
NASA PROTECTIVE SERVICES CONTRACT**MARSHALL SPACE FLIGHT CENTER****ORDER****Table of Contents****NPSC-TO-MSFC – 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

Marshall Space Flight Center (MSFC) in Huntsville, Alabama also provides management oversight of Michoud Assembly Facility (MAF) in New Orleans, LA. The MSFC Protective Services Office provides management oversight for MAF Protective Services. Where possible and feasible, offerors are expected to 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 MSFC, the contractor shall provide additional security or administrative support for planned events. Such events include executive conferences, annual employee picnic, annual holiday reception, Center Open House, employee walk and fun runs, and VIP visits. This support involves traffic/parking control, crowd control, and personal protection services. The contractor shall also provide protective security services for onsite and infrequent local area events, controlled access conferences, component facilities activities and space hardware convoy escorts, 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 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. 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 (\$2,000); or all unplanned events not exceeding (\$2,000) but cumulatively totaling over (\$5,000) will be subject to adjustment with the amendment of the Task Order or issuance of a separate Task Order.

At MSFC, the contractor shall support the MSFC 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 Not Required at MSFC

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.

At MSFC, the contractor shall support the MSFC Physical Security Program by performing general support physical security s including such s as: control and inventory of keys and locks, review and distribution incident reports and blotter extracts, presentation of physical security briefings and reports, participation in design review

meetings, work groups, and panels, response to security questions and queries from the public, updating physical security information contained in MSFC Protective Services Web pages, compiling and preparing statistical data related to physical security, preparation of Center-wide security announcements, attendance at meetings and participation in emergency exercises representing physical security interests, conducting physical security surveys, audits, and vulnerability assessments, planning and executing physical security and random antiterrorism measures, managing the proper disposition of items turned in as found property, liaison with other physical security professionals, conducting physical security/loss prevention surveys, analyzing reports of after-hours activity and conducting follow-up inquiries for validity of access.

- 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, and adhere to policy as set forth in NPR 1620.2. NPR 1620.3 and NPR 1600.1.

At MSFC, the contractor shall support and assist in the conduct and administration of the MSFC Mission Essential Infrastructure (MEI) Program. This shall include s such as conducting MEI surveys and inspections, maintaining MEI records reports and data bases, and conducting briefings on MEI related topics. MSFC currently has MEI designated facilities located at MSFC, Ogden, Utah, and Los Angeles, CA. The contractor shall provide personnel who have, 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 s such as respond to emergencies, enforce NASA regulations, conduct personnel, vehicular, building and facility checks and inspections, access control, package and parcel inspection, crowd control, parking and traffic control, patrol public areas, roadways and marine waterways, staff gates, establish roadblocks, observe and report fires, water leaks, environmental threats, and other hazards, lock and unlock buildings and rooms, conduct flag protocols, safeguard NASA aircraft and other sensitive/available assets, provide motorist assistance, and escort persons and equipment. The Contractors security and law enforcement activities shall be reported IAW the requirements of 4.14 above and NPSC DRD-PM-007 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 MSFC, the contractor shall provide armed security officers to safeguard personnel and material resources located on MSFC, at the leased portion of the MSFC Office Complex located at Intergraph Park, and at the Signature Aviation Flight Support Terminal adjacent to the Huntsville International Airport at 2000 Houston Goodson Way.

At MSFC, 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 TOM for all security procedures, program security plans, building security plans, site security plans, contingency plans, and operational security plans. Additionally, the contractor shall prepare and maintain Standard Operating Procedures to fully comply with NASA Regulations and guidance, but sufficiently adaptable to MSFC requirements. All SOPs must have the written approval of the TOM.

At MSFC, the contractor shall have on hand an up-to-date list in the MSFC Protective Services Communications Center (PSCC) of emergency contact telephone numbers, including the Security Office, Center Management, Center Emergency Operations personnel, and Federal, Redstone Arsenal Garrison, 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 MSFC, 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 MSFC Emergency Plan, and then provide area access control until released by recognized MSFC authority.

At MSFC, the contractor shall exercise the authority and responsibility to identify and request the use of any service, equipment, or assistance at MSFC 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 MSFC Emergency Plan.

At MSFC, the contractor shall provide uniformed officer presence 24 hours daily, 7 days a week, at both MSFC and the MSFC leased portion of the Intergraph Office Complex in Madison, AL.

At MSFC, the contractor shall provide uniformed officer presence at the Signature Aviation Flight Support Terminal during periods when NASA aircraft are present and the facility is not otherwise occupied by the aircraft crew. Normally this will require officer presence from 4:00 pm – 6:00 am weekdays, and 24 hours per day on weekends and federal holidays.

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

At MSFC, 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 MSFC, 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, etc.

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

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

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

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

At MSFC, 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 MSFC, the contractor shall ensure that patrols respond expeditiously to requests for assistance and emergencies and/or alarms. Examples include lock/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. Delays in excess of ten minutes shall be noted in the daily blotter.

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

At MSFC, the contractor shall include at least one patrol check per shift of the Skeet Range and MSFC Weapons Range when operational.

At MSFC, the contractor shall perform flag protocol services and periodically inspect the U.S. and NASA flags at Building 4200 for weathered or worn appearance. The CCS will provide specific flag protocol guidance as necessary. Weathered, tattered or faded flags shall be replaced with flags provided by the Government. During periods of national mourning, flags shall be lowered to half-staff in accordance with NASA Flag Protocol Directives. The contractor shall, using protocols approved by the TOM, fold, unfurl, hoist and lower, render appropriate honors toward, and protect the Center outdoor, public, National Flag from disgrace or dishonor. Only sworn uniformed security/police officers shall have the public honor of hoisting, lowering, folding, unfurling and raising or lowering the National Flag.

At MSFC, as directed by the 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 will be performed in lieu of routine patrol activities using on duty assets. The contractor shall provide other services as directed by the TOM during Center 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 MSFC, the contractor shall provide protective services for stored or transported space hardware and other items/facilities as requested by the TOM.

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

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

At MSFC, the contractor shall provide motorist assistance services to MSFC employees within the MSFC 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 MSFC, 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.

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

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

At MSFC, the contractor shall notify the CCS, Redstone Arsenal Fire Department and the Army Explosives Ordnance Division within four minutes of the determination of a suspicious package to request the appropriate assistance.

5.2.1.7 Executive Protection

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

5.2.1.8 Electronic Security Systems: Not Required at MSFC

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 MSFC, 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, in accordance with DoD 5220.22, "National Industrial Security Program Operating Manual", (NISPOM)

At MSFC, 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 MSFC, 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 within 5 working days of receipt of an approved work order. At MSFC, the locksmith shall develop and execute a schedule to evaluate, maintain, and repair all safes, vaults and cabinets so as to comply with NISPOM. All key locks shall be compatible with the existing MSFC master key system.

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

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

At MSFC, a SECRET security clearance is required to perform these services.

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 MSFC, the contractor shall operate, maintain system data, and control the utilization of a NASA/MSFC system of identification for all employees, contractors, and vehicles at MSFC utilizing government provided equipment and facilities. These services shall be offered at Building 4312, Building 4200, and the Intergraph Office Complex or alternative locations specified by the TOM.

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

At MSFC, the contractor shall provide notice to other MSFC badged contractors of expiring badges, including follow-up, 31 days prior to expiration. The contractor shall provide traffic citation administration and follow-up notices. The contractor shall provide miscellaneous lamination services, provide special badges, provide Service Vehicle parking passes, and occasionally support badging services at remote locations.

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

At MSFC, the contractor shall provide sufficient staffing to ensure that badges, decals, key cards, fingerprinting and other I&R functions are normally begun within 20 minutes of the customer's arrival or request, notwithstanding circumstances beyond the contractor's control. Operation of I&R offices and services shall include Government designated locations on MSFC and Redstone Arsenal and offsite at the leased portion of the MSFC Office Complex currently located at Intergraph Office Park, Madison, AL.

At MSFC, the contractor shall operate and maintain the data in the MSFC Public Key Infrastructure (PKI) Registration Program in coordination with the MSFC 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 MSFC. The contractor shall provide PKI services within 2 hours for routine services, and immediately for emergency services, during normal duty hours. A NASA certification is required for personnel who issue, revoke, or recover digital certificates.

At MSFC, the contractor shall develop an annual schedule and provide periodic badge checks of Center personnel within NASA facilities. Officers shall check to ensure that badges are properly displayed and ensure that only properly badged personnel enter MSFC buildings.

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

The regular hours of operation for the Identification and Registration (I&R) Office 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 1600.1.
- 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 MSFC, the contractor shall provide a fully trained and equipped ERT capable of team response, and containment of critical or potentially violent incidents at MSFC. The contractor shall ensure that the ERT is capable of arriving at the scene in full tactical mode within 30 minutes of alert. At least two ERT members will serve security police officer patrol duty for each shift.

At MSFC, 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 MSFC, 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 examination, with a score of 90%, and be approved by an interview panel consisting of MSFC and contractor representatives.

At MSFC, 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 MSFC, the contractor shall maintain readiness, operator level maintenance, and provisioning of the Government-provided ERT Mobile Response Vehicle. The Government will provide maintenance for the ERT Mobile Response Vehicle including upgrades, repairs, recalls, or other maintenance necessary to keep the vehicle serviceable.

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 MSFC, the contractor shall staff and manage the Government-provided MSFC Protective Services Communications Center

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

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

At MSFC, 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 MSFC, the contractor shall ensure that all PSCC actions are in accordance with PSCC procedures, and that the electronic daily blotter of all activities is actively 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 PSCC SOP.

At MSFC, the contractor shall operate the Government provided automated systems that support and enhance security operations. These systems include 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 MSFC, the contractor shall manage and answer E-911 and other emergency calls and render assistance to other emergency response personnel as appropriate. 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 MSFC, the contractor shall provide trained and State of Alabama certified personnel to operate the MSFC 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 MSFC, the contractor shall monitor access points, by the use of card reader data and closed circuit remote television cameras.

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

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

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

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

At MSFC, a SECRET security clearance is required to perform these services.

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 MSFC, the contractor shall perform general personnel security program support s 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 MSFC.

At MSFC, 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.

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

Personnel security hours of operation shall be consistent with the MSFC Protective Services Office.

At MSFC, a SECRET security clearance is required to maintain and operate the following systems of records.

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 MSFC, the contractor shall utilize the automated NASA Foreign National Management System to record information on FN/FR visits. The contractor shall assist in the process of

developing and approving Security/Technology Transfer Control Plans (STTCP) prepared in concert with international visits to MSFC. The contractor shall perform visit compliance checks and complete other administrative s associated with the International Visits program.

- 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 MSFC, 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.

At MSFC, a SECRET security clearance is required to perform these services.

5.2.3.3 Classification Guides Not Required at MSFC

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 MSFC, the contractor shall operate the Government-provided document mulching truck and support document mulching services at locations specified by the TOM, but usually one primary location and four secondary locations.

At MSFC, the contractor shall provide an eight-hour document mulching service during normal business hours at a minimum of 4 days and a maximum of 6 days per month.

At MSFC, 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.

At MSFC, a Commercial Driver License is required to drive the Mulching Truck.

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

At MSFC, 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 MSFC

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 MSFC, the contractor shall support both criminal and administrative investigations of actual or suspected crimes, suspicious activities, and security hazards, with activities and duties to such as:

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

Conducting special investigations as requested by the TOM

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

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

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

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

At MSFC, 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 MSFC, 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 MSFC and the Intergraph Office Park.

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

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

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

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

5.2.4.3 Traffic Accident Investigation

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

At MSFC, the contractor shall respond to all Traffic Accidents within four minutes.

At MSFC, the contractor shall coordinate traffic accident investigations with the Redstone Arsenal Military Police.

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 MSFC, the contractor shall provide a capability to support MSFC with periodic canine narcotics and explosive 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 MSFC, the contractor shall coordinate law enforcement issues with the Redstone Arsenal Police, Huntsville 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 MSFC

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 MSFC, the contractor shall provide Foreign Travel Briefings to MSFC official travelers within 24 hours of request or later at the convenience and request of the traveler, and no later than necessary to ensure the traveler is adequately prepared. In cases where

emergency travel is required, the contractor shall brief the traveler as soon as possible. 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

- A. The contractor shall provide support services to NASA'S special access and sensitive compartment information programs, which is governed by NPR 1600.1.

At MSFC, the contractor shall provide dedicated support to the MSFC Special Security Office (SSO) in the operation of a Sensitive Compartmented Information Facility (SCIF), to include the day-to-day staffing, scheduling and operation of the SCIF. The SCIF program support shall focus on planning, proper use, scheduling, physical and technical security integration, database management, classified processing, communications security, and security of information technology systems. The SCIF shall normally operate from 7:00 am to 4:30 pm business days, and other infrequent times as necessary, and as directed by the TOM.

At MSFC, a TOP SECRET/SCI security clearance, and certification and training are required.

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 areas include: 1) Management, 2) TPP Planning and Implementation, 3) Input to Security Policy and Procedure Development, and 4) Security Awareness Training.

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

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

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

At MSFC, the contractor shall ensure that Program Security personnel are familiar with Presidential Decision Directives as well as NASA and MSFC 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.

At MSFC, the contractor shall provide a dedicated Program Security Manager to ensure the effective implementation, coordination, and integration of all Program Security efforts including those residing at MSFC and MAF (also addressed in the MAF Task Order).

At MSFC, a minimum of a SECRET security clearance is required to perform these duties.

5.2.5.5 Technical Surveillance Countermeasures (TSCM) Not Required at MSFC

5.2.5.6 Communications Security (COMSEC)

A. Not Required at MSFC

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

At MSFC, 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-PM-002, 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 MSFC, the contractor shall provide support to the MSFC Emergency Management Program. The program requires the contractor personnel to work closely with the MSFC 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 MSFC, 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 MSFC, 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 MSFC, 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 MSFC, 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 for MSFC and, therefore, critical that it is 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 MSFC, the contractor shall annually inspect each building on MSFC and MSFC offices at Intergraph Office Park to evaluate the adequacy of designated protective areas, sufficiency of the emergency/evacuation plans. The Emergency/Evacuation Plans are posted in all occupied buildings at MSFC and MSFC off-site locations 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.

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

At MSFC, the contractor shall develop two MSFC 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 MSFC, the contractor shall assist the Emergency Management Team in coordinating and participating in a yearly statewide severe weather drill.

At MSFC, 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-PM-001 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).
 - 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. Biennial Agency participation in national-level exercise program to evaluate NASA-wide 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 MSFC

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

5.4.4 Program Policy: Not Required at MSFC

5.5 Unclassified Information Assurance

5.5.1 General

- 5.5.1.1 The contractor shall provide Unclassified Information Assurance (IA) services in support of the Unclassified Information Assurance Program IAW NPD 2810.1 and NPR 1600.1.
- 5.5.1.2 The contractor will support NASA's Unclassified IA Program by supporting NASA's management of information risk through the development of IA policy, strategy, tools, verification, and validation of information categorization, tracking monitoring and IA compliance oversight.
- 5.5.1.3 Information Assurance Functions and Services - The contractor supports the verification of FIPS IT System Categorization by developing a verification methodology and that validates that NASA information is being categorized correctly; and developing processes, standards and methods to validate consistent compliance across NASA.

5.5.2 Identification, Handling and Marking of SBU Information

- 5.5.2.1 The contractor shall develop and recommend requirements for the protection of specific categories of SBU information.
- 5.5.2.2 The contractor shall provide technical assistance in the development of SBU classification guidelines in support of NASA programs and projects.
- 5.5.2.3 The contractor shall develop SBU education and awareness training that includes: designation of SBU information; marking and handling of SBU information; SBU covered by other protocols (Limited Exclusive Rights, STI, EAR, and ITAR); storage, access, disclosure and transmittal of SBU information; and access and disclosure.

At MSFC, the contractor shall assist and support the MSFC Information Assurance Program with training, education, and general customer support including responding to queries regarding SBU marking, handling and protection.

5.5.3 Verification of NASA Unclassified IT System Security Certification/Accreditation Program: Not Required at MSFC

5.5.4 Information Assurance Threat Awareness Briefings: Not Required at MSFC

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-PM-009 Training Plan Report.

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

5.6.2 Local And State Education Requirements

5.6.2.1 The contractor may be required to complete local and state educational requirements plus obtain licenses or certifications when required by NASA. The 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 MSFC, 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 MSFC, the contractor shall operate and maintain the MSFC weapons range and shall be responsible for range scheduling, range operations, and range safety.

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. Note: Lead monitoring is not required at MSFC.

At MSFC, 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 MSFC, 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.

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

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

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

At MSFC, 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 required 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 location Task Orders.

5.6.4.3 Required Security Education, Briefings and Orientations

- A. The contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include 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 train.

- 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.

At MSFC, the contractor shall develop and sustain a proactive MSFC Security Education and Awareness Program and provide a qualified security officer to implement the program and serve as the MSFC Community Resources Officer (CRO). The CRO shall be dedicated to providing a full range of awareness training to Center personnel, with special emphasis on crime prevention. Other Security training topics are specified in the paragraphs 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 weekly weapons, tactics, and protective services techniques training to 12 armed civil service personnel in the Protective Services Office.

5.6.4.4 Export Control Training

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

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

5.6.4.5 Fire Safety Training: Not Required at MSFC

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 MSFC, 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)

5.6.5.1 Not required at MSFC

5.6.5.2 Not required at MSFC

5.6.5.3 The contractor shall, through the NFLET Academy, provide a certification program for NFLET instructors who may be assigned to other Centers or Component Facilities or be assigned to the NFLET Academy itself.

At MSFC, the contractor shall provide an instructor who is capable of teaching all courses supported by the NFLETS academy (e.g. NFLETS basic, NFLET refresher, SOFC, any refresher courses or any additional courses the academy develops).

5.6.5.4 Not required at MSFC

5.6.5.5 Not required at MSFC

5.6.5.6 Not required at MSFC

5.6.5.7 Not required at MSFC

5.6.5.8 Not required at MSFC