provided by independent parties or certified instructors.
 - 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 Center, 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 maintain, purchase, install, and inspect portable fire extinguishers for all facilities and areas where portable extinguishers are required, IAW NFPA 10.
 - ii. Training in the use of fire extinguishers shall be a prerequisite to actually using the fire extinguisher.
 - E. Fire Prevention Education
 - i. The contractor shall conduct annual fire evacuation drills and train the Center populace in maintaining good fire safety habits, recognizing and eliminating fire hazards, and reporting fire and/or emergency situations.
 - ii. Fire evacuation drills shall be documented by the contractor.
 - F. Pre-fire Planning

- i. The contractor shall conduct pre-fire planning on occupied (10 or more occupants) or high value structures, aircraft, and unique vehicles IAW NFPA 1620.
 - 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.

At MAF requirements for Fire Services as described in the PWS paragraph 5.1 pertain to this MAF Task Order to the extent required by NFPA guidelines for an Industrial Fire Brigade. Fire Brigade services shall be provided in accordance with the provisions of National Fire Protection Association Standard (NFPA) 600: Standard on Industrial Fire Brigades and NFPA 1081: Standard for Industrial Fire Brigade Member Professional Qualifications.

At MAF, the contractor shall provide full time Industrial Fire Brigade Services utilizing government provided response vehicles and apparatus.

At MAF, the contractor shall also provide fire prevention services, issue burn and work permits, conduct fire extinguisher inspection and maintenance, perform fire prevention education, and HAZMAT response.

At MAF, the contractor shall provide first response to fires and fire alarms and summon assistance from the New Orleans Fire Department if necessary. Fire Brigade response shall be within 4 minutes of an alarm or call for emergency assistance.

At MAF, the contractor shall provide training and education for all fire brigade members commensurate with those duties and functions that fire brigade members are expected to perform. Such training and education shall be provided to fire brigade members before they perform fire brigade emergency activities. Fire brigade leaders and training instructors shall be provided with training and education which is more comprehensive than that provided to the general membership of the fire brigade.

At MAF, the contractor shall inform fire brigade members about special hazards such as storage and use of flammable liquids and gases, toxic chemicals, radioactive sources, and water reactive substances, to which they may be exposed during fire and other

emergencies. The fire brigade members shall also be advised of any changes that occur in relation to the special hazards. The employer shall develop and make available for inspection by fire brigade members, written procedures that describe the actions to be taken in situations involving the special hazards and shall include these in the training and education program.

At MAF, the contractor shall prepare and maintain a written policy which establishes the existence of a fire brigade; the basic organizational structure; the type, amount, and frequency of training to be provided to fire brigade members; the expected number of members in the fire brigade; and the functions that the fire brigade is to perform at the workplace. The organizational statement shall be approved by the TOM or designated Government representatives.

5.2 Security Services

5.2.1 Physical Security

5.2.1.1 Resource Protection

- A. The contractor shall provide comprehensive and integrated systems that utilize both personnel and equipment to safeguard personnel, physical assets, and information.
- B. The contractor shall provide security services to support NASA Priority/Critical Resources and Space Launch Systems, payload systems, and command and control systems.
- 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 MAF, the contractor shall support the MAF Physical Security Program by performing general support physical security tasks, to include, but not limited to:

1. Control and inventory of keys and locks
2. Review and distribution of incident reports and blotter extracts
3. Presentation of physical security briefings
4. Preparation of physical security reports
5. Participate in design reviews meetings, work groups, and panels
6. Responding to security questions and queries from the public
7. Compilation and preparation of statistical data related to physical security issues or concerns.
8. Preparation of Center wide security announcements
9. Updating physical security information contained in MAF Protective Services Web pages.
10. Attending meetings and participating in emergency exercises representing physical security interests
11. Conducting physical security surveys, physical security audits, and physical security vulnerability assessments
12. Planning and executing physical security and random antiterrorism measures.
13. Managing the proper disposition of items turned in as found property.
14. Liaison with other physical security professionals
15. Conducting physical security/loss prevention surveys to enhance protection of Government property and facilities.
16. Analyze reports of after-hours activity and conduct follow-up inquiries for validity of access.

At MAF, the contractor shall support and assist in the conduct and administration of the MAF Mission Essential Infrastructure (MEI) Program. This shall include tasks such as conducting MEI surveys and inspections, maintaining MEI records reports and data bases,

and conducting briefings on MEI related topics. The contractor shall provide personnel holding, at a minimum, a SECRET security clearance to perform this task.

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 Contractor's security and law enforcement activities shall be reported IAW the requirements of 4.14 above and NPSC DRD, Report of Incident/Investigation (ROI). (see Appendix A.3 Physical Fitness Requirements, Appendix A.4 Security Officer/Police Qualifications, Appendix A.5 Officer Uniform and Equipment Requirements, Appendix A.7 Psychological and Emotional Requirements, and A.8 Drug Testing and Drug and Alcohol-Free Workforce Requirements)

At MAF, the contractor shall provide armed security officers to safeguard personnel and material resources located on MAF.

At MAF, the contractor shall prepare, review, distribute, and maintain such General Orders, Post Orders, and emergency and special orders for each security post and position as identified by the contractor, or as required by the TOM. The contractor shall draft, publish and obtain approval from the Center Chief of Security for all security procedures, program security plans, building security plans, site security plans, contingency plans, and operational security plans. Additionally, the contractor shall prepare and maintain Standard Operating Procedures consistent with NASA and MSFC regulations and policy. All SOPs must have the written approval of the MSFC Center Chief of Security.

At MAF, the contractor shall have on hand an up-to-date list in the PSCC of emergency contact telephone numbers, including the Security Office, Center Management, Center Emergency Operations personnel, and Federal, State, Local and Federal law enforcement agencies and emergency personnel. This list shall be reconciled weekly with all electronic contact information in the blotter to ensure correctness.

At MAF, the contractor shall control access to incident scenes involving safety, fire, workplace violence, natural disaster or other emergencies as directed by the TOM, CCS, or other authorized NASA Special Agent. The contractor shall assume on-site incident command unless/until relieved by the CCS or designee for those incidents under the control

of the CCS as defined in the MAF Emergency Plan, and then provide area access control until released by recognized MAF authority.

At MAF, the contractor shall exercise the authority and responsibility to identify and request the use of any service, equipment, or assistance at MAF that may be required to reduce the impact of an emergency. The contractor shall recommend to the CCS or incident command when the area may be declared cleared. The contractor shall coordinate and recommend security-related revisions to the MAF Emergency Plan.

At MAF, the contractor shall provide a uniformed officer presence 24 hours daily, 7 days a week.

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

At MAF, the contractor shall provide sufficient patrols for the inspection and reporting of suspicious activities, unsecured, unsafe, and hazardous conditions of gates, bollards, buildings, offices, docks, and other facilities and roadways.

At MAF, the contractor shall conduct roving patrols of the Center at various times so as to avoid patterns of predictable behavior (PPB). Patrols primary function is to participate in maintaining a secure facility, e.g. to prevent/detect break-ins, vandalism, building perimeter breaches, criminal conduct, and security violations.

At MAF, the contractor shall be alert for crimes of opportunity and shall initiate positive control actions to deter or prevent criminal activity.

At MAF, the contractor shall be observant for crimes in progress, criminal and suspicious activity, and other security violations.

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

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

At MAF, the contractor shall be continually alert for occurrences of fires, water leaks, environmental emergencies, and physical hazards by close and detailed observations and physical inspections.

At MAF, the contractor shall identify unsafe or potentially unsafe conditions, procedures or activities, and initiate work orders or take other corrective action if required.

At MAF, the contractor shall obtain, track, maintain, and provide inventory accountability of all necessary security equipment. Beyond that equipment identified as government

furnished equipment (GFE,) the contractor shall be responsible for obtaining such equipment as is necessary for the full and complete execution of this task order.

At MAF, the contractor shall ensure that patrols respond expeditiously to requests for assistance and emergencies and/or alarms. Examples include, lock and 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 four minutes for all emergency calls, alarm activations or other situations where life or property is endangered. Delays in excess of four minutes shall be noted in the daily blotter. The contractor shall respond within ten minutes for all non-emergency calls.

At MAF, the contractor shall provide patrols to check all buildings/facilities to ensure they are properly secured, and shall periodically conduct building walk-through inspections to check for unlocked classified security containers. Should unforeseen operational requirements result in a delay in these checks, every effort shall be made to check the facilities as soon as possible.

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

At MAF, the contractor shall conduct frequent patrols and inspections of the MAF perimeter, MEI facilities, MAF Dock, and Pump House and other critical areas specified by the TOM or the CCS.

At MAF, the contractor shall perform flag protocol services and periodically inspect all U.S., State and NASA flags for weathered or worn appearance. The flags shall be raised no later than 7 a.m. and lowered by 7 p.m. daily. The CCS shall provide specific flag protocol guidance as necessary. Flags shall be replaced as necessary with flags provided by the Government. During periods of national mourning, flags shall be lowered to half-staff in accordance with NASA Protocol Directives. The contractor shall, using protocols approved by the TOM, fold, unfurl, hoist and lower, render appropriate honors toward, and protect the National Flag from disgrace or dishonor. Only sworn Uniformed Security Police Officers shall have the public honor of hoisting, lowering, folding, unfurling and raising the National Flag.

At MAF, as directed by the MAF TOM, CCS, or other authorized NASA Special Agent, the contractor shall conduct random inspections upon entry to or exit from the Center or specific locations, areas, buildings or facilities on Center. Such activities shall be performed in lieu of routine patrol activities using on duty assets.

At MAF, the contractor shall provide other services as directed by the TOM during Facility non-work hours that are within the capability of the security force. This includes such activities as monitoring temperature and pressure gauges, electronic equipment, security lighting, and environmental systems. These services are provided as part of normal patrol activities.

At MAF, the contractor shall provide protective services for stored or transported space hardware and other items/facilities as requested by the TOM.

At MAF, the contractor shall provide protective services for any onsite employee while the employee is at their job site, as requested by the TOM.

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

At MAF, the contractor shall provide motorist assistance services to MAF employees within the MAF boundaries, such as jump starts, providing one gallon of gas, and emergency unlocking of vehicles.

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 MAF, the Contractor shall provide the capability to respond to bomb threats and suspicious packages including the following:

Investigate and conduct searches to locate possible threats.

Identify packages or items and make a determination if they are potential hazardous devices.

Establish and secure perimeters for an area or building should a package or items be determined a threat.

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

At MAF, the contractor shall notify the CCS and the MAF Industrial Fire Brigade within 4 minutes of the determination of a suspicious package to request the appropriate assistance. Additionally, if circumstances dictate, the New Orleans Fire Department and Police Department and the FBI shall be contacted to request support.

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 the COTR.

At MAF, executive protection shall be provided during MAF special events and activities and on other occasions as required by the CCS or TOM.

5.2.1.8 Electronic Security Systems: Not Required at MAF

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 MAF, 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 MAF, the contractor shall ensure that container combinations are changed when first placed in service and then as needed whenever;

1. A person knowing the combination is transferred or terminated from employment or for some other reason is no longer authorized access to the classified material stored in the equipment or area
2. Whenever it is possible that the combination may have been subjected to compromise
3. Whenever the security storage equipment or security area has been found unsecured and unattended

At MAF, 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. All data base information will be accurate and be updated within 2 working days of completion of work.

At MAF, the contractor shall expeditiously complete all locksmith work orders and key requests, normally within 48 hours of receipt, and all emergency requests shall be responded to immediately.

With the exception of new construction, the contractor shall furnish, install, repair and re-key all locks, cylinder cores, evaluate/repair door locks, fabricate and maintain (remove/repair/replace).

At MAF, the contractor shall evaluate, maintain, and repair all safes, vaults, and cabinets. All key locks shall be compatible with the existing master key system.

The regular hours of operation for the Locksmith services shall be 8:00 a.m. to 4:30 p.m., Monday through Friday excluding Federal holidays. Emergency after hours services shall be provided as requested.

At MAF, the contractor shall provide annual preventative maintenance on walk-in vault locks, electronic locking devices, and safes.

Locksmith services shall be provided Monday – Friday from 8:00 – 4:30 with a capability to respond to infrequent after hours emergencies.

A 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 NASA facilities. The contractor shall utilize the NASA Common Badging and Access Control System (CBACS) to issue and record the issuance of badges, vehicle decals, and other facility access credentials.
- B. The contractor shall adhere to the requirements of Homeland Security Presidential Directive 12 (HSPD-12), and applicable NASA regulations 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.

At MAF, the contractor shall operate, maintain, and control a system of identification for all employees, contractors, and vehicles at MAF utilizing government provided equipment and facilities. These services shall be offered at Building 350 and Building 101 or alternative locations specified by the Task Order Manager.

At MAF, the contractor shall issue picture badges to all NASA Civil Service and NASA Contractor personnel, and MAF vehicle decals to all NASA Civil Service, NASA Contractor personnel, and all Tenant Civil Service and Contractor personnel. Other Federal Agency Badges compliant to PIV-II will be recognized for MAF access purposes. Sufficient staffing shall be maintained to ensure that customers are served within 20 minutes of arrival.

At MAF, the contractor shall provide centralized lost and found services and maintain records including logging receipt and final disposition.

At MAF, the contractor shall provide notice to other contractors and MAF employees of expired badges, including follow-up, provide traffic citation administration and follow-up notices, provide miscellaneous lamination services, provide special badges, provide Service Vehicle zone access/parking passes, and occasionally support badging services at remote locations.

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

At MAF, the contractor shall provide fully trained and skilled personnel to properly complete fingerprinting of MAF civil service and support contractor personnel, as required, using either the Government provided digital system or the traditional inking system.

At MAF, the contractor shall provide sufficient staffing to ensure that badges, decals, key cards, and other I&R functions are normally processed within 20 minutes, notwithstanding circumstances beyond the contractor's control.

At MAF, the contractor shall operate and maintain the MAF Public Key Infrastructure (PKI) Registration Program in coordination with the PSO and Office of the Chief Information Officer (OCIO). The PKI System provides electronic signatures and encryption for electronic files and e-mail for authorized employees, contractors, and visitors at MAF. The contractor shall provide PKI services during normal duty hours. A NASA certification is required for personnel who issue, revoke, or recover digital certificates.

At MAF, the contractor shall provide periodic badge checks of facility personnel. Officers shall check to ensure that badges are properly displayed and ensure that only properly badged personnel enter buildings.

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

The regular hours of operation for the Identification and Registration (I&R) element of the security services contractor shall be 7:00 a.m. to 4:30 p.m., Monday through Friday, excluding federal holidays.

5.2.1.11 Emergency Response Team

- A. The contractor shall provide a team of security police officers who meet the enhanced physical standards for specialized teams found in NASA NPR 1620.2.
- B. The team shall be trained in hostage and victim rescue, special tactics and planning, and the use of specialized equipment, firearms and other weapons.
- C. The team shall be capable of an immediate on-site response to effectively and safely resolve a variety of critical security incidents 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 MAF, the contractor shall provide a fully trained and equipped ERT capable of team response, and containment and resolution of critical or potentially violent incidents at MAF. The contractor shall ensure that the ERT is capable of arriving at the scene in full tactical mode within 30 minutes of alert.

At MAF, at least two ERT members will serve security police officer patrol duty for each shift.

At MAF, the Government will prescribe and provide the appropriate weapons, radios, and vehicles to be used by the ERT team. The contractor shall provide all other ERT equipment and supplies.

At MAF, all ERT personnel shall achieve and maintain a 90 percent or higher score on weapons proficiency tests with pistols, rifles and shotguns. Additionally, all ERT personnel shall successfully complete a written contractor administered proficiency examination, with a score of 90%, and be approved by an interview panel consisting of MAF and contractor representatives.

At MAF, ERT personnel shall maintain adequate physical conditioning to successfully complete a physical agility/ability test every twelve months that evaluates flexibility, coordination, speed and agility, aerobic capacity and upper body strength.

At MAF, ERT personnel shall achieve and maintain a 90 percent or higher score on weapons proficiency tests with all assigned weapons.

5.2.1.12 Dispatchers – Protective Services Communications Center

- A. The Contractor shall provide personnel to operate emergency dispatch Centers containing emergency and administrative telephones, point-to-point telephones, access control systems, fire and security alarm systems, Closed Circuit Television (CCTV) systems, 2-way radio base stations with multi-net/bridging capabilities, emergency warning systems, and CCTV recording and voice recording systems. Additionally a dispatcher may be required to monitor an air space surveillance radar system to identify and report on suspected incursions into NASA restricted air space.
- B. The Contractor shall track and record all incidents.
- C. The Contractor shall maintain and update existing written procedures for equipment operation as well as response to routine and emergency events.
- D. The operators shall provide emergency response elements with updated information vital to decision making.
- E. The Dispatchers shall operate the 911 emergency telephones, the Telephone Device for the Deaf (TDD), and maintain the ability to document a continuous chronological listing of events during response activities.
- F. The Dispatchers shall meet the requirements of NFPA Standard 1061, Professional Qualifications for Public Safety Tele-communicator. Additionally, NFPA Standard 1221, Standard for the Installation, Maintenance, and Use of Emergency Services Communications shall be the guide for receiving, dispatching, and recording emergency communication.

At MAF, the contractor shall staff and manage the Government-provided MAF Protective Services Communications Center.

At MAF, the contractor shall provide a certified, redundant capable, telecommunications staff to efficiently operate the MAF Protective Services Communications Center (PSCC) 24-hours a day, 7 days a week.

At MAF, the contractor shall fully utilize, and keep current, the automated and interactive prompts within the Government-provided PSCC dispatch system for each event.

At MAF, the contractor shall monitor all alarm notification annunciation systems and respond by dispatching appropriate response personnel within 35 seconds of receiving the alarm notification.

At MAF, the contractor shall ensure that all PSCC actions are in accordance with PSCC procedures, and that the electronic daily blotter of all activities is maintained. The contractor shall make incident notifications, monitor security cameras, monitor alarms, respond to routine and emergency phone calls, and coordinate response by fire, medical and security first responders as per SOP.

At MAF, the contractor shall operate the Government provided automated systems that support and enhance security operations. These systems include, but are not limited to, the Marshall Employee Data Information System (MEDIS), the Lenel® Access and Control System, and the National Crime Information Center Services (NCIC), E911, automated fingerprinting equipment, Mobile Vision (In-car audio/visual), and radio systems.

At MAF, the contractor shall manage and answer E-911 and other emergency calls and render assistance to other emergency response personnel as appropriate. E-911 calls shall be answered by the third ring. During emergency operations, the PSCC shall support the EOC by providing periodic updates of information and protective services force deployment status.

At MAF, the contractor shall provide trained and State of Louisiana certified personnel to operate the MAF access terminal(s) for the NCIC system. The personnel shall be proficient with the regulations and procedures governing the operation and use of the NCIC.

At MAF, the contractor shall monitor access points, by the use of card reader data and closed circuit remote television cameras.

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

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

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

At MAF, the contractor shall perform data entries/inquiries associated with investigations, traffic stops and lost/stolen property.

At MAF, a 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, excluding civil servants
- ii. Internal access control records
- iii. National Security clearance records
- iv. 5 USC (re: Position Risk Designations) and HSPD 12 related records
- v. Other records as required by specific TO.

At MAF, the contractor shall perform general personnel security program support tasks such as processing security clearance and background investigation forms, preparation of documentation for adjudication, processing employment and termination documents, employee risk determinations, badge applications, employee interviews, previous or ongoing investigations, fingerprinting, receiving and processing other agency documentation, and processing other personnel security documentation required by NASA or MAF.

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

At MAF, the contractor shall distribute, file, destroy and archive personnel security documentation and coordinate personnel security actions with other MAF employees.

At MAF, the contractor shall support Personnel Security hours of operation that are consistent with the MAF Protective Services Office. Overlapping tours of duty are acceptable to cover these hours.

At MAF, 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 MAF, the contractor shall utilize the automated NASA Foreign National Management System to record information on FN/FR visits.

At MAF, the contractor shall assist in the process of developing and approving Security/Technology Transfer Control Plans (STTCP) prepared in concert with international visits to MAF.

At MAF, the contractor shall perform visit compliance checks and complete other tasks associated with the administration of the International Visits program.

At MAF, the contractor shall brief international visit sponsors on security and escort requirements.

- 5.2.2.3 Personnel Security Systems Administration - The contractor shall continuously update NASA databases containing background investigation and security clearance information.
- 5.2.2.4 Electronic Questionnaires for Investigations Processing (E-QIP)
 - A. The contractor shall initiate background investigations utilizing E-QIP.
- 5.2.2.5 Adjudications
 - A. The contractor shall support government adjudicators in making contractor suitability for access determinations.
- 5.2.2.6 CNSI/Suitability Investigations
 - A. The contractor shall assist and support Center HR personnel in the identification of the type of personnel investigation required for each position, including updating or upgrading clearance requirements. The type of investigation to be conducted is a product of the risk level designation of a position.
- 5.2.2.7 Inquiries
 - A. The contractor shall conduct interviews with personnel during the processing of security background investigations to resolve any issues.
- 5.2.2.8 Records Checks
 - A. The contractor shall conduct law enforcement records checks to collect criminal and security information.
- 5.2.2.9 Risk Determinations
 - A. The contractor shall provide support to process appropriate Security Investigation as determined by level of risk determination.
- 5.2.2.10 Fingerprinting
 - A. The contractor shall process electronic fingerprints and associated data inputs for Center access and Security Background Investigations and support potential biometric solutions.
- 5.2.2.11 Public Key Infrastructure (PKI) Certificate Issuance
 - A. The contractor shall assist applicants in submitting the Certificate application to the designated Registration Authority (RA).
- 5.2.2.12 Personnel Security Data Management
 - A. The contractor shall create and securely maintain all personnel security investigative and screening records on all NASA personnel security cases.

5.2.3 Information Security (INFOSEC)

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

5.2.3.2 The information security activities of the contractor will be guided by the regulations, policies, procedures and requirements identified in documents such as the Information Security Oversight Office (ISOO), National Industrial Security Program Operating Manual (NISPOM), NISPOM Supplement (NISPOMSUP), the Department of Defense Overprint to the NISPOMSUP, Joint Air Force-Army-Navy (JAFAN) manuals (6/1, 6/3, 6/4, 6/9), Director of Central Intelligence Directives (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.

At MAF, the contractor shall support the Information Security Program by conducting inspections of classified document containers, conducting classified custodian training and briefings, providing customer advice regarding declassification, and processing DD Form 254.

A SECRET security clearance is required to perform these tasks.

5.2.3.3 Classification Guides Not Required at MAF

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.

At MAF, the contractor shall operate the Government provided document mulching equipment and support document mulching services at locations specified by the TOM.

At MAF, the contractor shall provide Security Officer escorts of classified documents, upon customer request, to the mulching location as required, and within the manpower and activities scope of normal Security services during normal business hours and on normal business days.

At MAF, the contractor shall provide an eight-hour document mulching service during normal business hours at a maximum of 6 days per month.

At MAF, the contractor shall maintain sufficient staff to successfully respond to occasional special mulching requirements. Special mulching requirements are very infrequent, occurring approximately four times annually, for an eight-hour shift during normal business hours.

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.

At MAF, the contractor shall provide onsite periodic courier service for classified and other designated shipments.

At MAF, the contractor shall provide overnight storage and accountability of classified and/or designated item(s) in Government-provided security containers.

5.2.3.6 Classification Management: Not Required at MAF

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 thorough understanding of State and Federal rules of criminal procedure, to identify offenders, acquire and control evidence, and document activities.

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

1. Conducting investigations of missing property and completing detailed investigative reports with recommendations to prevent recurrence
2. Conducting Special Investigations as requested by the TOM

3. Conducting follow-up investigations on reports of incidents to determine facts concerning specific events
4. Informing the TOM of unusual activities and conducting after-hours checks as required
5. Providing liaison with Local, State, and Federal Law Enforcement Agencies and NASA Office of Inspector General, as required, in the conduct of investigations

At MAF, 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 MAF Senior Investigator 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 MAF, the contractor shall provide an aggressive theft/conversion prevention and detection program with specific responsibilities to include such activities as inspecting and documentation of MAF 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 to the TOM and PSO Senior Investigator.

At MAF, the contractor shall utilize the Government-provided Investigations database to document all investigations.

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 and video systems.

At MAF, the contractor shall conduct roving patrols at various times so as to avoid Patterns of Predictable Behavior (PPB). The primary function of roving patrols shall be to prevent/detect break-ins, vandalism, building perimeter breaches, criminal conduct, and security violations.

At MAF, the contractor shall perform law enforcement patrol activities in conjunction with the uniformed patrol duties described in paragraph 5.2.1.5, Uniformed Operations. Patrol activities shall be provided 7 days per week, 24 hours per day.

At MAF, the contractor shall control and enforce all parking regulations on MAF, direct and control traffic, and provide continuous surveillance and enforcement of MAF traffic regulations as specified in MPR 1600.1 and as directed by the TOM.

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

At MAF, 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 MAF, the contractor shall develop and employ a patrol plan that deploys security officers for maximum effectiveness and efficiency.

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 MAF, the contractor shall respond to all traffic accidents within four minutes.

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 (passive alert), such as narcotics or explosives, and or to perform security and law enforcement patrolling as an adjunct to an armed security police officer.

At MAF, the contractor shall provide a capability to support MAF with periodic on-call canine narcotics and explosive canine detection services anticipated to be no more than 2 days per month as requested and scheduled by the TOM.

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 MAF, the contractor shall coordinate law enforcement issues with the New Orleans Police, 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 Counterintelligence and Counterterrorism (CI&CT): Not Required at MAF

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.

At MAF, the contractor shall provide Foreign Travel Briefings to NASA Civil Service and NASA Contractor official travelers. Briefings shall be tailored and pertinent to the region and country being visited.

5.2.5.3 Special Access Program (SAP) and Sensitive Compartment Information (SCI) Operations: Not Required at MAF

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.

At MAF, the contractor shall provide specialized Program Security support in the development of comprehensive technology protection for NASA programs resident at MAF.

At MAF, the contractor shall participate in design reviews, Threat Protection Working Group conferences, perform Threat Vulnerability Assessments, perform Mission Critical Information assessments, and prepare and deliver briefings in support of technology protection.

At MAF, the contractor shall perform risk assessments, assist in comprehensive security reviews, and perform operational security assessments for programs and projects as directed by the TOM.

At MAF, the contractor shall be prepared to expand program security support to specific research, development and acquisition programs as they emerge.

At MAF, the contractor shall ensure that Program Security personnel are familiar with Presidential Decision Directives as well as NASA and MAF regulations affecting intelligence, security, technology protection, operations security, and critical infrastructure. Program security personnel hours of operation shall be consistent with the Protective Services Office, or as required by their assigned program.

A minimum of a SECRET security clearance is required to perform these duties.

5.2.5.5 Technical Surveillance Countermeasures (TSCM): Not Required at MAF

5.2.5.6 Communications Security (COMSEC): Not Required at MAF

A. The contractor shall provide COMSEC support services, which support unclassified, collateral, SAP, and SCI facilities and programs with global capability. Not Required at MAF

B. The contractor shall provide support services to the NASA OPSEC program, which is governed by NPR 1600.1.

At MAF, the contractor shall integrate OPSEC into existing security education programs and briefings.

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

5.3.2.1 Emergency Preparedness

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

5.3.2.2 Emergency Operations

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

At MAF, the contractor shall provide support to the MAF Emergency Management Program. The program requires the contractor personnel to work closely with the MSFC and MAF Emergency Management Director (EMD) and the Emergency Preparedness Officer (EPO). Staffing for this support shall cover the normal daily operation of the Emergency Operations Center (EOC). In the event of an emergency requiring continuous (24/7) EOC operation, the contractor shall be prepared to provide additional staffing as an IDIQ.

Emergency Operations Center (EOC) Support:

At MAF, the contractor shall provide support services in the management of the EOC. Responsibilities shall include coordination and integration of emergency communications, weekly radio checks with emergency responders and storm spotters, severe weather monitoring, directives and organizational updates, and daily operation of the EOC.

At MAF, the contractor shall assure operability of the equipment associated with the Emergency Operations software which includes arranging for system maintenance at the Government's expense, installing enhanced software provided by the Government, system security, and the development of procedures required to support the system.

At MAF, the contractor shall assure the operability of all emergency equipment in the EOC and operational weekly tests shall be performed on all EOC equipment. As maintenance is required, the contractor shall notify the EPO and then submit a work order to initiate repairs.

Emergency Warning System (EWS) Tests: At MAF, the contractor shall help assure the effective operability of the EWS by notifying the EPO when trouble calls are brought to their attention and to call in work orders to initiate repairs to systems by others. The EWS is the primary emergency warning system and must be operational at all times. Any period of scheduled down time or system activation testing requires approval of the EMD or EPO. The EWS is maintained and controlled by the Government.

Emergency/Evacuation Plans: At MAF, the contractor shall annually inspect each building on MAF to evaluate the adequacy of designated protective areas, sufficiency of the

emergency/evacuation plans. The Emergency/Evacuation Plans are posted in all occupied buildings to guide and instruct employees during severe weather or fire evacuation. The contractor shall coordinate work orders for corrections by others and provide a weekly report to the EPO.

At MAF, the contractor shall assist and support in the development and testing, and implementation of emergency plans such as hurricane preparedness plans and continuity of operations plans. The contractor shall assist the MAF Emergency Management Team during tests, training and exercises including tabletop, leader and full operational exercises.

At MAF, the contractor shall be trained in Hazardous Waste Operations, Incident Command System, National Incident Management System, and National Response Plan emergency training.

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.

At MAF, the Contractor shall assist the MAF Emergency Management Team with COOP planning.

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.

At MAF, the contractor shall assist the MAF Emergency Management Team during tests, training and exercises.

At MAF, the Contractor shall develop two MAF emergency tabletop exercises annually and deliver to these to the Government for evaluation and execution. These may include natural disasters, environmental incidents, fires, explosions, and weapons of mass destruction incidents, bomb threats, or others.

At MAF, the Contractor shall assist the Emergency Management Team in coordinating and participating in a yearly statewide severe weather drill.

At MAF, the Contractor shall be trained in Hazardous Waste Operations, Incident Command System, National Incident Management System, and National Response Plan emergency training.

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 Center declared emergency, Presidential Declaration of Disaster or an Incident of National Significance. The core components of any emergency preparedness documents, including the required Comprehensive Emergency Management Plan (CEMP) shall comply with the NIMS structure.

5.3.3.2 CEMP Verification Reviews

- A. The contractor shall 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 hurricane ride-outs, launches and landings, interagency emergency operations, and other responses where an intra- or interagency response is required.
- C. The contractor shall maintain and operate a Mobile Command Vehicle with related emergency response equipment.

5.3.4.2 Recovery Operations

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

5.3.4.3 Incident Command Structure

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

5.3.5 Continuity of Operations (COOP)

5.3.5.1 Planning Requirements

- A. The contractor shall support developing, maintaining and evaluating plans and operations, to ensure the required COOP capability exists.
- B. Readiness and Deployment - The contractor shall maintain a high level of readiness consistent with the Federal COOP Readiness and Deployment directive. Plans shall be capable of being implemented with and without warning, and be operational within four (4) hours of activations, and maintain sustained mission essential operations for a minimum of thirty (30) days, utilizing existing and available field infrastructure where practical. Plans will be reported IAW DRD, Contingency and Emergency Plan. 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 (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). Not Required at MAF

- 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

5.4.1 Export Control Program

5.4.1.1 The contractor shall provide on-site support as well as access to corporate resources to accomplish assignments. The general areas of expertise shall include US export control laws and regulations, information management, subject matter expertise, training, information technology, Code of Federal Regulations knowledge; where applicable aerospace and aerospace related functions, NASA Export Control Program and Policy, and knowledge of scientific and engineering disciplines.

5.4.1.2 The contractors work is to be performed IAW all applicable laws, regulations, and Executive Orders, as well as NASA and installation policies and procedures promulgated to govern international technology transfer and export control compliance. The contractor shall comply with NPD 2190.1, NPR 2190,1 and all U.S. export control laws and regulations, including the international Traffic in Arms Regulations (ITAR), 22 CFR Parts 120 through 130, and the Export Administration Regulations (EAR), 15 CFR Parts 730 through 799, in the performance of this contract. In the absence of available licenses or other approvals, if required, for exports of hardware, technical data, and software, or for the provision of technical assistance.

A. The scope of the work shall include:

- i. Classify hardware, software and technology for export and develop a technology control list.
- ii. Evaluate and analyze potential exports and provide recommended actions.
- iii. Prepare and/or coordinate export license applications and supporting documentation.

- iv. Evaluate technology disclosure and availability.
- v. Develop Program policy options and recommendations.
- vi. Maintain records of meetings, attendees, case analyses, and actions.
- vii. Support the development of NASA Export Control Training Programs; maintain training products and place on an Export Control website.
- viii. Analyze foreign national visit request as required.
- ix. Provide export assistance through a “Help Desk” or other means.
- x. Maintain all Security Technology and Technical Control Plans (STTCP) for each NASA Site.
- xi. Review and approve all Center mail and other shipments being sent to foreign countries.

5.4.2 Export Analysis and Research Not Required at MAF

5.4.3 Export Control Training

- 5.4.3.1 The Contractor shall provide support in the development and maintenance of export control training materials and products. The contractor shall develop a variety of training modules for incorporation into export control training program.

At MAF, the contractor shall support the export control program by maintaining the Export Control Program (ECP) Web Page; releasing and linking electronic export control data as authorized by the export control officer, tracking ECP training and certification records, and planning and conducting monthly ECP meetings. The contractor shall perform ECP audits as directed by the export control officer in order to ensure ECP compliance. The contractor shall work in partnership and coordination with the Export Control Process Team to ensure only appropriate data is released; and that all necessary ECP training is provided. The contractor shall routinely check status, up-date and link ECP data files. The contractor shall report international and NASA export/import control policy updates to the export control officer. The contractor shall report on the status of export control issues and prepare reports as necessary.

- 5.4.3.2 The contractor shall also maintain these products to ensure accuracy and compliance with changing laws and regulations. Products may include computer-based training, web-based training, presentations, booklets, and awareness products such as posters and signs.

- 5.4.3.3 The contractor shall conduct surveys and prepare reports on the status of civil service training, including metrics of required training.

At MAF, the contractor shall assist and support the MAF Export Control Program by developing and presenting periodic export control training classes and briefings.

5.4.4 Program Policy: Not Required at MAF

5.5 Unclassified Information Assurance – Not Required at MAF

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

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

At MAF, the contractor shall operate and maintain the MAF weapons range and shall be responsible for range scheduling, range operations, and range safety.

At MAF, the contractor shall provide an FBI qualified Firearms Instructor or a CALEA (Commission on Accreditation for Law Enforcement Agencies) certified instructor to serve as the Range Safety/Training Officer during range operations.

At MAF, 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 MAF, the contractor shall perform minor range maintenance including grass cutting, target stand repair, and recommending enhancements to the safe operation of the range.
 - 5.6.3.2 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.

At MAF, lead monitoring is not required. The contractor shall operate the firearms range in a safe manner and shall conduct a comprehensive safety briefing prior to all range operations. Operational safety reviews shall be completed at the direction of the TOM.

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

5.6.3.5 The contractor is required to ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment utilized by the location.

At MAF, the contractor shall clean and maintain all Government provided firearms. A cleaning and function check of all firearms shall be performed to ensure firearms are properly maintained and safe to operate. All repaired firearms shall be test fired prior to returning the weapon to service.

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. (See Below)

At MAF, the contractor shall develop and sustain a proactive MAF Security Education and Awareness Program and provide a qualified security officer to implement the program and serve as the MAF Community Resources Officer (CRO).

The CRO shall be dedicated to providing a full range of awareness training to Facility personnel, with special emphasis crime prevention. Other training topics are specified in paragraph 5.6.4.3 below.

The CRO shall keep Protective Services informed of customer requests for awareness training and provide a training schedule of planned training sessions.

The CRO and other members of the contractor staff shall provide periodic weapons, tactics, and security techniques training to civil service personnel in the Protective Services Office.

5.6.4.3 Required Security Education, Briefings and Orientations

- A. The contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include classification management training, SBU training, annual or periodic security briefings for those with access to various categories of classified information or Special Access Programs, annual workplace violence 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

- A. The contractor shall conduct export control training for specified personnel as established in the Task Orders. Training may include but is not limited to program requirements and administration, technology control or related topics.

At MAF, the contractor shall support export control training at MAF as specified in paragraph 5.4.3.1.

5.6.4.5 Fire Safety Training

- A. The contractor shall conduct a fire safety and fire safety awareness program for the general population. Training shall include, as a minimum, fire evacuation, and fire prevention and awareness.

5.6.4.6 Emergency Management Training

- A. The contractor shall participate in or conduct emergency Management training for the general population as required by NPR 8715.2, the National Incident Management System (NIMS) and other requirements.
- B. The contractor shall conduct or support comprehensive drills, tests and exercises. The contractor shall support efforts associated with the Continuity of Operations Plan (COOP), to include significant support of COOP drills and exercises.
- C. The contractor shall prepare comprehensive plans and procedures as defined in Task Orders.

5.6.4.7 Identity Theft Training

- A. The contractor shall conduct security awareness training for all NASA personnel on an annual basis. Training shall include information relevant to the NASA work environment and information technology.

5.6.4.8 Wildlife Safety Training

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

5.6.4.9 Preconstruction Briefings

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

At MAF, the contractor shall occasionally participate in pre-construction briefings to advise concerning physical security requirements for new construction or major renovations.

5.6.5 NASA Federal Law Enforcement Training Academy (NFLET): Not Required at MAF.