

**Goddard Space Flight Center
Protective Services Contract
NNG12364774R**

ATTACHMENT A

Statement of Work

Dated: 4/6/12

1.0	Purpose.....	1
2.0	Scope of Security Operations.....	2
2.1	Statutory and Regulatory Compliance.....	2
2.2	National Security Clearance Level	7
2.3	Standards of Conduct.....	7
2.4	Dress Code.....	7
2.5	Use of Corporate Logo	7
2.6	Contractor Coordination.....	8
3.0	Program Management.....	8
3.1	Staffing.....	8
3.2	Training Requirements.....	8
3.2.1	Internal Training.....	8
3.2.2	Required Training and Recertification	9
3.2.3	NASA Protective Services Training Academy (NPSTA)	9
3.2.4	Local and State Certification Requirements.....	9
3.2.5	Training Requirements, Mandatory Skill and Performance Levels.....	9
3.2.6	In-Service Training.....	10
3.3	Standard Operating Procedures (SOPs).....	10
3.4	Weapons, Installation Accountable Government Property, Supplies and Materials.....	10
3.4.1	Intermediate Force Weapons.....	10
3.5	Quality Control Plan.....	11
3.6	Records Management.....	11
3.7	Wallops Institutional Information Management System (WIIMS).....	11
4.0	Reporting Requirements.....	11
4.1	Response Notification – Significant Events.....	13
4.2	Routine Incident Reports.....	13
5.0	Security Services.....	13
5.1	Government Resources Protection.....	13
5.2	Preconstruction Briefings.....	14
5.3	Protection of Property.....	14
5.4	Investigations.....	15
5.5	Federal, State & Local Liaison.....	15
5.6	Crime Scene Protection.....	15
5.7	Identification Management.....	15
5.8	Fingerprinting.....	16
5.9	Personnel Security.....	16
5.9.1	Personnel Security Systems Administration.....	17
5.9.2	Classified National Security Information (CNSI)/Suitability Investigations	17
5.9.3	Records Checks.....	17
5.10	Badging.....	17
5.11	Electronic Questionnaires for Investigations Processing (E-QIP).....	18
5.12	Risk Determinations.....	18
5.13	Information Security (INFOSEC).....	18
5.14	Operations, Procedures, Plans and Post Orders.....	19
5.15	Visitors/Temporary Workers.....	20

	5.15.1	Visit Requests.....	20
	5.15.2	Foreign National Visits.....	21
	5.16	Access Control Program.....	21
	5.17	Lost and Found.....	21
6.0		Document Control.....	21
	6.1	Document Destruction.....	21
	6.2	Document Storage and Accounting.....	22
	6.3	Classification Management.....	22
	6.4	Sensitive But Unclassified (SBU), For Official Use Only (FOUO), Administratively Controlled Information (ACI), and Successor Terminology.....	23
	6.5	Classified National Security Information (Executive Order 12958).....	23
	6.6	Security Records Management Systems.....	23
7.0		Medical Information – First Responders.....	24
8.0		Executive Protection/Special Events.....	24
9.0		Customer Satisfaction/Complaints.....	24
10.0		Site Specific Requirements to Greenbelt (GB) Protective Services.....	27
	10.1	Program Management	27
		10.1.1 Intermediate Force Weapons.....	27
		10.1.2 Vehicles.....	27
		10.1.3 Flag Detail.....	29
	10.2	Emergency Management.....	29
		10.2.1 Emergency Operations (Response and Recovery).....	30
		10.2.1.1 Response Operations.....	30
		10.2.1.2 Incident Command Structure.....	30
		10.2.1.3 Recovery Operations.....	30
		10.2.2 Continuity of Operations (COOP).....	30
		10.2.3 Test, Training & Exercise (TT&E).....	31
		10.2.4 Emergency Planning.....	32
		10.2.5 Corrective Action Plan (CAP).....	32
		10.2.6 Emergency Operations Center (EOC).....	32
		10.2.7 Emergency Response Capability.....	33
	10.3	Security Services.....	33
		10.3.1 Uniformed Operations.....	33
		10.3.2 Mutual and Automatic Aid Programs.....	35
		10.3.3 Emergency Medical Technicians (EMT’s).....	35
		10.3.4 Security Operations Center (SOC) – Dispatchers, Call-Takers.....	36
		10.3.5 Evidence Collection & Storage.....	36
		10.3.6 Traffic Accident Investigation.....	37
		10.3.7 Patrol Operations.....	37
		10.3.8 Prisoner Transport.....	37
		10.3.9 Electronic Security Systems.....	37
		10.3.10 Locksmith.....	38
		10.3.11 Control of Animals.....	40
		10.3.12 GSFC Electronic Management Operations Directorate (eMOD).....	40
10.4		Document Control.....	40

10.5	Medical Information.....	40
10.6	Executive Protection.....	41
11.0	Site Specific Requirements to Wallops Flight Facility (WFF) Protective Services.....	43
11.1	Program Management	43
	11.1.1 Intermediate Force Weapons.....	43
	11.1.2 Vehicles.....	43
	11.1.3 Flag Detail.....	45
11.2	Emergency Management.....	45
	11.2.1 Emergency Response Capability.....	46
11.3	Security Services.....	46
	11.3.1 Uniformed Operations.....	46
	11.3.2 Communication Center.....	48
	11.3.2.1 Unicom Operations.....	49
	11.3.2.2 Reception Center.....	50
	11.3.3 Evidence Collection & Storage.....	51
	11.3.4 Traffic Direction, Parking Control, and Monitoring.....	51
	11.3.5 Patrol Operations.....	52
	11.3.6 Prisoner Transport.....	52
	11.3.7 Records Checks.....	52
	11.3.8 Locksmith.....	53
	11.3.9 Airport Security.....	54
11.4	Document Control.....	55
11.5	Medical Information.....	55
11.6	Executive Protection.....	55
12.0	Site Specific Requirements to Independent Verification & Validation (IV&V) Facility Protective Services.....	57
12.1	Program Management.....	57
	12.1.1 Flag Detail.....	57
12.2	Emergency Management.....	57
12.3	Security Services.....	58
	12.3.1 Uniformed Operations.....	58
	12.3.2 Protective Services Communications.....	59
	12.3.3 Access Control/Locksmith.....	60
	12.3.4 Electronic Security Systems.....	60
12.4	Document Control.....	61
12.5	Medical Information.....	61
12.6	Executive Protection.....	61
13.0	Site Specific Requirements to Goddard Institute for Space Studies (GISS) Protective Services.....	63
13.1	Program Management.....	63
13.2	Emergency Management.....	63
13.3	Security Services.....	63
	13.3.1 Uniformed Operations.....	63
	13.3.2 Access Control/Locksmith.....	63
13.4	Document Control.....	63
13.5	Medical Information.....	63

13.6	Executive Protection.....	63
14.0	Indefinite Delivery Indefinite Quantity (IDIQ) Services.....	64

1.0 Purpose

Introduction

The overall mission of NASA's Goddard Space Flight Center's (GSFC's) Protective Services Division (PSD) is the protection of GSFC's assets (personnel, equipment, materials, facilities, and information). Protective Services shall be required 24 hours per day, 365/366 days a year. GSFC throughout the remainder of this Statement of Work (SOW) is defined as: Greenbelt (GB), Greenbelt, Maryland; Wallops Flight Facility (WFF), Wallops Island, Virginia; Independent Verification and Validation Facility (IV&V), Fairmont, West Virginia; and Goddard Institute for Space Studies (GISS), New York, New York.

The Contractor shall provide protective services to GSFC including:

- a. security operations;
- b. investigations;
- c. incident command and response;
- d. contingency planning;
- e. 911 operations;
- f. Emergency Preparedness;
- g. new threat response capability;
- h. Identification (ID) Management to include the NASA Identity and Access Management (IdMAX) tool and the GSFC electronic Management Operations Directorate (eMOD) system;
- i. services issued by Task Orders (TOs) by the Contracting Officer (CO) under the Indefinite Delivery Indefinite Quantity (IDIQ) section of this SOW.

The GB campus encompasses 1,270 acres with 8,616 NASA badged personnel (3,080 NASA Civil Servants, 4,407 Contractors and 1,129 temporary workers and grant employees). These grounds include more than 34 buildings. This campus provides more than 3 million square feet of research, development and office space. GB is unique in that these facilities provide for the construction and development of spacecraft software, scientific instruments as well as the spacecraft.

The WFF site is approximately 6,200 total acres divided into three areas: the Main Base (2,000 acres), Wallops Island (3,000 acres) and approximately 1,200 acres of adjoining or surrounding marshland. WFF has 1,098 NASA badged personnel (260 NASA Civil Servants and 838 Contractors), 400 US Navy personnel, and 75 National Oceanic and Atmospheric Administration (NOAA) personnel with over 95 buildings totaling 1239 k square feet. WFF is NASA's principal facility for management and implementation of suborbital and small orbital research programs and NASA's only launch range for a variety of small to medium class rockets. The WFF mission is to enable low-cost rapid response aerospace based science and technology research for both NASA and the Department of Defense.

The IV&V facility consists of two building locations with 246 NASA badged personnel (46 NASA Civil Servants and approximately 200 Contractors). Building 1, located at 100 University Drive, Fairmont, West Virginia has 55,000 square feet and two floors, of a five story building with two towers, and is owned and operated by West Virginia University and houses both NASA

Civil Service personnel and contractors. Building 2, located adjacent to building 1 at 5000 NASA Boulevard has 30,000 square feet on two floors, and is owned and operated by the West Virginia High Technology Foundation. The NASA IV&V Mission is to reduce the inherent risk in the Agency’s ability to procure, develop, deploy and operate software within desired cost, schedule and performance goals.

The GISS facility consists of one building location with 147 NASA badged personnel (27 NASA Civil Servants and approximately 120 Contractors). The Building is located at 2880 Broadway, New York, New York has 29000 square feet and five floors, of a seven story building, and is owned and operated by Columbia University (Armstrong Hall). The NASA GISS mission is research study of global change, addressing natural and manmade changes in our environment that affect the habitability of our planet and occur on various time scales.

2.0 Scope of Security Operations

2.1 Statutory and Regulatory Compliance

The Contractor shall provide services in this SOW in accordance with applicable Federal and NASA regulations and should not conflict with Maryland, Virginia, West Virginia and New York State laws.

Specific reference is made to the provisions of law included in Part I, Chapter 44, Section 922 Title 18, United States Code (U.S.C.), concerning the prohibition of firearms possession for individuals convicted or indicted under charges of a felony or misdemeanor crime of domestic violence.

The Contractor shall also provide all services in this SOW in accordance with the most current versions of the following documents:

14 Code of Federal Regulation (CFR) 1203b.103 - Security Programs; Arrest Authority and Use of Force by NASA Security Force Personnel
15 United States Code (U.S.C) 645 - Offenses and Penalties
5 U.S.C. 7301- Presidential Regulations
Executive Order (EO) 11246 - Equal Employment Opportunity
EO 12472 - Assignment of National Security and Emergency Preparedness Telecommunications Functions
EO 12656 - Assignment of Emergency Preparedness Responsibility
EO 12829 – National Industrial Security Program (NISP)
EO 12958 - Classified National Security Information
EO 13148 - Greening the Government through Leadership in Environmental Management

EO 13423 - Strengthening Federal Environmental, Energy and Transportation Management
EO 13514 - Federal Leadership in Environmental, Energy and Economic Performance
Federal Continuity Directive (FCD) 1 - Federal Executive Branch National Continuity Program and Requirements
Federal Information Processing Standard (FIPS) 199 - Standards for Security Categorization of Federal Information and Information System
FIPS 200 - Minimum Security Requirements for Federal Information and Information Systems
FIPS 201-1 - Personal Identification of Federal Employees and Contractors
Federal Preparedness Circular (FPC) 65 - Federal Executive Branch Continuity of Operations (COOP)
Government Data Exchange Program (GIDEP) S0300-BU-GYD-010 - Requirements Guide
Goddard Procedural Requirement (GPR) 1420.1 - GSFC Forms Management
GPR 1440.8 - GSFC Records Management
GPR 1600.1 - GSFC Security Policy
GPR 1700.2 - GSFC Chemical Hygiene Program
GPR 1700.8 - GSFC Hazardous Communication Program
GPR 1800.1 - GSFC Smoking and Other Tobacco Use Requirements
GPR 1800.6 - GSFC Occupational Health, Medicine, and Employee Assistance Program
GPR 1820.1 - GSFC Hearing Conservation
GPR 1820.2 - GSFC Respiratory Protection
GPR 1840.2 - GSFC Industrial Hygiene Program
GPR 1860.1-4 - GSFC Radiation Protection Procedures
GPR 2570.1 - GSFC Spectrum Management and Radio Frequency Equipment Licensing
GPR 2800.1 - GSFC Managing Information Technology
GPR 4100.1 - GSFC Management of Shelf-Life Items
GPR 7320.1 - GSFC Facilities System Safety
GPR 8500.1 - GSFC Environmental Planning and Impact Assessment
GPR 8710.2 - GSFC Emergency Management Program Plan (EMP)
GPR 8710.8 - GSFC Safety Program Management

GPR 8715.1 - GSFC Processing of NASA Safety Reporting System (NSRS) Incident Reports
GPR 8715.5 - Fire Protection at GSFC Greenbelt
Homeland Security Presidential Directive (HSPD) - 5 - Management of Domestic Incidents
HSPD-7 - Critical Infrastructure, Prioritization, and Protection
HSPD -12 - Policy for a Common Identification Standard for Federal Employees and Contractors
Homeland Security Exercise and Evaluation Program (HSEEP)
National Industrial Security Program Operating Manual (NISPOM)
National Industrial Security Program Operating Manual Supplement (NISPOMSUP)
National Response Plan (NRP)
National Security Telecommunications and Information Systems Security Advisory Memorandum (NSTISSAM)
National Institute of Standards and Technology (NIST) SP 800-18 - Guide for Developing Security Plans for Federal Information Systems
NIST SP 800-30 - Risk Management Guide for Information Technology Systems
NIST SP 800-34 - Contingency Planning Guide for Information Technology Systems
NIST SP 800-53 - Recommended Security Controls for Federal Information Systems and Organizations
NIST SP 800-61 - Computer Security Incident Reporting Guide
NIST SP 800-63 - Electronic Authentication Guide
NASA Policy Directive (NPD) 1000.0 – NASA Governance and Strategic Management Handbook
NPD 1040.4 – NASA Continuity of Operations (COOP)
NPD 1371.5 - Coordination and Authorization of Access by Foreign Nationals
NPD 1382.17 - NASA Privacy Policy
NPD 1400.1 - NASA Documentation and Promulgation of Internal NASA Requirements
NPD 1440.6 - NASA Records Management
NPD 1600.2 - NASA Security Policy
NPD 1600.3 - Policy on Prevention and Response to Workplace Violence
NPD 1800.2 - NASA Occupational Health Program

NPD 2110.1 - Foreign Access to NASA Technology Transfer Materials
NPD 2190.1 - NASA Export Control Program
NPD 2200.1 - Management of NASA Scientific and Technical Information
NPD 2530.1 - Monitoring or Recording of Telephone or Other Conversations
NPD 2800.1 - Managing Information Technology
NPD 2810.1 - Security of Information Technology
NPD 4100.1 - Supply Support and Material Management Policy
NPD 4200.1 - Equipment Management
NPD 4300.1 - NASA Personal Property Disposal Procedural Requirements
NPD 6000.1 - Transportation Management
NPD 7500.1 - Program and Project Logistics Policy
NPD 8500.1 - NASA Environmental Management
NPD 8700.1 - NASA Policy for Safety and Mission Success
NPD 8710.1 - NASA Emergency Management Program
NPD 9910.1 - Government Accountability Office and NASA Office of the Inspector General Audit Liaison, Resolution, and Follow-Up
NASA Procedural Requirements (NPR) 1040.1 - NASA Continuity of Operations Plan (COOP)
NPR 1382.1 - NASA Privacy Procedural Requirements
NPR 1441.1 - NASA Records Retention Schedule
NPR 1600.1 - NASA Security Program Procedural Requirements
NPR 1620.2 - Physical Security Vulnerability Risk Assessments
NPR 1620.3 - Physical Security Requirements for NASA Facilities and Property
NPR 1800.1 - NASA Occupational Health Program Procedures
NPR 2190.1 - NASA Export Control Program
NPR 2210.1 - Release of NASA Software
NPR 2800.1 - Managing Information Technology
NPR 2810.1 - Security of Information Technology
NPR 2830.1 - NASA Enterprise Architecture Procedures

NPR 3792.1 - Plan for a Drug-Free Workplace
NPR 4100.1 - NASA Materials Inventory Management Manual
NPR 4200.1 - NASA Equipment Management Procedural Requirements
NPR 4200.2 - Equipment Management Manual for Property Custodians
NPR 4300.1 - NASA Personal Property Disposal Procedural Requirements
NPR 4310.1 - Identification and Disposition of NASA Artifacts
NPR 5101.33 - Procurement Advocacy Programs
NPR 5200.1 - Industrial Labor Relations Manual
NPR 6200.1 - NASA Transportation and General Traffic Management
NPR 7120.7 - NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements
NPR 7150.2 - NASA Software Engineering Requirements
NPR 8530.1 - Affirmative Procurement Program and Plan for Environmental Preferable Products
NPR 8553.1 - NASA Environmental Management System (EMS)
NPR 8570.1 - Energy Efficiency and Water Conservation
NPR 8621.1 - NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping
NPR 8715.1 - NASA Occupational Safety and Health Programs
NPR 8715.2 - NASA Emergency Preparedness Procedural Requirements
NPR 8715.3 - NASA General Safety Program Requirements
NPR 8735.2 - Management of Government Quality Assurance Function for NASA Contracts
Occupational Safety and Health Administration (OSHA) 29 CFR 1910.120 - Hazardous Waste Operations and Emergency Response
OSHA 29 CFR 1910.134 - Respiratory Protection
Presidential Policy Directive (PPD) – 8 – National Preparedness
Public Law (P.L.)100-235 - Computer Security Act of 1987
P.L. 107-347 - E-Government Act of 2002
US-CERT – Federal Incident Reporting Guidelines

WFF Integrated Contingency Plan
The IV&V Emergency Action Plan
The IV&V Continuity of Operations Plan

2.2 National Security Clearance Level

The National Security Clearance level of all Contractor employees shall be Secret. The Contractor shall provide evidence of a Secret Clearance or an interim Security Clearance for each employee prior to beginning work at GSFC. If working under an interim clearance the Contractor shall ensure the final clearance is granted within 120 calendar days of employment. The Contractor shall immediately remove any employee that receives a declination of clearance.

The Contractor must possess a facility clearance to the level of secret under guidelines established by the National Industrial Security Program (NISP). The Contractor shall maintain the secret facility clearance throughout the life of the contract.

2.3 Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory employee conduct, integrity, and appearance in accordance with SOW Attachment B - Security Police Officer Qualifications.

The Contractor shall not condone personal neglect or dereliction of duties. This includes, but is not limited to: sleeping, listening to unauthorized electronic devices, watching television, reading books, newspapers and other material not connected with official duties, misuse of Government Property, theft, unreasonable delays or failure to carry out assigned tasks, conducting personal affairs during duty hours, and refusing to render assistance or cooperate in upholding the intent of worksite security or failure to cooperate in quality assurance and/or safety inspections or other investigations conducted by the Government.

The Contractor shall remove any Contractor employee from the work site and/or this contract for failure to comply with the “Standards of Conduct for Officers”. If this occurs, the Contractor shall ensure SOW requirements are met at no additional cost to the Government.

2.4 Dress Code

All Contractor personnel shall adhere to the uniform requirements of this SOW. The uniform requirements are contained in SOW Attachment D - Uniforms and Equipment Requirements.

2.5 Use of Corporate Logo

The Contractor is prohibited from displaying a corporate logo, trademark, badge, patch, decal, wording, or any distinctive corporate markings on any credential, duty uniform or part thereof, or

security vehicle or part thereof, or security post, or document, other than standard internal management documents and records, which would identify the Contractor's company affiliation.

2.6 Contractor Coordination

The contractor shall engage in cooperative relationships that facilitate effective management of overall operations at GSFC. The contractor shall coordinate and exchange information with other on-site contractors in the execution of their respective contract requirements. The contractor shall pursue and foster cooperative efforts and goodwill in a manner that will benefit NASA with increased safety, efficiency, and productivity.

3.0 Program Management

3.1 Staffing

The Contractor shall provide a staff that is fully capable of executing contract responsibilities and responding to the requirements of this contract. The Contractor shall provide a staff that meets the requirements contained in the following SOW attachments: Attachment A.1 - Protective Services Position Description/Titles Guidelines, Attachment B - Security Police Officer Qualifications, Attachment D - Uniform and Equipment Requirements, Attachment E - Medical Examination for Security Police Officers which also serve as First Responders, Attachment F - Physical Fitness Requirements, Attachment G - Psychological Requirements, and Attachment H - Drug Testing and Drug and Alcohol-Free Workplace Requirements.

The Contractor shall also:

- a. Provide all Program Management including technical and business functions to plan, implement, track, report, and deliver the required products and services described in this SOW;
- b. Perform the administrative support for Protective Services, badging, support for personnel security, fingerprinting of personnel, and other administrative functions;
- c. Brief their personnel on any pertinent information pertaining to their post/position; and
- d. Inspect their personnel for uniform and appearance standards.

3.2 Training Requirements

The Contractor shall maintain a workforce that is trained, educated, equipped, proficient and capable of performing services mandated by Federal and NASA regulations and in the compliance documents identified in Section 2.1 of this SOW.

3.2.1 Internal Training

Unless specifically required by the SOW or a COR, only GSFC training standards, NASA Protective Services Training Academy (NPSTA) through the Commission on Accreditation for Law Enforcement Agency (CALEA) approved curriculum are authorized for use in Security Police Officer instruction. All SOW specific training requires approval of the COR.

3.2.2 Required Training and Recertification

The Contractor shall ensure the completion of all applicable Protective Services training as well as recertification detailed in NPR 1600.1, and Attachment A.2 – NASA Protective Service Training Academy (NPSTA) Curriculum and Attachment A.3 – Specific Training.

The Contractor shall provide a Qualified Training Specialist located at GB and WFF to train at all locations including GB, WFF, IV&V and GISS to conduct, oversee and coordinate all required training per the SOW. The Training Specialist shall be certified and verified by the COR as a NPSTA instructor within one (1) year from appointment. The Contractor shall ensure that the Training Specialist maintains their certification throughout this contract.

3.2.3 NASA Protective Services Training Academy (NPSTA)

The Contractor shall qualify all Security Police Officers by completion of the NPSTA Federal Arrest Authority (FAA) firearms qualification and training in accordance with NPR-1600.1 prior to any officers assuming armed duties associated with this contract (see Attachment B - Security Police Officer Qualifications).

3.2.4 Local and State Certification Requirements

The Contractor shall adhere to the following:

- a. The use of GSFC-provided work areas, filing systems, facilities, equipment, or materials in furtherance of non-required training, certifications, or licenses is prohibited.
- b. Only GSFC-approved policies, procedures, and duty performance standards shall be accepted as justification for official actions taken on behalf of GSFC under this contract.

3.2.5 Training Requirements, Mandatory Skill and Performance Levels

See Attachment A.3 for Specific Training Requirements.

In addition to training requirements identified in this SOW, the Contractor shall develop a training program to provide each employee (uniformed, supervisory, administrative, technical, and management) with “new hire” orientation training. Orientation training shall be completed within thirty (30) calendar days from date of hire. The following are Orientation Training topics and subjects required:

- Mission and Function of GSFC (site specific) and PSD
(1/2 hour provided by the Government);
- Public Relations/Customer Service;
- Substance Abuse and Drug Awareness;
- Safety and Fire Prevention;
- Sexual Harassment, Diversity, and Multi-Cultural Training;
- Access Control (updates on GSFC ID Badges and Electronic Physical Access Control Systems - EPACS); and
- NASA Information Technology (IT) Security Training.

3.2.6 In-Service Training

In addition to the training requirement identified in Section 3.2 of this SOW, the Contractor shall provide each employee (uniformed, supervisory, administrative, technical, and management) an in-service training program relevant to the employee's position approved by the COR. Training shall be conducted annually. It shall include, but is not limited to, such topics as: locking offices and safes, use and control of keys, smartcards, security systems, identity theft, and general loss prevention topics. All Contractor employees shall receive a minimum of sixteen (16) hours of in-service training per contract year.

3.3 Standard Operating Procedures (SOPs)

The Contractor shall develop, within forty-five (45) calendar days of contract effective date, SOPs for operations conducted under this SOW that shall be available for immediate inspection and approved by the COR prior to implementation. SOPs shall standardize, to the maximum extent possible, the Contractor's procedures across all of the various performance locations.

The Contractor shall maintain a current copy of the SOP's at each guard post or position. A detailed review of the SOP's shall be provided as part of each employee's initial orientation training and each time the SOP's are modified. No employee shall be assigned to duty unless he/she is thoroughly knowledgeable of and understands the SOP. The SOPs shall be modified to reflect required changes in the Government's security services policies and procedures. The most recent COR approved edition of the SOPs shall be used.

3.4 Weapons, Installation Accountable Government Property, Supplies and Materials

Firearms and magazines will be provided by GSFC as specified in Attachment C - Installation Accountable Government Property (IAGP). Each security officer issued a handgun shall be issued three magazines that are to be loaded to capacity while on duty. The Contractor shall ensure that all handguns are carried holstered with a round in the chamber. The Contractor shall ensure that weapons are stored unloaded and in a separate suitable Government provided container as specified in NPR 1600.1.

The Contractor shall provide both training and duty ammunition for all assigned weapons. The Contractor shall be responsible for purchasing any supplies and equipment not provided under IAGP.

3.4.1 Intermediate Force Weapons

In accordance with NPR 1600.1, a Collapsible Baton, Oleoresin Capsicum (OC) Spray, rated at 2,000,000 Scoville Heat Units (SHU) shall be carried while on duty by all Security Police Officers. These weapons shall be provided by the Contractor.

The Contractor shall provide and maintain threat level III concealable body armor. Every Security Police Officer shall be issued and shall be required to wear Threat Level III concealable body armor in a color appropriate to the duty uniform, while armed for duty or training.

3.5 Quality Control Plan

The Government shall monitor Contractor performance and failure to meet the standard performance requirements will result in predetermined deductions in accordance with Attachment L, Performance Requirements Summary and Deduction Table.

3.6 Records Management

The Contractor shall manage legacy Federal records (data created for Government use and delivered to, or falling under the legal control of the Government) created under and inherited from previous Protective Services contracts.

At the completion or termination of this contract, the Contractor shall leave all Government-owned data in accordance with NASA policies and procedures at each location. All data generated under this contract is the property of the Government.

The Contractor shall provide GSFC or authorized representative access to all Government records. The Government reserves the right to inspect, audit and copy record holdings.

The Contractor shall maintain a records management program. The Contractor shall submit an annual "Summary of Record Holdings and Transfers" for each location to the Center Records Manager.

The Contractor shall maintain and operate the following systems for records in accordance with the NASA records retention schedule: pre-employment screening, internal access control, Title 5 and HSPD12 related records.

3.7 Wallops Institutional Information Management System (WIIMS)

The Government will issue all task order requirements under the IDIQ portion of the contract (reference Section 14.0) to the contractor, obtain contractor task price proposals, perform technical evaluation and negotiation of labor hours and skill mix for tasks, provide approval and authorization for tasks, and track contractor task order performance through the Government-owned System.

The Contractor will be granted access to WIIMS. The contractor shall provide an operable interface between the contractor's system(s) to submit price proposals and provide technical and schedule data inputs through WIIMS on a weekly basis or as otherwise stated in the individual task order.

4.0 Reporting Requirements

The Contractor shall utilize the Public Key Infrastructure (PKI) to safeguard all employee data while developing or distributing reports (i.e. badging, visitor logs, incident reports etc.) approved by the COR.

The Contractor shall maintain the Government provided Incident Reporting System within Locator & Information Services Tracking System (LISTS) where they shall report all incidents including traffic accidents. The Contractor shall also develop and maintain daily phone and radio logs, physical security reports, audits, fire alarm response logs, fire and ambulance logs, reports of unsolicited contacts, and any additional reports as developed or required by the COR. The system shall be maintained in accordance with NPR 2810.1.

The following documents shall be updated on a daily basis and be available for immediate inspection when requested by the Government:

- a. Incident Reports;
- b. Electronic Badge Data Base;
- c. Reports of Investigations and Analysis;
- d. Locked Room Access Log; and
- e. Visitor Log.

By the fifth (5th) business day of each month the Contractor shall provide general progress for the previous month to the COR that includes the following:

- a. the number and type of incidents for which analysis was provided, including dollar amounts associated with:
 - o losses
 - o recoveries
 - o property damage
 - o "found" property;
- b. "crime trends" and recommendations for corrections;
- c. doors opened;
- d. personnel processed;
- e. badges issued;
- f. classified material tracked, distributed, and destroyed;
- g. number of visitors including foreign nationals, vendors;
- h. keycards programmed and issued;
- i. number of responses to include type and timeframes;
- j. maintenance performed on weapons;
- k. training conducted;
- l. tickets issued;
- m. number of vehicles searched; and
- n. number of hand-carried items searched.

4.1 Response Notification – Significant Events

The Contractor shall make a preliminary verbal notification to the COR via cell phone of incidents involving serious injury or death, catastrophes, major accidents, fires, crimes, terrorist incidents, or which involve a serious breach of security, or other incidents that the Government may designate to the Contractor. The preliminary verbal report shall be made within 5 minutes of Contractor notification of the incident to the COR followed by a written report within 24 hours after an incident.

4.2 Routine Incident Reports

The Contractor shall submit all initial Security Incident Report (IR) to the COR within 12 hours or the beginning of the next workday, whichever is sooner. Security incidents are acts of non-compliance with security policy or procedure or a fundamental security requirement that impacts the confidentiality and integrity of National Security or Sensitive but Unclassified Information. Examples of security incidents for the purposes of this subsection include, but are not limited to: buildings/rooms and/or safes found unsecure during a Mobile Patrol inspection; reports of theft/loss/destruction of Government property; vehicle accidents; or anything that should be reported to the Government.

5.0 Security Services

5.1 Government Resources Protection

The Contractor shall provide comprehensive and integrated systems that utilize both personnel and equipment to safeguard personnel, physical assets, and information.

The Contractor shall provide security services to support GSFC Priority/Critical Resources and Space Launch Systems, payload systems, and command and control systems.

The Contractor shall ensure that all armed personnel subject to carrying a firearm are trained to the Security Police Officer level as defined in Attachment A.1.

The Contractor shall conduct daily welfare checks of employees and other personnel after normal duty hours, especially in remote areas. Routine reports of these checks shall be made on a monthly basis due by the fifth (5th) business day of each month to the COR. Problems or unsafe conditions shall be reported immediately to the COR and in an IR by the beginning of the next business day.

The COR has the authority to reallocate staffing resources to handle additional onsite requirements or events. This reallocation of resources shall not cause a financial impact to the Contractor's cost to perform. The Contractor shall notify the COR if the reallocation is anticipated to have a financial impact to the Government prior to enacting, and for resolution.

5.2 Preconstruction Briefings

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

5.3 Protection of Property

The Contractor shall:

- a. Conduct a complete inspection, within sixty (60) calendar days of the contract effective date, and annually on that day thereafter, of gates of all facilities, and provide a comprehensive study to the COR with color photographs and in-depth descriptions of the breaches, deficiencies, and other problems found. The Contractor shall make recommendations for appropriate security measures to be taken to ensure the integrity of the perimeter fence and entrance gates.
- b. Complete a building security survey of every occupied building within sixty (60) calendar days of the contract effective date, and every two (2) years thereafter or when a building undergoes a major renovation (defined as a repair project on an existing facility that exceeds fifty (50) percent of the replacement value for the space in question) or as directed by the COR. The survey shall contain information such as: a description of the building and occupants (type of work performed) defining unique security requirements or situations of the building or occupants; a complete, up-to-date floor plan of all floors of the building provided by the government; perimeter security; problems; special situations of the building; recommendations; and other information pertinent to the security of the building, facility, and/or occupants.
- c. Conduct daily fire and safety surveillances in all buildings and areas of responsibility under this contract to ensure that no obvious fire and safety hazards or safety and security violations are evident. Immediately report fire and safety violations to the Security Operations Center (SOC).
- d. Immediately report hazardous conditions to the SOC and items in need of repair to include, but not limited to, inoperative lights or equipment, broken or slippery floors and walks, and substance or chemical spills.
- e. Immediately deter and report damage, pilferage, removal, misappropriation, misuse, larceny, theft, or other improper or unlawful threats to, or disposition of, Government or personal property or acts of espionage, sabotage, or wrongful destruction to the COR.
- f. Conduct random inspections of vehicles and/or hand-carried items (e.g., briefcases, purses, packages, etc.) upon entry to or exit of GSFC.
- g. Endeavor to prevent the occurrence of fires, explosions, collapses, and other catastrophes. In such an event, the Contractor shall summon appropriate response forces and then notify Government personnel as identified in the SOP; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition.
- h. The Contractor shall consistently provide priority attention and added protection to all GSFC Mission Essential Infrastructure (MEI) assets and conduct MEI assessments as required by NPR 1600.1. The Contractor shall follow policy as set forth in NPR 1620.2, NPR 1620.3, and NPR 1600.1.

5.4 Investigations

The Contractor shall provide support to the Government in 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 after a crime has occurred.

5.5 Federal, State & Local Liaison

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.

5.6 Crime Scene Protection

The Contractor shall respond to and protect the physical area associated with criminal activity likely to provide valuable information to the investigative process.

The Contractor shall guard and maintain the legal and physical integrity of evidence from destruction, tampering, or loss.

5.7 Identification Management

The Contractor shall manage and operate Government provided systems used to identify and badge employees, contractors, and visitors at GSFC. The Contractor shall utilize the GSFC Common Badging and Access Control System (CBACS) to issue and record the issuance of badges, and other facility access credentials.

The Contractor shall adhere to the requirements of HSPD-12, and applicable NASA and GSFC regulations as referenced in section 2.1 of this SOW. The Contractor shall manage the ID management databases which contain personally identifiable information (PII).

The Contractor shall recover ID credentials from personnel upon termination of employment or as directed by the COR.

Blank Smartcard stock will be provided by the Government as IAGP. Ancillary badge material such as non Smartcard stock, pouches, lanyards and clips shall be provided by the Contractor and shall be in compliance with Federal Information Processing Standard (FIPS) 201.

The Contractor shall staff and operate the ID Section from 7:00 a.m. through 5:00 p.m., Monday through Friday, except on federal holidays. The section is responsible for providing and tracking all authorized permanent, temporary, "Special," "official visitor," "escort required," and other designated badges for personnel working or conducting business at GSFC.

The Contractor shall process in-coming personnel, both government and contractor, and receive guidance, instructions, and aid regarding authorization for issuance of badges from the ID Supervisor, the Government Personnel Security Specialist, the Physical Security Specialist, and/or the COR. The Contractor shall follow guidance in Attachment J – Personal Identity Verification (PIV) Requirements.

The Contractor shall ensure that adequate forms, supplies, and materials are on hand at all times to efficiently provide required badges to employees and guests of GSFC.

The Contractor shall initially enter all new employee information into the Locator and Information Services Tracking System (LISTS) and ensure all government-furnished equipment and materials issued by the Protective Services Division, (e.g., badges, keys, keycards, etc.), are returned and/or accounted for at the time of an employee's termination and/or departure. The Contractor shall follow up and ensure that terminated employees and/or contractors who have not returned all issued materials are contacted until the items are returned.

The Contractor shall manage and oversee GSFC LISTS. LISTS is a federal system of records containing sensitive, privacy data requiring protection of data and equipment used to track and retain stored information. LISTS is a management information system designed to track all employees (civil servants, contractors, tenants, etc.) and visitors (e.g., other Government agency employees, visiting scientists, etc.). The Contractor shall provide reports using LISTS data as requested by the COR.

5.8 Fingerprinting

The Contractor shall process the results of electronic fingerprints within two (2) business days of receipt and associated data inputs for GSFC access, perform Security Background Investigations and support potential biometric solutions in accordance with NPR 1600.1.

5.9 Personnel Security

The Contractor shall follow the PIV card issuance procedures referenced in Attachment J "PIV Requirements" as well as the following:

- a. The Contractor shall utilize the Security Workbench Queues in NASA Identity and Access Management Tools (IdMAX) to identify and manage all Onboarding personnel.
- b. Within 48 hours of receiving notification from IdMAX of an Onboarding Contractor employee, the Contractor shall complete pre-checks to determine whether a new Security Investigation is necessary in compliance with HSPD-12 and initiate the appropriate Security investigation when appropriate through Electronic Questionnaire for Investigations Processing (e-QIP) and the Optional Form 306 (OF 306) for 85 e-QIP's. In addition, the Contractor shall review and monitor the timeliness, accuracy, and completeness of the employee's e-QIP forms. All employee derogatory responses on e-QIP forms and the OF 306 shall be referred to the Personnel Security Specialist for adjudication action before the Contractor approves and schedules the enrollment. Once the Contractor approves the e-QIP form and the OF 306, the

Contractor shall upload signature pages and other documents as necessary, enroll the employee, and notify the Personnel Security Specialist that the e-QIP is released for “Agency Approval.”

- c. Twenty-four hours after an employee is enrolled and has completed e-QIP, the Contractor shall check OPM Central Verification System (CVS) and input all favorable fingerprint results into IdMAX.
- d. The Contractor shall provide monthly status reports to the COR by the fifth (5th) business day of each month that identify the dates employees were initiated in e-QIP and completed.
- e. The Contractor shall receive all OPM mail containing the results of the completed Security Investigations and advanced FBI fingerprint arrest record results. Within 24 hours of receipt, the Contractor shall package the results in the appropriate Security Investigation folder and forward it to the Personnel Security Specialist for adjudication.
- f. The Contractor shall be responsible for monitoring and initiating update Security Investigations in compliance with OPM and NASA requirements.

5.9.1 Personnel Security Systems Administration

The Contractor shall continuously update the IdMAX and LISTS systems containing background investigation and security clearance information.

5.9.2 Classified National Security Information (CNSI)/Suitability Investigations

The Contractor shall assist and support GSFC Office of Human Capital Management (OHCM) 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.

5.9.3 Records Checks

The Contractor shall conduct law enforcement records checks utilizing the appropriate database to collect appropriate background information in accordance with Maryland, Virginia, West Virginia and New York state law as required.

5.10 Badging

The Contractor shall:

- a. Review and process badge requests for proper authorization and completeness, ensuring that only authorized personnel receive appropriate access;
- b. Monitor, provide and maintain an inventory of supplies needed to perform badging function with the exception of the government provided PIV cards.
- c. Issue, track, document, and recover all permanent and temporary GSFC identification (ID) and “special” badges, issued to Center employees, visitors,

- contractors, and temporary personnel; fingerprinting personnel and fingerprint processing; ensure that “customers” are serviced within 30 minutes;
- d. Interface with appropriate organizations (i.e. Directorate On-boarding Reps (DORs)) to ensure timely badging/rebadging of new and expired contracts;
 - e. Work with Center’s Information Technology organization and the COR to monitor and maintain the LISTS database;
 - f. Take photographs of personnel on video imaging (digital) and standard photographic equipment for badging;
 - g. Recover government-issued materials and equipment (e.g., badges, keys, keycards) and note individuals’ “status” in LISTS;
 - h. Ensure accurate and complete information is entered into the LISTS and uploaded;
 - i. Compile and furnish required ID weekly and monthly activity reports to the COR by the fifth (5th) business day of each month.

The Contractor shall prepare correspondence for updating information from on-and off-site contractors and the return of expired ID badges, keys, keycards, and the like, from terminated employees.

5.11 Electronic Questionnaires for Investigations Processing (E-QIP)

The Contractor shall initiate background investigations utilizing Office of Personnel Management’s E-QIP system.

5.12 Risk Determinations

The Contractor shall provide support to process appropriate Security Investigations as determined by level of risk determination in accordance with NPR 1600.1.

5.13 Information Security (INFOSEC)

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

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

The Contractor shall research, develop, and interpret classification guides regarding new technologies and programs to describe what information is classified, at what levels of

classification, for what duration, how it is to be protected, marked, stored, accounted for, and destroyed. The Contractor shall train classification guide users on how the guide is used and applied to the classification or declassification of nationally classified documents.

5.14 Operations, Procedures, Plans and Post Orders

The Contractor shall:

- a. Provide Protective Services ensuring that GSFC is provided quality, reliable and efficient security services. An Operations Procedure Plan shall be developed within forty-five (45) calendar days of contract effective date and approved by the COR using the following guidelines: (1) existing NASA, GSFC, WFF Protective Services and Navy Surface Combat Systems Center (SCSC) Security SOPs, (2) federal guidelines specified in the U.S. Code for NASA, Department of Commerce (DOC), Department of Transportation (DOT), and Department of Defense (DOD) authority and jurisdiction. The Plan shall include the following:
 - o Any special instructions and Protective Services SOPs to be used in performing Protective Services, observations to be made, special rounds and patrols, escort procedures including Very Important Person (VIPs), procedures for various threat conditions, procedures for handling traffic accidents and criminal activity and emergency conditions.
 - o Radio procedures, call signs, and various points of contact.
 - o Schedules for known recurring work, such as mobile patrols and the posting of Uniformed Services Officers.
 - o Safety and accident procedures.
- b. Review the Plan at least quarterly, make updates, and resubmit the updated Plan (or a written memorandum validating that the existing plan is still accurate in all respects) to the COR for approval by the third (3rd) business day of the start of each calendar quarter. Deviation from the approved Operation Procedures Plan and SOPs is acceptable only with the approval of the COR.

The Contractor shall develop, issue, and maintain General Orders, Post Orders for each post and position, and special or “emergency” orders, procedures, and other instructions within thirty (30) calendar days after contract effective date as may be necessary to inform Uniformed Services personnel of the nature of their duties and guide them in the successful performance thereof. These instructions shall include policies and procedures to be followed in emergency situations. All Orders, procedures and instructions shall be approved in advance by the COR before their distribution and/or implementation.

5.15 Visitors/Temporary Workers

Access to GSFC is restricted to authorized personnel only. Persons, who are not in possession of a valid NASA Personal Identity Verification (PIV)-II Credential, GSFC or WFF badge, or other identification as determined by the Government, shall be processed as visitors or temporary workers.

The Contractor shall staff the Access Control and Visitor Clearance Facility (identified as the "Reception Desk/Area" at GB, WFF, IV&V, and GISS) 24 hours per day, 365/366 days per year with personnel skilled in communicating (i.e. communicating with persons from foreign countries, and persons with speech, hearing, physical, or other disabilities, using translation services) and dealing with the public, and knowledgeable in the policies and procedures for visitors' access to GSFC. Access control personnel shall ensure that all visitors are properly and completely identified, are on official business, and have been authorized access by a named employee contact, prior authorization list or arrangements, or approved by the GSFC Chief, PSD, or other designated government official, prior to being permitted access. All visitors shall be greeted and processed promptly, politely, and courteously.

The Contractor shall perform receptionist services to process official visitors, tours, groups, vendors, foreign nationals, and employees to conduct official business at GSFC, including recording names, citizenship, points of contact and reasons for visit as well as contacting points of contact for visit authorization, and issuing appropriate badges for authorized access.

Visitors and temporary workers shall be processed and badges shall be made and issued in the Reception Center or other area designated by the COR. All visitors shall be processed through these facilities as quickly as possible and shall be approved and authorized prior to being permitted access.

5.15.1 Visit Requests

Visit Requests (or Visit Authorization Letters) are required when it is anticipated that classified information will be disclosed during a visit.

The Contractor shall:

- a. Receive visit requests and/or clearance verifications from Contractors and visitors from other federal agencies or private organizations and provide level of clearance verification in response to written requests in coordination with PSD.
- b. Maintain the information from the visit requests and clearance verifications in LISTS.
- c. Produce reports from the information maintained in LISTS within two hours of the request for a report. Only NASA civil servant security specialists in the PSD may receive reports from the Government provided Security Management Information Systems (SMIS).

5.15.2 Foreign National Visits

Foreign National Visitors are authorized access with the prior approval of the International Visits Coordinator (IVC) and/or the PSD. The Contractor shall prepare and issue appropriate badges in accordance with NPD 1600.2 requirements.

5.16 Access Control Program

The Contractor shall manage and operate the government provided physical, mechanical and electronic/IT systems used to control access to installations, areas, and facilities. These include: walls, fences, gates, doors, electronic and mechanical locks, turnstiles, and bollards.

The Contractor shall be required to provide access control to areas on the facilities. A list of names of authorized personnel shall be provided to assist PSD personnel in knowing who is authorized to access the areas.

5.17 Lost and Found

The Contractor shall maintain a Lost & Found at GSFC for items brought to Protective Services with an unidentifiable owner. The Contractor shall make every effort to identify the owner and return the property to its rightful owner within thirty (30) calendar days. When this is not feasible, or possible, the Contractor shall appropriately document and record the recovery, track the item, and arrange for the appropriate disposal or destruction of the item at the end of a specified period of time.

6.0 Document Control

6.1 Document Destruction

The Contractor shall have the capability (either existing or readily obtainable) to destroy large volumes of documentation at any one time from unclassified through the secret level.

The Contractor shall implement federal and GSFC policies and procedures in accordance with the documents referenced in Section 2.1 to ensure the proper destruction of classified material, and produce and distribute appropriate reports as required.

The Contractor shall provide trained personnel to operate and maintain the Classified Material Destruction Facilities at GSFC to destroy out-dated and/or unneeded classified material.

The Contractor shall collect and transport classified material to be destroyed to the GSFC Destruction Facility, as required ensuring that disintegration and/or destruction equipment is in good working order and repair so as to completely and properly destroy classified material, and for arranging the proper removal of destroyed material/waste.

6.2 Document Storage and Accounting

The Contractor shall implement Federal and GSFC policies and procedures as referenced in section 2.1 to ensure the proper receipt, handling, controlling, safeguarding, tracking, and destruction of classified material, and provide information pertaining to documents as requested from the COR.

The Contractor shall provide appropriately trained personnel to record and track classified documents by means of document control numbers (DCN's); dispatch and/or transfer documents; perform annual "classified holdings" inventory audits and inspections; verify and send "out-going" clearances; track and inspect security containers ("safes") and the material in them; receive in-coming "visit" clearances; and prepare out-dated and/or unneeded classified material for destruction.

The Contractor shall support the Government in conducting an annual inventory of all tracked security containers (safes) at GSFC to ensure location and use, and coordinate with the locksmiths to ensure that combinations on security containers are changed in accordance with appropriate regulations, policies, procedures, and guidelines. All individuals assigned to or working in these facilities shall have the proper security clearance on the first day of the contract and be trained in document control and/or in GSFC procedures for classified material control.

The Contractor shall staff this function from 8:00 a.m. through 4:30 p.m., Monday through Friday, except on federal holidays.

The Contractor shall conduct daily checks of designated security containers ("safes") between the hours of 7:00 p.m. to 11:00 p.m., weekdays, ensuring that they are adequately secured, protecting all unsecured classified material, precious metals, monies, etc., until secured in accordance with appropriate directives, requirements, or guidelines, and reporting all violations in the form of an Incident Report by the beginning of the next business day.

6.3 Classification Management

The Contractor shall identify Classified National Security Information (CNSI), either obtained or created by GSFC and its various Contractors that require protection, the type of protection required, and duration of protection, in accordance with NPR1600.1.

The Contractor shall operate a classification management program to guide its own activities, and shall support various GSFC sponsored or supported activities in which GSFC and other GSFC contracted organizations will be working with classified or sensitive but unclassified information. This classification management program shall be developed and approved by the COR within thirty (30) calendar days after contract effective date and include both classification and declassification.

The Contractor shall conduct daily patrols of all facilities containing or processing classified material, and document any violations in LISTS immediately.

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

The Contractor shall comply with the Computer Security Act of 1987, Public Law (PL) 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." SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.

6.5 Classified National Security Information (EO 12958)

The Contractor shall:

- a. Comply with EO 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.
- b. Develop and implement a program within forty-five (45) calendar days of contract effective date and approved by the COR 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. Provide training prior to access to classified information and shall obtain a signed acknowledgement, that the training was received, from the trained individual.
- d. Ensure 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 identify the associated penalties for non-compliance. The debriefing shall include a signed acknowledgement from the person being debriefed.
- e. Store the signed acknowledgements for durations consistent with applicable policies and procedures as referenced in Section 2.1.

6.6 Security Records Management Systems

The Contractor shall maintain and operate the following systems of records:

- Pre-employment screenings, excluding civil servants;
- Internal access control records; and
- National Security clearance records 5 U.S.C. (re: Position Risk Designations) and HSPD-12 related records.

The Contractor shall securely maintain all personnel security investigative and screening records in a file on all GSFC personnel security cases.

7.0 Medical Information – First Responders

The Contractor shall assure that the First Responders meet the medical requirements in Attachment E of this SOW. The contractor is required to follow applicable federal and state laws concerning record retention but records shall be maintained at the Contractor's Corporate Headquarters and made available for inspection by government auditors for no less than three (3) years from the contract expiration date. After three (3) years the contractor has the right to dispose of the records as outlined by the Contractor's company policy. GSFC Medical Director has the right to review medical records when there are issues concerning medical qualification compliance.

8.0 Executive Protection/Special Events

The Contractor shall provide executive protection to escort personnel within specifically identified areas, as required below.

- a. Provide, upon request, appropriate Protective Services personnel to act as an escort for special events and situations, including, but not limited to, money transfers, special foreign nationals, construction or janitorial personnel in secured or restricted areas.
- b. Provide appropriate Protective Services personnel to perform distinguished visitor protection for those designated by the U.S. Secret Service, Department of State, or other responsible agency to the President of the United States, Vice President of the United States, visiting dignitaries, or other designated individuals.
- c. Provide executive protection for designated personnel such as: important government officials, astronauts or distinguished visitors designated by the COR.

9.0 Customer Satisfaction/Complaints

The Contractor shall:

- a. Provide security services that result in a high level of customer satisfaction. The Government will evaluate customer satisfaction using various forms of customer feedback on all areas of operation.
- b. Receive complaints from any person concerning security, safety, and law enforcement within the Government's jurisdiction. Such complaints shall be promptly documented and reported to the COR for resolution and disposition. The Contractor shall notify the COR of such complaints as specified herein but within 24 hours after the Contractor receives the complaint.
- c. Document all forms of written, telephonic, email, and in-person customer comments and complaints received shall be placed in a file and maintained in the Contractor's onsite office for one (1) year.
- d. Provide, within 24 hours to the COR, a written summary of corrective actions taken on all forms of customer complaints received.
- e. Make available the Program Manager to discuss with the COR all instances of customer dissatisfaction.

- f. Be an active team member with the Government in seeking process improvements that result in higher levels of future customer satisfaction related to security services provided.

10.0 GB PROTECTIVE SERVICES

10.0 Site Specific Requirements to GB Protective Services

Unless otherwise specified, all requirements contained within this SOW are considered to be within the day-to-day baseline efforts and are in addition to Sections 1-9.

10.1 Program Management

Protective Services Project Manager

The Contractor shall provide a Protective Services Project Manager to act with full authority for the Contractor and be based at GB.

Operations Manager

The Contractor shall provide an on-site Operations Manager for GB with local authority to act on behalf of the Contractor.

10.1.1 Intermediate Force Weapons

The Contractor shall provide a shift supervisor that is fully trained and certified to carry a taser while on duty at this location.

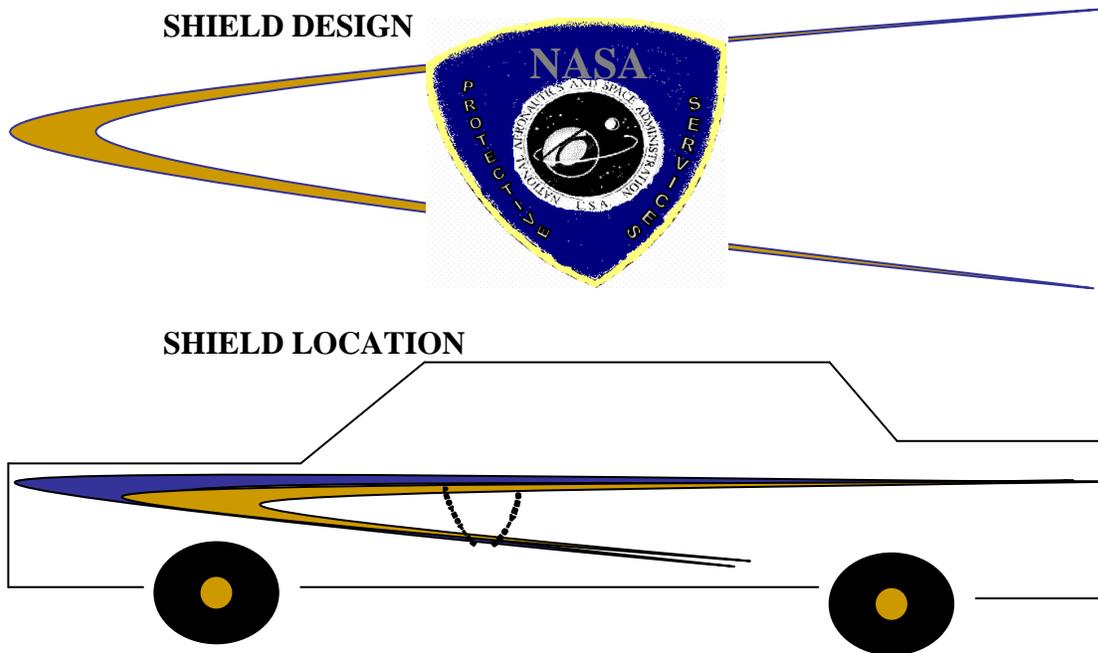
10.1.2 Vehicles

The Contractor shall provide an adequate number of patrol, technical support, and other necessary vehicles to support the security requirements and conditions, to include, but not limited to: security patrols; locksmiths; electronic security support; perimeter fence inspections; and emergency response. Security patrol vehicle types shall include routine vehicular patrol, all-weather/all-terrain, emergency response, and equipment and material transports. A minimum of 14 vehicles are required as well as the following:

- a. The Contractor shall provide at least one (1) vehicle equipped with a Class 5 trailer hitch and ball capable of moving a trailer.
- b. The Contractor shall provide two (2) vehicles of sufficient size and all-weather, all-terrain (4x4) to serve as incident command vehicles.
- c. The Contractor shall provide a monthly report to the COR delivered no later than the fifth (5th) business day of the following month, that shall include the following vehicle information: vehicle identification number, position assigned, fuel used (in gallons), miles driven, and current mileage.
- d. The Contractor shall ensure that all vehicles are in working order and in service at all times and provide for the performance of all routine maintenance and repairs to the vehicles, and shall provide for the replacement when any one of the vehicles is removed from security service for 8 consecutive hours for repair or maintenance.
- e. The Contractor shall bear all costs of maintenance and upkeep, insurance and liability, and outfitting all vehicles. These vehicles shall be dedicated to the exclusive use of the

contract and shall not be removed from this contract without prior approval of the COR. The Contractor shall ensure that the usage of all of the contractor-provided vehicles specified in this contract is restricted solely to functions in the performance of Protective Services required under this contract and is not to be used for personal services by the contractor's employees or another contract held by the Contractor.

- f. The Contractor shall comply with the state inspection, registration, and insurance laws under which they operate.
- g. The Contractor shall standardize the vehicles used for patrol to the maximum extent possible. Sedans shall be of large size and sport utility vehicles shall be of medium size. All vehicles shall conform to a standardized visual pattern and consistency. The vehicles shall be American made and the interior and exterior appearance shall be in clean condition free of visual damage, white in color, and equipped with the following:
 - Air conditioning;
 - Individual numbers with day/night reflective markings;
 - Siren;
 - Public address system;
 - Government-furnished, Contractor-installed radio communications;
 - First aid kit;
 - Class ABC fire extinguisher greater than 5 pounds;
 - Highway warning devices;
 - Speed detection devices;
 - Spot/take-down lights;
 - Emergency light bar: A Whelen Justice™ (8F-LB471), or equal to, four (4) Blue Linear 6 LED Modules, six (6) Blue Conical 3 LED Modules, two (2) White MR11 35W Takedown white lights, two (2) White MR11 35W Alley lights, and five (5) Yellow Conical 3 LED Modules.
- h. The Contractor shall provide off-road vehicles equipped with the following additional equipment:
 - 1 (one) - Tow rope capable of pulling up to 12,000 lbs
 - 1 (one) - Metal digging shovel
 - 2 (two) – 2” x 8” 4’ in length pressure treated plywood
 - 1 (one) – flannel blanket
- i. The Contractor shall provide all parts and materials necessary to perform both routine and emergency maintenance to the vehicles.
- j. All Contractor vehicles shall comply with the following vehicle decal requirements. The below graphic design shall be applied to all security vehicles. A shield shaped patch design shall be applied in the center of this design. The second figure shows the location of the shield graphic.
- k. The Contractor shall provide four-wheel drive vehicles and (2) ATVs, as required to perform the SOW. Such vehicles shall conform to the previously stated standardized visual pattern and present a coherent and professional image.



10.1.3 Flag Detail

The Contractor shall:

- a. Raise and lower the United States and NASA flags, and all other flags as directed by the Chief of the Protective Services Division or other designated official.
- b. Raise the flags no earlier than sunrise and no later than 8:00 a.m. and shall be lowered at sunset if not artificially illuminated.
- c. Ensure that appropriate lighting (where provided) is functioning on the flagpoles during the hours of darkness and if not notify the Facilities Management Division.
- d. Ensure the flags are not weather worn, faded, torn, or otherwise unserviceable. If the flags are damaged, the contractor shall notify the COR immediately to ensure replacement.
- e. Ensure that a sufficient number of United States, NASA, and country flags are on hand. Flags shall be purchased by the Government and made available to the Contractor upon proper and timely notification of need by the Contractor.

10.2 Emergency Management

The Contractor shall provide and maintain services relevant to the efficient, effective and obligatory capabilities supporting the framework by which GSFC prepares for, responds to, recovers from, and mitigates the impacts of a wide variety of emergencies, natural, manmade 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 Emergency Management framework includes the following:

1. Emergency Operations (Response and Recovery)
2. Continuity of Operations (COOP)
3. Test, Training and Exercise (TT&E)
4. Emergency Planning

10.2.1 Emergency Operations (Response and Recovery)

The Contractor shall ensure that a response, recovery and continuity capability exists that can support a GSFC emergency or disaster in accordance with GPR 8710.2 referenced in Section 2.1, the GSFC Emergency Operations Plan (EOP) and the GSFC Continuity of Operations (COOP) Plan. The Contractor shall respond to all emergencies on Center, including medical, law enforcement, hazardous materials spill/release, fire, flooding, etc. The Contractor shall serve as Incident Command and provide additional staff to support response and recovery operations for all emergencies using the Federal Incident Command System (ICS).

10.2.1.1 Response Operations

In accordance with OSHA 29 CFR 1910.120 the Contractor shall:

- a. Respond to all hazardous material spills or releases; and
- b. Ensure that all Security Police Officers, security supervisors, and management personnel are trained to the Hazardous Materials Training for First Responder Operations (FRO).

10.2.1.2 Incident Command Structure

The Contractor shall manage all emergency operations utilizing the nationally accepted National Incident Management System (NIMS) and ICS. All uniformed security supervisors shall be trained as Incident Commanders in accordance with NIMS training requirements. The Contractor shall also staff the Emergency Operations Center (EOC) with a primary and alternate to serve in either the Operations or Planning Section. All Contractor personnel serving in the field Incident Command Post (ICP) or supporting field response and recovery operations, and EOC shall be trained in accordance with NIMS training requirements.

10.2.1.3 Recovery Operations

The Contractor shall provide Preliminary Damage Assessment (PDA) and support recovery operations to include physical inspection of buildings, structures, systems, and equipment after a crisis has occurred. The Contractor shall serve as the Incident Commander for short-term recovery operations in the ICP until the response operations transition to (long-term) recovery operations managed by EOC staff.

10.2.2 Continuity of Operations (COOP)

The Contractor shall provide short and long term COOP planning and capabilities to ensure continuous performance of its mission essential functions and infrastructure, supporting facilities, IT systems, essential dependencies, and other primary and supporting COOP elements.

The Contractor shall support developing, maintaining and evaluating COOP plans and procedures to ensure the required COOP capability exists.

The Contractor shall ensure consistency in the outcomes directed by HSPD-20 and when applicable, Memorandums of Understanding or Agreement with Federal, state and local counterparts engaged in COOP activities.

10.2.3 Test, Training & Exercise (TT&E)

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 target capabilities.

The Contractor shall coordinate with the Protective Services Division, TT&E activities using a multi-year planning calendar to address GSFC and external TT&E requirements demonstrating the GSFC's capabilities in readiness and continuity. TT&E requirements will reflect lessons learned, best practices and areas for improvement from real-world events and exercises and shall be approved in advance by the COR.

The Contractor shall develop, maintain and administer a comprehensive TT&E program standards and requirements outlined in NIMS, HSPD-20, Homeland Security Exercise and Evaluation Program (HSEEP) developed within forty-five (45) calendar days of contract effective date and approved by the COR. The TT&E Program shall include:

- a. Testing Component – The Contractor shall ensure the testing of all primary and backup communication, alert, notification and activation procedures and systems.
- b. Training Component – The Contractor shall complete all required training as mandated by the NIMS and OSHA, and according to items listed in after action reports following real world events and exercises.
- c. Exercise Component – This includes participation in no less than 4 multi-organizational unit drills annually. The Contractor shall also participate in the GSFC annual full scale disaster exercise developed by Protective Services. The Contractor shall conduct annual exercises to demonstrate the following capabilities:
 - Adequately and appropriately execute emergency response plans.
 - Mobilize a deliberate and pre-planned movement to activate and staff field ICPs and the EOC (all-hands).
 - Mobilize a deliberate and pre-planned movement to activate and staff the Alternate Operating Facility (COOP, ERG and Support Team).

The Contractor shall coordinate activities with GSFC, State and local emergency management officials, and other local, State, and Federal government agencies, including tenants and adjacent military installations. Documentation of activities such as TT&E and response to emergencies, and accident/incidents requiring emergency response shall be maintained by the Contractor on behalf of the Government.

10.2.4 Emergency Planning

The Contractor shall maintain emergency SOP's, and other implementing instructions as may be necessary to inform and prepare Contractor personnel of the nature of their duties and guide them in the successful performance of functional target capabilities. These instructions shall include policies and procedures to be followed in emergency situations and shall be approved by the COR. All SOP's and other instructions in support of the GSFC Emergency Operations Plan, shall be approved in advance by the COR before their distribution and/or implementation.

The Contractor shall ensure all emergency preparedness planning documents, including the required SOP's and implementing instructions, shall comply with the NIMS guidelines and requirements, GSFC, 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 NIMS; the National Response Framework (NRF); National Fire Protection Association (NFPA) 1600, Standard on Emergency Management and Business Continuity Programs; and NFPA Standard on Emergency Services Incident Management System, and are approved by the COR .

The Contractor shall develop, maintain, and conduct operational and process verification reviews of existing plans, procedures and other documents annually and as necessary to ensure these documents adequately address functional target capabilities, such as: evacuations; post-disaster response and recovery operations; deployment of resources; interoperable communications, notifications, alerts and warning systems.

10.2.5 Corrective Action Program (CAP)

The Contractor shall develop and administer a CAP consistent with TT&E program standards and requirements outlined in NIMS, HSPD-20, and HSEEP to assign responsibility for correcting deficiencies or shortcomings observed during evaluation of TT&E activities and following real-world events, as appropriate.

For TT&E: The Contractor shall submit a final After Action Report (AAR) and Improvement Plan (IP) to describe assessed performance against exercise objectives and include recommended corrective actions within ten (10) calendar days after the exercise was completed to the COR.

Real-world incident/events: The Contractor shall submit a final AAR/IP within ten (10) calendar days after a real-world incident/event occurs, as appropriate, to describe assessed performance against the EOP, SOP's and other documents, and include recommended corrective actions, to the COR.

For each AAR/IP submitted, the Contractor shall follow-up on each IP corrective action item and provide monthly status reports due by the fifth (5th) business day of each month to the Protective Services Division until each item has been corrected or addressed.

10.2.6 Emergency Operations Center (EOC)

The Contractor shall provide EOC management and support, interoperable communications processes and systems, damage assessments, interagency coordination, and mutual aid efforts.

The Contract shall provide EOC Staffing as follows:

- a. The Contractor shall staff and operate an 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 by Civil Servants and Contractors 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 Incident Command Vehicle with related emergency response equipment.

10.2.7 Emergency Response Capability

The Contractor shall provide for Emergency Response Capabilities as follows:

- a. The Contractor shall provide a group of Security Police Officers who meet the enhanced physical standards for specialized teams found in NPR 1600.2.
- b. The team shall be trained in victim rescue, special tactics and planning, and the use of specialized equipment, firearms and other weapons.
- c. The Contractor shall be capable of an immediate on-site response to effectively and safely resolve a variety of critical security incidents such as: workplace violence, active shooter, hostage situation, and terrorist aggression.
- d. The Contractor shall develop detailed plans for operations in critical/hazardous and public facilities.
- e. When not training, these Security Police Officers shall assume normal Security Police Officer patrol duties as described in the SOW; coming together as a team only as needed.

The Contractor shall have three (3) trained Emergency Response personnel on duty at all times. This shall not be a separate set of employees. These duties shall be incorporated in the routine security patrol work of the uniformed Security Force. Personnel performing these duties shall be trained and qualified with IAGP weapons.

10.3 Security Services

10.3.1 Uniformed Operations

The Contractor shall provide Security Police Officers to perform tasks such as respond to emergencies, enforce regulations, conduct personnel, vehicular, building and facility checks and inspections, access control, package and parcel inspection, crowd control, parking and traffic control, patrol areas open to the public, roadways, staff gates, establish roadblocks, observe and report fires, report water leaks, report environmental threats, and other hazards, lock and unlock buildings and rooms, conduct flag protocols, safeguard sensitive/available assets, provide

motorist assistance, and escort persons and equipment. The Contractor's security and law enforcement activities shall be reported in accordance with the SOPs.

Depending on the shift, a minimum of five (5) mobile patrols during core operating hours are required to perform security patrol and relief requirements, duties, and responsibilities. Patrol vehicles shall be capable of performing in severe weather and off road conditions.

A maximum of three (3) minute response time shall be maintained for emergency calls.

A maximum of five (5) minute response time shall be maintained for non-emergency calls for service.

The Contractor shall be capable of responding to two (2) simultaneous incidents within the designated response times.

GB has one (1) continuously active (24-hour) gate and a Reception Desk; it also has three (3) other gates with different schedules for opening and closing, generally Monday through Friday, except on holidays unless otherwise specifically authorized by the COR. The Contractor shall staff these positions to support operational requirements such as: work load, traffic volume, and random vehicle inspections.

<u>Post/Gate</u>	<u>Open</u>	<u>Closed</u>	<u>Day(s)</u>
Main Gate (#1)	24/7	Never	Every
North Gate (#2)	6:00 a.m.	7:00 p.m.	M-F (except holidays)
Parkway Gate (#3)	6:00 a.m.	7:00 p.m.	M-F (except holidays)
South Gate (#5)	6:00 a.m.	7:00 p.m.	M-F (except holidays)
Reception Desk, Bldg. 9	24/7	Never	Every

Two (2) officers shall be required at the Main Gate, North Gate, South Gate, and Parkway Gate during the hours of 7:00 a.m. to 3:00 p.m. while each gate is open. One officer shall be required at all other hours and at all other gate locations unless specifically authorized or required by the COR.

Random vehicle inspections shall be conducted at all perimeter gates seven days a week. The frequency and location of the checks will be approved by the COR at least three (3) days prior to implementation (average of 40 per week).

The Contractor shall conduct two (2) mobile patrols of GB and its offsite facilities on normal duty shifts and three (3) mobile patrols of GB and its offsite facilities during non-duty hours to maintain a secure facility to prevent crimes such as: break-ins, vandalism, perimeter fence breaches, and thefts. The Contractor shall conduct a fence line patrol/survey/check twice per shift and report any issues to the COR immediately.

The Contractor shall lock and unlock rooms, facilities, gates, and the like upon valid request from the COR, the Chief, PSD, or other authorized personnel. Prior to unlocking any location, the officer shall verify the authenticity of the request, fully identify the person for whom the

location is being opened, and record all information, including the date, time, location, name of person, their code, and phone number, before opening the location.

The Contractor shall issue Traffic Violation Notices (TVN's), i.e., "Traffic Tickets", to any person or vehicle in violation of the local State Motor Vehicle Law(s), the GB Security Manual, or GB traffic regulations. The Contractor shall track all TVN's issued, maintain TVN information in the PSD's electronic database and enforce the TVN Program and Point System, and notify personnel and the Chief, PSD of violations posted, impending suspensions, and suspensions of driving at the facility. The Contractor shall perform random speed control (radar) checks on at least a weekly basis at sites approved by the COR.

The Contractor shall have a minimum of one trained National Crime Information Center (NCIC) operator on duty at all times.

10.3.2 Mutual and Automatic Aid Programs

The Contractor shall actively participate in approved GSFC mutual and automatic aid programs with the local city, county, state and federal emergency response agencies.

The Contractor shall support all agreements that the Government has and will enter into with emergency response resources (such as the Prince George's County Fire Department (PGFD) and other local emergency services) necessary for the Center. The Contractor shall participate in emergency exercises with emergency response organizations, PGFD and community emergency response participants.

10.3.3 Emergency Medical Technicians (EMT's)

The Contractor shall provide on all shifts, 24-hours per day, 7-days per week, at least two (2) fully equipped EMT's that are certified by/in the State of Maryland and shall wear an insignia, approved by the COR, prominently placed on their uniforms to designate them as an EMT. This team shall not be a "special" set of employees, but duties as EMT's will be incorporated in the routine security patrol work of the uniformed Security Force. Those scheduled for EMT duties shall not be assigned to a fixed post. To ensure immediate response times, EMT's shall not be used for relief purposes unless they are relieving another EMT that will be capable of responding.

AED's will be provided by the Government; accountability and maintenance is the responsibility of the Contractor.

The Contractor shall provide essential supplies and equipment that are authorized for use in accordance with EMT protocol as certified by the state of Maryland.

The Contractor shall be capable of responding to two separate medical emergencies simultaneously.

Routine and “consumed-in-use” medical supplies to include AED gels and batteries shall be purchased and maintained by the Contractor.

A properly equipped EMT shall arrive on-scene within a maximum of three (3) minutes for all medical emergencies.

The Contractor will ensure all personnel are certified in First-Aid, Cardiopulmonary resuscitation (CPR), and Automatic External Defibrillators (AED) for adults and children. CPR and AED Training shall be provided by the Contractor.

10.3.4 Security Operations Center (SOC) - Dispatchers, Call-Takers

The Contractor shall provide two (2) dedicated dispatchers between the hours of 7:00 a.m. to 3:00 p.m. Monday through Friday excluding Federal Holidays. One dispatcher shall be on duty 24 hours, 7 days per week, 365/366 days per year. The dispatchers shall operate an emergency dispatch Center 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 notification systems, and CCTV recording and voice recording systems.

The Contractor shall:

- a. Track and record all incidents;
- b. Maintain and update existing written procedures for equipment operation as well as response to routine and emergency events;
- c. Provide emergency response elements with updated information vital to decision making;
- d. 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.

The Contractor shall ensure all 911 Call Takers are certified and trained (i.e. POWERPHONE, National Academy of Emergency Dispatch (NAED) etc.) to answer the Center’s 911 Emergency Call System telephones, assess the nature of the emergency, document all information, dispatch appropriate Center emergency response resources, and contact local emergency services for backup and support. This function/service shall be manned 24/7 in conjunction with the alarms and video monitoring duties and services in the Protective Services Communications Center. The Contractor shall dispatch emergency response resources using the GSFC radio system and the current GSFC emergency notification system. Additional notifications to Management and other personnel will be made according to the GSFC notification protocols already in place.

10.3.5 Evidence Collection & Storage

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

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.

10.3.6 Traffic Accident Investigation

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 for traffic accidents that occur at the GB facility.

U.S. Park Police will conduct traffic accident investigation. Contractor personnel shall conduct traffic accident documentation.

10.3.7 Patrol Operations

The Contractor shall provide crime detection and prevention daily, make arrests, detentions, 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, as needed.

10.3.8 Prisoner Transport

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.

10.3.9 Electronic Security Systems

The Contractor shall maintain and repair Electronic Security Systems (ESS) such as: intrusion alarms, closed circuit television, access control, electronic locking devices, bollards and other security barriers, audio alarms, and mobile patrol closed circuit television.

The Contractor shall maintain the capability to expand existing electronic security systems as new requirements develop. Electronic security systems that are Information Technology (IT) based shall adhere to the IT Security policies set forth in NPR 2810.1.

The Contractor shall provide a 24-hour, 7-day a week operation and maintenance of the main computer system and peripheral equipment which comprises of the Enterprise Physical Access Control System (EPACS). EPACS “on call” emergency services, during all non-duty hours, with timely response (maximum 2-hour; 1-hour, if personnel are “locked in”). A trained and certified EPACS Technician shall be “on duty” from 7:00 a.m. through 7:00 p.m., Monday through Friday, except on federal holidays.

The Contractor shall be trained and certified to install, repair, and perform maintenance on the LENEL® Access Control System (ACS) and the LENEL Keycard system.

The Contractor shall provide trained and certified personnel in the form of EPACS Technicians to establish, install, monitor, maintain, and service EPACS and Intrusion Detection Systems (IDS) which consists of electronic access control devices, security alarms, keycard terminals, panels, and systems, and related equipment.

The Contractor shall solve system problems involving EPACS, both on and off -site; prepare estimates for installations of EPACS equipment; coordinate with appropriate organizations for smooth, efficient, timely, and complete installations (installations will be requested in an IDIQ task) of EPACS equipment and components.

The Contractor shall maintain accurate records and diagrams of EPACS wiring, installations, data points, etc., for its offsite facilities, and the individual buildings.

The Contractor shall repair and maintain electronic “modules,” keycard readers, modems, output modules, monitoring panels, etc.; troubleshoot and correct system and component problems; program information into the EPACS database; establish schedules for and perform preventive maintenance; and prepare and produce system and special reports upon authorized request.

The Contractor shall meet the varied needs of this function in providing parts and materials, maintenance, upkeep, emergency response, and reports. (e.g., installations of keycard readers, alarms, electronic locking devices, emergency exit devices, integrating electronic exit devices with exit devices installed for people with disabilities). These requirements have historically been cyclical, in that there are periods of “high” (greater) and “low” (fewer) requirements which must be met equally.

The Contractor shall install, maintain, troubleshoot, and repair video surveillance systems under the control of or authorized by the COR.

10.3.10 Locksmith

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.

GB uses the Best Locking Systems Master Key and Lock System with most locking hardware being either Best or Best-compatible equipment.

Locksmiths shall be responsible for the planning, establishment, and maintenance of the master keying systems, coordinating same with the COR, assuring that no interchanges occur, assembling and performing operational and visual checks of locks for wear and defects, the issuance and control of locking devices, (e.g., mortise, rim, key-in-knob, deadbolt, office equipment, padlocks, and emergency exit (“panic”) locks), and independently applying standard trade practices of locksmithing in the installation, disassembly, and replacement of worn or damaged locking equipment or parts.

The Contractor shall:

- a. Be responsible for the maintenance, repair, modification, overhaul, testing, and installation of a variety of locking devices typically found on doors, desks, compartments, mobile equipment, automobiles, and secured locations, for both mechanical and electronic locking devices, including key-in-knob locks, mortise locks, mortise and rim cylinders, padlocks, deadbolts, cipher locks, emergency/ "Panic" devices, electronic and electric key switches, and the like, for manufacturers such as: Best Access Systems, Yale, Russwin, S&G, Medeco, Schlage, VonDuprin, and Adams Rite.
- b. Manufacture and duplicate keys, and be able to "key" and "pin" locking mechanisms, as well as program, install, maintain, and repair stand-alone electronic and electro-mechanical locking devices.
- c. Be responsible for the repair, maintenance, and proper operation of the locking security containers "safes", including performing preventive maintenance (e.g., lubricating all locking parts, checking container drawer tracks for wear, and generally ensuring the container and locking mechanisms are in proper order and condition) on security containers with single or multiple locking drawers, vaults, ciphers, padlocks, and the like.
- d. Perform all tasks, duties, functions, and operations relative to the repair, maintenance, proper operation of all locking mechanisms, such as, neutralizing security container, room, vehicle, or facility "lockouts" by manipulation, drilling, cutting, or using whatever appropriate industry standard methods that are acceptable to enter a locked facility, container, or vehicle when all other "normal" methods and means have failed.
- e. Be familiar with and have a working knowledge of the Mas-Hamilton series of electro-mechanical combination locks, including installation, repair, and maintenance, as well as a familiarity with and working knowledge of EPACS door strikes, as integrated with the mechanical locking hardware of the door, including installation, combination changes, maintenance, and repair.
- f. Change combinations on security containers (e.g., GSA certified), vaults, ciphers and padlocks ensuring they are changed when approved by the COR.
- g. Record changes on Standard Form (SF) 700, and filing combinations with GSFC PSD within 3 business days. The Contractor shall maintain in a serviceable condition the necessary equipment and materials for the locksmiths to satisfactorily complete their assigned duties and tasks (necessary supplies, equipment, and materials will be provided by the Government when notified by the Contractor).
- h. Monitor, provide and maintain an inventory of parts and materials satisfactory to provide typically same-day support for routine installations and service.
- i. Process all requests for lock installations, locking devices, lock repairs, safes, locking security (GSA certified) containers, and other related locking devices. Complete routine work within 2 workdays upon receipt of a request. Completion of work requests within the prescribed time period is contingent upon availability of locking hardware, locks, and/or keys and availability of support from the Government.
- j. Have a minimum of one (1) certified and trained locksmith "on duty" from 7:00 a.m. through 5:30 p.m., Monday through Friday, except federal holidays. The Contractor

- shall provide locksmith “on call” emergency services during all non-duty hours, with timely (maximum 2-hour; 1-hour, if “locked in”) response.
- k. Be responsible for the issuance, programming, and record maintenance of keys and keycards for facilities and equipment.
 - l. Maintain accurate records, both electronic and manual (signature receipt forms), to account for all keys/keycards issued in the key shop.
 - m. Provide the personnel necessary to maintain the operation and management of the Key/Keycard Issuance and Control Facility 8:00 a.m. – 4:00 p.m. which is responsible for the cutting, proper issuance, tracking, documentation, revocation, and recovery of keys and electronic keycards, maintaining adequate security and control over the key and master key, electronic access control (keycard portion), and lock systems.
 - n. Ensure that only authorized individuals receive keys or keycards, and that issued keys and keycards only permit access to authorized areas, facilities, buildings, and rooms, maintaining both manual and electronic records of keys/keycards issued to individuals/organizations.
 - o. Track security work requests issued by the Government to the EPACS and/or Locksmith, ensuring completion of all security work, providing monthly reports no later than the fifth (5th) business day of each month to the COR reflecting all work requested, work completed, keys/keycards issued, keys cut, access levels established, deleted, or changed, EPACS access level and admission reports completed.
 - p. Operate and maintain a Government provided LENEL® Access Control System (ACS) system.

10.3.11 Control of Animals

The Contractor shall be responsible for the general control of the “natural inhabitants of the facilities” and other unleashed animals when they become injured, entrapped, or become a nuisance or hazard to the employees and guests, and shall coordinate with local animal control authorities in the capture or destruction, and removal of the same.

10.3.12 GSFC Electronic Management Operations Directorate (eMOD)

The contractor shall receive notification of work requests for electronic access, key, key card installation, locksmith, and visitor badge services through the eMOD work tracking system. The contractor shall be responsible for executing the work requirements specified in the work request, documenting notes pertaining to the request, and closing out requests upon completion in eMOD. Any ambiguities must be directed to the COR for clarification before execution.

10.4 Document Control

No additional document control requirements for this function at this location.

10.5 Medical Information

No additional medical information requirements for this function at this location.

10.6 Executive Protection

No additional executive protection requirements for this function at this location.

11.0 WFF PROTECTIVE SERVICES

11.0 Site Specific Requirements to WFF Protective Services

Unless otherwise specified, all requirements contained within this SOW are considered to be within the day-to-day baseline efforts and are in addition to Sections 1-9.

NASA GSFC's WFF Protective Services Division (PSD) is responsible for maintaining a secure infrastructure that enables NASA and a variety of organizations to perform a wide range of federal, state, and commercial functions, all within the realm of public interest and benefit. Tenant activities with assets to be protected include, but are not limited to: Department of Commerce (NOAA); Department of Defense (Navy, Surface Combat Systems Center (SCSC) and Navy, Naval Air Warfare Center, Patuxent River, MD); Department of Homeland Security (U.S. Coast Guard [Sector], Group Eastern Shore); and the Commonwealth of Virginia (e.g., Virginia Commercial Space Flight Authority).

11.1 Program Management

Operations Manager

The Contractor shall provide an on-site Operations Manager located at WFF with local authority to act on behalf of the Contractor.

11.1.1 Intermediate Force Weapons

The Contractor shall provide a shift supervisor that is fully trained and certified to carry a taser while on duty at this location.

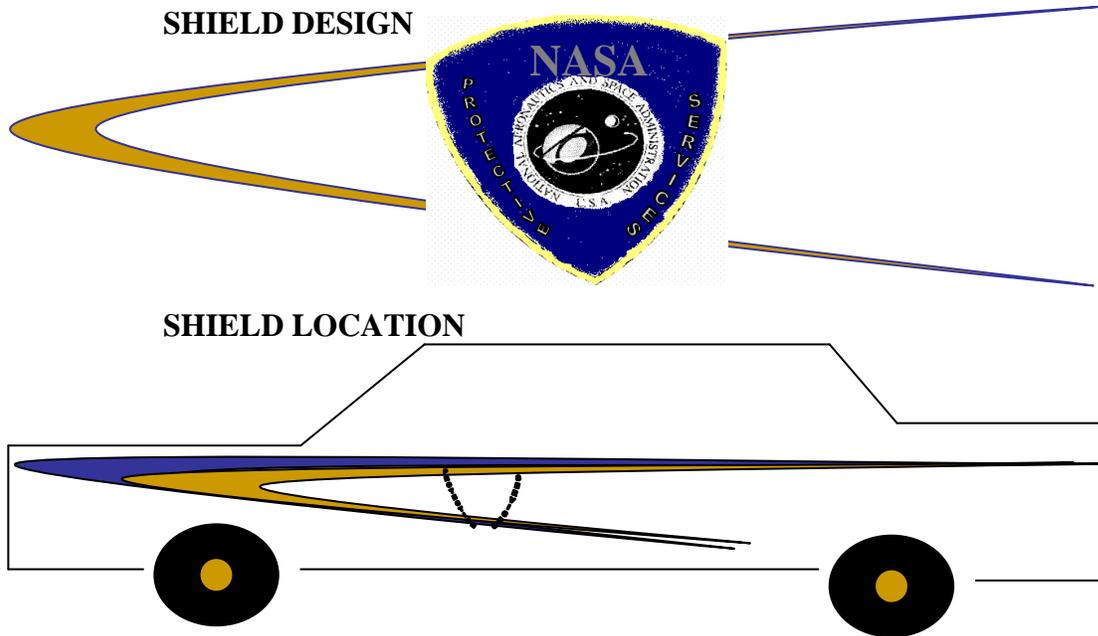
11.1.2 Vehicles

With the approval of the COR, the Contractor shall provide an adequate number of patrol, technical support, and other necessary vehicles to support the security requirements and conditions at WFF, to include, but not limited to: security patrols; locksmithing; electronic security support; perimeter fence inspections; beach inspections; and emergency response. Security patrol vehicle types shall include routine vehicular patrol, all-weather/all-terrain, emergency response, and equipment and material transports. A minimum of 12 vehicles are required as well as the following:

- a. The Contractor shall provide at least one (1) vehicle equipped with a Class 5 trailer hitch and ball capable of moving a trailer.
- b. The Contractor shall provide two (2) vehicles of sufficient size and all-weather, all-terrain (4x4) to serve as incident command vehicles for Protective Services Operations.
- c. The Contractor shall provide a monthly report to the COR by the fifth (5th) business day of the following month that shall include the following vehicle information: vehicle identification number, position assigned, fuel used (in gallons), miles driven, and current mileage of the previous month.
- d. The Contractor shall ensure that all vehicles are in working order and in service at all times and provide for the performance of all routine maintenance and repairs to the

- vehicles, and shall provide for the replacement when any one of the vehicles is removed from security service for repair or maintenance for a period longer than 8 hours.
- e. The Contractor shall bear all costs of maintenance and upkeep, insurance and liability, and outfitting all vehicles. These vehicles shall be dedicated to the exclusive use of the contract and shall not be removed from this contract without prior approval of the COR. The Contractor shall ensure that the usage of all of the Contractor-provided vehicles specified in this contract is restricted solely to functions in the performance of Protective Services required under this contract and is not to be used for personal services by the Contractor's employees or other contracts held by the Contractor.
 - f. The Contractor shall comply with the state inspection, registration, and insurance laws under which they operate.
 - g. The Contractor shall standardize the vehicles used for patrol to the maximum extent possible. Sedans shall be of large size and sport utility vehicles shall be of medium size. All vehicles shall conform to a standardized visual pattern and consistency. The vehicles shall be American made and the interior and exterior appearance shall be in clean condition free of visual damage, white in color, and equipped with the following:
 - Air conditioning;
 - Individual numbers with day/night reflective markings;
 - Siren;
 - Public address system;
 - Government-furnished, Contractor installed radio communications;
 - First aid kit;
 - Class ABC fire extinguisher greater than 5 pounds;
 - Highway warning devices;
 - Speed detection devices;
 - Spot/take-down lights; and
 - Emergency light bar: A Whelen Justice™ (8F-LB471), or equal to, four (4) Blue Linear 6 LED Modules, six (6) Blue Conical 3 LED Modules, two (2) White MR11 35W Takedown white lights, two (2) White MR11 35W Alley lights, and five (5) Yellow Conical 3 LED Modules.
 - h. The Contractor shall provide off-road vehicles equipped with the following additional equipment:
 - 1 (one) - Tow rope capable of pulling up to 12,000 lbs;
 - 1 (one) - Metal digging shovel;
 - 2 (two) – 2" x 8" 4' in length pressure treated plywood; and
 - 1 (one) – flannel blanket.
 - j. The Contractor shall provide all parts and materials necessary to perform both routine and emergency maintenance to the vehicles.
 - k. All Contractor vehicles shall comply with the following vehicle decal requirements. The below graphic design shall be applied to all security vehicles. A shield shaped patch design shall be applied in the center of this design. The second figure shows the location of the shield graphic.

1. The Contractor shall provide four-wheel drive vehicles and (2) ATVs, as required to perform the SOW. Such vehicles shall conform to the previously stated standardized visual pattern and present a coherent and professional image.



11.1.3 Flag Detail

The Contractor shall:

- a. Raise and lower the United States and NASA flags, and all other flags as directed by the Chief of the Protective Services Division or other designated official.
- b. Raise the flags no earlier than sunrise and no later than 8:00 a.m. and shall be lowered at sunset if not artificially illuminated.
- c. Ensure that appropriate lighting (where provided) is functioning on the flagpoles during the hours of darkness and if not notify the Facilities Management Division.
- d. Ensure the flags are not weather worn, faded, torn, or otherwise unserviceable. If the flags are damaged, the Contractor shall notify the COR immediately to ensure replacement.
- e. Ensure that a sufficient number of United States, NASA, and country flags are on hand. Flags shall be purchased by the Government and made available to the Contractor upon proper and timely notification of need by the Contractor.

11.2 Emergency Management

Emergency Management including fire, hazardous material spills, and weather related situations is the responsibility of NASA and another Contractor at this location with the exception of situations that are limited to law enforcement for which this Contractor will serve as incident command. For all emergency situations, this Contractor will provide protective services support.

11.2.1 Emergency Response Capability

The Contractor shall provide for Emergency Response Capabilities as follows:

- a. Provide armed emergency response services 24 hours a day, 7 days a week, including holidays on the Main Base and Wallops Island.
- b. Respond to emergency situations within five (5) minutes of the incident.
- c. Emergency response personnel shall be called immediately in crisis situations. The Contractor shall serve as incident command for law enforcement situations, summon appropriate response personnel and notify Associate Chief, PSD as identified in the SOP; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition. Situations that may result in recalls include, but not limited to: active shooter, hostage situations, bomb threats, fires, terrorist incidents, natural catastrophes, medical, hazmat, flood, civil disturbances, or other large gatherings of people where, in the opinion of the WFF PSD, a threat exists to life and property.
- d. The Contractor shall manage all law enforcement emergency operations utilizing the nationally accepted NIMS and ICS. All uniformed security supervisors shall be trained as Incident Commanders in accordance with NIMS training requirements. For all emergency operations, the Contractor shall staff the EOC with primary and alternate to serve in either the Operations or Planning Section. All Contractor personnel serving in the field ICP, supporting field response, recovery operations and/or EOC shall be trained in accordance with NIMS training requirements.
- e. Provide support to Government personnel in preparation for natural disasters and shall also provide post-disaster support/services as authorized by the COR to assist personnel in returning to normal operations.
- f. Ensure that personnel are trained in victim rescue, special tactics and planning, and the use of specialized equipment, firearms and other weapons.
- g. Ensure that personnel are 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.
- h. The Contractor shall have a minimum of three (3) trained emergency response personnel on duty at all times. These personnel shall not be a separate set of employees. These duties shall be incorporated in the routine security patrol work of the uniformed Security Force. Personnel performing these duties shall be trained and qualified with IAGP weapons.
- i. When not training, these Security Police Officers shall assume normal Security Police Officer patrol duties as described in this SOW; coming together as a group only as needed.

11.3 Security Services

11.3.1 Uniformed Operations

Security Patrols are required 24 hours a day, 365/366 days per year.

The Contractor shall:

- a. Provide 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 the facility areas and roadways, staff gates, establish roadblocks, observe and report fires, report water leaks, report environmental threats, and other hazards, lock and unlock buildings and rooms, conduct flag protocols, safeguard NASA aircraft and other sensitive assets, provide motorist assistance, and escort persons and equipment.
- b. Provide Security Police Officers to respond to two (2) events simultaneously on the Main Base and Wallops Island. At least two (2) Security Police Officers shall be required to respond to emergencies and alarms in Mission Essential Infrastructure (MEI) Protection Program areas.
- c. The Contractor shall maintain two (2) mobile patrol positions on the WFF, to include the Main Base, Wallops Island, Navy Housing, U.S. Coast Guard Housing, and NOAA, during normal duty hours and two (2) mobile patrol positions during non-duty hours, or as appropriate to maintain a secure facility (e.g., to prevent break-ins, vandalism, perimeter fence breaches, thefts). Conduct a fence line patrol/survey/check at least once per shift. Routes shall be varied in order not to establish a set pattern.
 - o The mobile patrol shall monitor the hazardous storage areas following the routes and procedures specified in the Hazardous Storage Area SOP to be submitted to the COR for approval within thirty (30) calendar days of contract effective date. The SOP shall include HAZCOM training requirements.
- d. Security checks shall be made at least twice during each 12-hour period of all buildings and pieces of equipment identified in the SOP. While such checks are primarily to detect unsecured facilities, the patrol shall also immediately report fire, flooding, or other condition that could result in damage to buildings/equipment or injuries to personnel. Such checks shall specifically include classified materials storage areas, weapons and munitions storage areas, secure filing cabinets/containers (hereinafter referred to as "safes"), and other areas specifically identified in the SOP. The patrol officer(s) shall turn off unnecessary lights and appliances and close windows/doors to conserve energy. The Contractor's employees shall not disturb papers on desks, open desk drawers or cabinets, erase blackboards, or use Government equipment, except as authorized by the COR.

The Contractor shall provide staffing for the following 24-hour posts/positions:

- a. NASA-Main Gate, Building N128
- b. NASA-Main Gate, Random Vehicle Inspector, Building N128
- c. NASA-Wallops Island Gate-Fixed, Building U001
- d. NASA-Wallops Island Gate-Fixed/Random Vehicle Inspector, Building U001
- e. NASA-Security Mobile Patrol, Main Base
- f. NASA-Security Mobile Patrol, All Areas
- g. NASA-Emergency Dispatcher, Building [TBD]

11.3.2 Communication Center

The Contractor shall staff a communications center that contains the communications and alarm systems at WFF. During emergencies, this facility shall become a clearinghouse for dispatching emergency response services. The Communication and Alarm system includes the Base Emergency Number "911", all emergency services administrative telephones, "by-pass" telephones, 2-way radio base stations for dispatch command and operational radio nets and the fire alarm receivers. The Contractor shall provide two (2) dedicated dispatchers between the hours of 7:00 a.m. to 3:00 p.m. Monday through Friday excluding Federal Holidays. One (1) dispatcher shall be on duty 24 hour coverage, 7 days per week, 365/366 days per year. Dispatchers shall be trained in 911 dispatch per requirements in National Fire Protection Associate (NFPA) 1221 "Standard for the installation, maintenance, and of Emergency Services Communications Systems", and shall meet requirement per NFPA 1061 "Standard for Professional Qualifications for Public Safety Telecommunication" as well as maintain certification through Virginia Department of Criminal Justice Services as an Electronic Security Central Station Dispatcher. The Communication Center shall be capable of dispatching calls at both the island and the main base. The Communication Center shall also be called upon to receive mutual aid calls from the neighboring community for fire, ambulance and HAZMAT. Operating the Communication Center involves the ability to distinguish the level of emergency involved and which equipment should be dispatched (fire vs. ambulance vs. HAZMAT Team). Calls shall be properly dispatched immediately. The documentation for all alarms shall be made readily available for government inspection.

The Contractor shall:

- a. Monitor the EPACS, intrusion alarms, and panic alarms including resets on the Main Base and Wallops Island and report problems to appropriate personnel and document all alarms, action taken and equipment dispatched for each incident in the communications log and/or documented in a Report of Incident (ROI) form.
- b. Operate two-way radios and intercoms in accordance with NFPA standards 1221 and 1061 and check out Government issued portable radios to personnel working on the airfield or various projects.
- c. Perform operator level maintenance on the equipment to ensure proper functioning. The Contractor shall notify the Associate Chief, PSD in the event that operator level maintenance is not adequate to maintain or repair the equipment. The Contractor shall notify the government within immediately of problems with equipment that require manufacturer repairs or a higher level maintenance.
- d. Report to the Associate Chief, PSD outages that affect security, safety, and fire alarm systems. The Contractor shall notify personnel immediately of utility outage.
- e. Send out Emergency Notifications through all Emergency Notification Systems, as required.
- f. Uses the Digitize to activate and deactivate turnout alarm at Station 2.
- g. Activates fire pumps remotely as required.
- h. Control Heating, Ventilation, and Air Conditioning emergency shutdowns for building on Wallops Island in case of toxic plume release from a launch operation.

- i. Prepare and initiate voice notifications of weather events (such as tornado warnings or lightning alerts) through the WFF weather notification system.
- j. Control access to all doors with card readers and EPACS alarms on the facility remotely.
- k. Operate and monitor the Security Camera System and provide DVD of recorded incident for review by management. Alert Uniformed Services Officers of any incidents that may be of interest.
- l. Maintain a daily log of all activities of the Protective Services force to include intrusion alarm preliminary investigative information; unauthorized access to restricted areas; and IR's entered into LISTS.
- m. Dispatch proper units or places trouble calls to the help desk when systems are not working properly.
- n. Place zones in / out of service for various types of hot work and alarm testing.
- o. Activate ammunition/explosive rocket motor storage (Magazine) area emergency evacuation siren and access control lighting system.
- p. Maintain accountability of Protective Services personnel and apparatus at scenes of emergencies on the base and island.
- q. Send out alerts through the NASA emergency notification system when required. (e.g. hurricane accountability, active shooter alerts).
- r. Monitor and communicate with multiple talk groups to communicate with various departments on Wallops to include man down features on all radios.
- s. Dispatch numerous organizations to various types of incidents. (i.e. Fire, Security, Environmental, Facility Maintenance Personnel).
- t. Conduct crash alert test at 0900 each day – 7 days a week and dispatch crash alert when received from tower.
- u. Assist Incident Command with looking up Material Safety Data Sheets (MSDS) and Tier II reports and any other information needed by command. Insert proper information into ALOHA for generating and tracking HAZMAT plumes in the event of spills.
- v. Monitor NASA weather channel and lightning strike activity for the facility to provide critical weather information to Incident Command and to fire fighters working in the field issuing hot work permits.
- w. Monitor MOVE intercom system during launches and other project activities both on the base and island.

11.3.2.1 UNICOM Operations

Provide Unicom services when the control tower is not operational by control tower personnel. The control tower is normally operational on weekdays from 7:00 a.m. to 5:00 p.m., excluding legal holidays and any time when there are planned airfield mission activities.

- a. Monitor and communicate with aircraft on two frequencies (126.5 and 394.3) and monitor Guard frequencies (121.5 and 243.0).
- b. Provide wind direction, velocity, and altimeter setting, as read from the anemometer in Fire Station 1.
- c. Report any air traffic in the area to pilots.
- d. Operate airfield lighting controls to operate runway, taxiway, vehicular crossing, Position Approach Path Indicator (PAPI) and airport beacon lights.

- e. Contact aircraft fueler for after hours refueling of aircraft.
- f. Record all air traffic in the Air Traffic Log and faxes to the tower the first of each month.
- g. Dispatch an Aircraft Rescue Fire Fighting (ARFF) truck to the airfield for standby during each takeoff and landing.
- h. Announce weather balloon safety advisories to aircraft in the Wallops airspace.
- i. Relay Notice to Airman (NOTAMS) as requested by the airport manager or his/her designated representative. The information given to the requesting aircraft shall be transmitted using the following format:

"Aircraft call sign" is advised that the airport control tower is not in service at this time.

The following airport information is provided:

- o Wind direction and velocity is _____ at _____.
- o Altimeter setting is _____.
- o Reported traffic is _____ (if none, report 'NO KNOWN TRAFFIC').
- o The following NOTAMS are in effect: (if none, disregard this item).

11.3.2.2 Reception Center

The Reception Center shall be staffed continuously during normal duty hours, 6:00 a.m. to 6:00 p.m. (Monday through Friday, excluding federal holidays).

The Contractor shall:

- a. Operate, maintain, and control a system of identification for employees, temporary workers, and visitors which includes issuance and database maintenance of badges/PIV-II Credentials (Smartcards, proximity access cards, and center-specific credentials) hereinafter referred to as "badges".
- b. Provide badge enrollment, assembly, encoding, finalization, issuance, and tracking.
- c. Operate Protective Services systems with responsibility of entering data, maintaining databases, and providing reports on locks/keys, badges, keycards, employee files and incident reporting systems. The Protective Services systems include: the intrusion detection systems, card access systems, CCTV, LISTS, IdMAX/NAMS, ID Image, VCIN/NCIC, EPACS/Lenel, Identity Credential and Access Management (ICAM) system, the WFF online temporary badge request system, MS Excel and MS Access databases on the WFF security server.
- d. Ensure that all visitors are properly and completely identified, are on official business, and have been authorized access by a named employee contact, prior authorization list or arrangements, or approved by the GSFC Chief, PSD, or other designated government official, prior to being permitted access. All visitors shall be greeted and processed promptly, politely, and courteously.
- e. Perform receptionist services to process official visitors, tours, groups, vendors, foreign nationals, employees, and others conducting official business on WFF, including recording names, citizenship, points of contact, reasons for visit, contacting points of contact for visit authorization, and issuing appropriate badges for authorized access.

- f. Prepare and issue badges using one or more subsystems of the SMIS. The control of badges shall include logging, reporting, and filing all transactions and invalidating all lost and/or unaccounted for badges. The Contractor shall provide badging supplies.
- g. Provide notice to Contractors and tenants of expired badges, including follow-up; process foreign national visitors; support meetings with badging services at locations on the WFF; and process other badges as required.
- h. Ensure all Government-furnished equipment and materials issued by the PSD (e.g., permanent badges, keys) are returned and/or accounted for at the time of an employee's termination. The SMIS shall be continually maintained with status changes for individuals.
- i. Enroll employees and temporary workers in the Credential Management System (CMS) which is a subsystem of the ICAM. Troubleshoot enrollment errors, working closely with PIV Authorizers in the WFF PSD.
- j. Set up appointments with personnel authorized to be enrolled; verify identification of individuals who are authorized to work in the United States (documents listed on DHS Form I-9, "Employment Eligibility Verification" or a Form designated by the Government), take photographs and fingerprints.
- k. When PIV-II credentials are received, encode and finalize per established procedures.
- l. Attend regular meetings pertaining to the ICAM and the PIV process to stay abreast of the changes.
- m. Fingerprint WFF personnel when required by the WFF PSD. Fingerprints shall be taken using the CMS or on the stand-alone fingerprint machine for electronic transfer to the Federal Bureau of Investigations (FBI) via the OPM or they may be captured on hard cards which shall then be provided to a PIV Authorizer in the PSD.

11.3.3 Evidence Collection & Storage

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

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.

11.3.4 Traffic Direction, Parking Control, and Monitoring

Traffic control requirements are established to protect people and property on the WFF. The WFF traffic control program applies to all personnel operating any type of motor vehicle and/or bicycle. Motor vehicle laws for general traffic enforcement are based on state laws. Drivers are required to obey the vehicle laws of the Commonwealth of Virginia whether or not those laws are stated as offenses on WFF; the violation of any such laws will be enforced.

The Contractor shall:

- a. Enforce the State traffic regulations.

- b. Direct traffic in emergency and special situations and at peak traffic hours to maintain control in the flow and movement of vehicles and personnel.
- c. Report violations of base regulations and Commonwealth of Virginia vehicle/traffic laws, and enforce parking regulations, as required by State Law to the Associate Chief, PSD.
- d. Monitor parking areas to ensure vehicles are properly parked and all fire lanes are unobstructed.
- e. Issue Traffic Violation Notices (tickets), assess points, and track all tickets issued; maintain ticket information in the SMIS; monitor and enforce GSFC's Traffic Violation Notice Program and Point System; and notify personnel of violations posted, impending suspensions, and suspensions of driving privileges at WFF. All tickets shall be provided to the Associate Chief, PSD for final approval on or before the next business day.
- f. Perform random speed control (radar) checks on at least a weekly basis at locations approved by the COR.
- g. Respond to all motor vehicle accidents. The Government shall be notified immediately of any serious injury or death.
- h. Provide support to those involved in the accident and to emergency medical technician support, and shall notify appropriate authorities for fire, rescue, and law enforcement support.
- i. Report abandoned vehicles promptly and request COR approval prior to towing or removal of any vehicle from the facility.
- j. Provide special escorts to emergency vehicles, special vehicles (e.g., those transporting rocket motors) while they are on the WFF, and any related special traffic direction or control methods, measures, or techniques as necessary or required in conjunction with the mission.

11.3.5 Patrol Operations

The Contractor shall provide crime detection and prevention, make arrests, detentions, 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.

11.3.6 Prisoner Transport

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.

11.3.7 Records Checks

The Contractor shall conduct National Crime Information Center (NCIC) checks, using the Virginia Criminal Investigative Network (VCIN) system provided by the Government. Employees and temporary workers generally undergo an NCIC check prior to a badge being issued for access to WFF. The results of the checks shall be forwarded to the WFF PSD for evaluation. The VCIN shall not be used as part of the process for pre-employment screening. Personnel using the VCIN shall be trained and certified by the Commonwealth of Virginia.

11.3.8 Locksmith

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. The Contractor shall provide certified locksmiths to support continuous services on the Main Base and on Wallops Island.

The Contractor shall provide at least one (1) certified and trained locksmith “on duty” from 8:00 a.m. through 4:30 p.m., Monday through Friday, except on federal holidays. The Contractor shall provide a locksmith “on call” for Emergency services during non-duty hours and shall respond in a timely manner (maximum, 2 hours; and 1 hour if “locked in”).

WFF utilizes the Best Universal 6-barrel and 7-barrel and Best Peaks 7-pin removable-type cores on all door hardware.

The Contractor shall provide locksmith services, including but not limited to installation, repair, and preventative maintenance for:

- a. All mechanical and electro-mechanical locks and locking systems;
- b. Vaults and safes;
- c. Lock hardware in use at Government facilities, on filing cabinets, office equipment, and Government leased and owned buildings and vehicles;
- d. Changing the combinations on safes, vaults, padlocks, cipher locks; and
- e. Keying and re-keying of all Best industrial lock and key systems cylinder cores, or other brands that the Government may specify.

The Contractor shall:

- a. Provide configuration management of Federal Specification FF-L-2740 (MAS-Hamilton X-0 series) electromechanical combination locking devices on security containers, strong-room doors, and vaults. Locksmith personnel shall be familiar with and have a working knowledge of the Mas-Hamilton series of electro-mechanical combination locks, including installation, repair, and maintenance, as well as a familiarity with and working knowledge of the EPACS door strikes, as integrated with the mechanical locking hardware of the door, including installation, combination changes, maintenance, and repair. Notify the WFF PSD of all emergency services and submit an Incident Report in LISTS by the beginning of the next business day.
- b. Provide lock and key control including, but not limited to, receiving, securing, issuing, and accounting for all keys issued to the Contractor or placed under the Contractor's control.
- c. Make, duplicate, and issue keys and key cards to authorized personnel.
- d. Provide combinations for all cores and other series type locks and die stamp with series designation.

- e. Complete routine work within two (2) business days upon receipt of a request. Completion of work requests within the prescribed time period is contingent upon availability of locking hardware, locks, and/or keys and availability of support from the Government.
- f. Operate, maintain, and control a system of records for keys issued, returned, lost, etc. and maintain the databases which are used for recording cores installed/removed and keys issued, lost, replaced in the key shop.
- g. Open locked containers, change safe, padlock, and cipher lock combinations. Complete Standard Form 700, Security Container Information, for all combination changes. The combination shall be set when a safe/vault/lock is put into service. The combinations shall be changed at least annually and any other time as required by the WFF PSD. The NASA combinations shall be hand-delivered in sealed envelopes to the WFF PSD the day the combination is changed.
- h. Maintain in serviceable condition the necessary equipment and materials for the locksmith to satisfactorily complete the assigned duties and tasks. The cores and hardware shall be free from dust, dirt, and debris and shall function properly at all times.
- i. Research sources of locksmith parts and supplies, prepare ordering invoices for approval and submission by the Government for procurement/purchase and maintain a current and comprehensive inventory of all spares, parts, tools, publications, and equipment required to meet all requirements for services.
- j. Recommend solutions to locksmith problems or recommend upgrades in service, equipment, and software to the COR, which would result in cost savings, efficiency improvements, or improved customer service.
- k. Provide configuration management and record keeping of approximately 600-1000 changeable core mechanisms, and all corresponding masters, sub-master, and individual keys issued.
- l. Provide an accurate inventory of all installed cores, keys, and locations where installed, with any additional amplifying information regarding any specific problem or situation.
- m. Provide an accurate inventory and accounting for all specific uninstalled spares, tools, or devices required to maintain the requirements of this contract within 2 hours of a request by the Government.
- n. Provide an accurate, comprehensive inventory of all accountable items in the Contractor's custody, which are required to meet the locksmith requirements of this contract within four (4) business days of a request by the Government.
- o. Maintain completely equipped, Government furnished locksmith workspaces in a clean, efficiently organized condition, at all times conducive to quality production and service and clean up on a daily basis, accumulations of trash, dirt, or any by-products of locksmith work. Vehicles used by locksmiths shall be maintained in a clean condition inside and outside, with tools and parts stored safely and neatly at all times. Organization and storage of all parts, tools and materials shall meet or exceed current Government standards.

11.3.9 Airport Security

The WFF airport is used by NASA and other Federal Agencies, military personnel, individuals with preapproved NASA business for the landing of aircraft (either on a routine, one-time, or

emergency basis). On an infrequent basis, public aircraft are permitted to land at the airport in the event of an aircraft emergency.

The Contractor shall:

- a. Prepare and issue appropriate badges.
- b. Meet landing aircraft to ensure that the personnel onboard are authorized to be on WFF property.
- c. Issue citations to personnel in vehicles who violate the airfield traffic rules. Control tower personnel will identify most traffic violators.

11.4 Document Control

No additional document control requirements for this function at this location.

11.5 Medical Information

No additional medical information requirements at this location.

11.6 Executive Protection

No additional executive protection requirements at this location.

12.0 IV&V PROTECTIVE SERVICES

12.0 Site Specific Requirements to IV&V Protective Services

Unless otherwise specified, all requirements contained within this SOW are considered to be within the day-to-day baseline efforts and are in addition to Sections 1-9.

12.1 Program Management

Operations Manager

The Contractor shall provide an on-site Operations Manager that will serve as the supervisor of the Security Police Officers at IV&V with local authority to act on behalf of the Contractor.

12.1.1 Flag Detail

The Contractor shall:

- a. Raise and lower the United States and NASA flags, and all other flags as directed by the Chief of the Protective Services Division or other designated official.
- b. Raise the flags no earlier than sunrise and no later than 8:00 a.m. and shall be lowered at sunset if not artificially illuminated.
- c. Ensure that appropriate lighting (where provided) is functioning on the flagpoles during the hours of darkness and if not notify the IV&V Facilities group..
- d. Ensure the flags are not weather worn, faded, torn, or otherwise unserviceable. If the flags are damaged, the Contractor shall notify the COR immediately to ensure replacement.
- e. Ensure that a sufficient number of United States, NASA, and country flags are on hand. Flags shall be purchased by the Government and made available to the Contractor upon proper and timely notification of need by the Contractor.

12.2 Emergency Management

The Contractor shall act as the first responders on any on site emergency and coordinate with the local police, fire department and emergency response officials.

- a. Provide emergency response services 24 hours a day, 7 days a week, including holidays.
- b. Respond to emergency situations within five (5) minutes of the incident.
- c. Emergency response personnel shall be called immediately in crisis situations. The Contractor shall serve as incident command for law enforcement situations, summon appropriate response personnel and notify the Program Support Office Lead assist in minimizing the effects thereof; and assist in restoring the area to a safe condition. Situations that may result in recalls include, but not limited to: active shooter, hostage situations, bomb threats, fires, terrorist incidents, natural catastrophes, medical, hazmat, flood, civil disturbances, or other large gatherings of people where, in the opinion of the the COR and Program Support Office Lead, a threat exists to life and property.

- d. Provide support to Government personnel in preparation for natural disasters and shall also provide post-disaster support/services as authorized by the COR to assist personnel in returning to normal operations.
- e. Ensure that personnel are trained in victim rescue, special tactics and planning, and the use of specialized equipment. Ensure that personnel are 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.
- f. When not training, these Security Police Officers shall assume normal Security Police Officer patrol duties as described in this SOW; coming together as a group only as needed.
- g. The Contractor shall have a minimum of one (1) trained emergency response personnel on duty at all times. These personnel shall not be a separate set of employees. These duties shall be incorporated in the routine security patrol work of the uniformed Security Force.
- h. The contractor shall plan, coordinate and participate in emergency response drill and training as required by NASA.
- i. The contractor shall be the primary operator of the Emergency Notification System at IV&V, review accuracy of the data and perform system testing as required by NASA.
- j. The contractor shall plan, coordinate and participate in the Continuity of Operations (COOP) planning and executions.

12.3 Security Services

12.3.1 Uniformed Operations

The Contractor shall provide 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, staff posts, establish road blocks, observe and report fires, report water leaks, report environmental threats, and other hazards, lock and unlock buildings and rooms, conduct flag protocols, provide onsite motorist assistance, and when requested escort persons and equipment at Buildings 1 & 2.

The Contractor shall provide specific Building support as follows:

Building One (1)

M-F (6 AM-6 PM)	2 Fixed posts, 1 roving patrol
M-F (6 PM-6 AM)	1 Fixed post (Front entrance Only), 1 roving patrol
Weekends	

Holidays: New year's day January 1st, July 4 th , Labor Day (the first Monday of September), Thanksgiving day and Christmas day	1 Fixed post (Front entrance Only), 1 roving patrol
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The Main Entrance Post is located at the front entrance lobby on the first floor of Building 1 and shall be staffed 24 hours per day, 7 days per week. The Rear Employee Entrance Post is located at the second floor entrance to the facility. This post shall be staffed from 6:00 a.m. to 6:00 p.m., Monday through Friday, excluding federal holidays. The hours and days of operation at this post shall vary based upon operational needs of the NASA mission. A mobile officer shall perform patrol of the facility every other hour both internally and externally, 24 hours per day, 7 days per week.

Building Two (2)

M-F (6 AM-6 PM)	2 Fixed posts, 1 roving patrol Fixed posts located on the 2 nd and 3 rd floor.
M-F (6 PM-6 AM)	1 roving patrol
Weekends	
Holidays: New year's day January 1st, July 4 th , Labor Day (the first Monday of September), Thanksgiving day and Christmas day	1 roving patrol

The Contractor shall staff two (2) fixed posts, one at the 2nd floor reception area and one at the 3rd floor reception area. These posts shall operate 6:00 a.m. to 6:00 p.m., Monday through Friday. Additionally, a mobile officer shall patrol the building internally and externally, 24 hours per day, 7 days per week.

Patrols shall inspect both the 2nd and 3rd floor of the North tower Building 2 and property on the following basis:

1. Internal Building every hour.
2. External patrol on the alternating hour.
3. The internal and external patrols can be performed by the same officer.
4. At Building 2, a total of four (4) internal patrols and four (4) external patrols shall be accomplished for every eight hour tour of duty, with the last tour concluding no later than one-half hour before the end of the shift.

Patrols may be suspended during the investigation of an incident, but shall be noted in the Security Log Book and be re-instituted upon completion of the activity.

12.3.2 Protective Services Communications

The Contractor shall operate the 24x7 IV&V Help Desk, track certified and registered mail receipts, receive mail, and handle lost and found items.

The Contractor shall report all inquiries from news media, radio or TV concerning the operation of the facility. All such inquiries shall be directed to the GSFC/ IV&V Office of Communications Public Affairs Representative

The Contractor shall monitor, verify, acknowledge, dispatch and report all Identi-Pass and LENEL Alarms and history reports to the COR as they occur.

12.3.3 Access Control/Locksmith

The Contractor shall ensure that all personnel entering the building have a valid entry badge (either a NASA PIV badge, temporary or visitor badge) and shall maintain Visitor Log Books with arrival and departure times, visitor names and reason for visit.

The Contractor shall be responsible for the issuance, programming, and record maintenance of keys and keycards for facilities, personnel and equipment.

The Contractor shall provide trained personnel necessary to maintain the operation and management of the Key/Keycard Issuance and Control Facility which is responsible for the cutting, proper issuance, tracking, documentation, revocation, and recovery of keys and electronic keycards, maintaining adequate security and control over the key and masterkey, electronic access control (keycard portion), lock systems, and maintaining accurate records, both electronic and manual (signature receipt forms), to account for all keys/keycards issued. The IV&V facility has two (2) separate key systems - B1 uses HID proxcard, B2 uses LENEL.

The Contractor shall ensure that only authorized individuals receive keys or keycards, and that issued keys and keycards only permit access to authorized areas, facilities, buildings, and rooms by maintaining both manual and automated records of keys/keycards issued to all individuals and/or organizations at IV&V.

12.3.4 Electronic Security Systems

The Contractor shall maintain and repair Electronic Security Systems (ESS) such as: intrusion alarms, closed circuit television, access control, electronic locking devices, bollards and other security barriers, audio alarms, and mobile patrol closed circuit television.

The Contractor shall maintain the capability to expand existing electronic security systems as new requirements develop. Electronic security systems that are Information Technology (IT) based shall adhere to the IT Security policies set forth in NPR 2810.1.

The Contractor shall provide a 24-hour, 7-day a week operation and maintenance of the main computer system and peripheral equipment which comprises of the EPACS. EPACS "on call" emergency services, during all non-duty hours, with timely response (maximum 2-hour; 1-hour, if personnel are "locked in"). A trained and certified EPACS Technician shall be "on duty" from 7:00 a.m. through 7:00 p.m., Monday through Friday, except on federal holidays.

The Contractor shall be trained and certified to install, repair, and perform maintenance on the LENEL® Access Control System (ACS) and the LENEL Keycard system.

The Contractor shall provide trained and certified personnel in the form of EPACS Technicians to establish, install, monitor, maintain, and service EPACS and Intrusion Detection Systems (IDS) which consists of electronic access control devices, security alarms, keycard terminals, panels, and systems, and related equipment.

The Contractor shall solve system problems involving EPACS, both on and off -site; prepare estimates for installations of EPACS equipment; coordinate with appropriate organizations for smooth, efficient, timely, and complete installations (installations will be requested in an IDIQ task) of EPACS equipment and components.

The Contractor shall maintain accurate records and diagrams of EPACS wiring, installations, data points, etc., for its offsite facilities, and the individual buildings.

The Contractor shall repair and maintain electronic “modules,” keycard readers, modems, output modules, monitoring panels, etc.; troubleshoot and correct system and component problems; program information into the EPACS database; establish schedules for and perform preventive maintenance; and prepare and produce system and special reports upon authorized request.

The Contractor shall meet the varied needs of this function in providing parts and materials, maintenance, upkeep, emergency response, and reports. (e.g., installations of keycard readers, alarms, electronic locking devices, emergency exit devices, integrating electronic exit devices with exit devices installed for people with disabilities). These requirements have historically been cyclical, in that there are periods of “high” (greater) and “low” (fewer) requirements which must be met equally.

The Contractor shall install, maintain, troubleshoot, and repair video surveillance systems under the control of or authorized by the COR.

12.4 Document Control

No additional document control requirements at this location.

12.5 Medical Information

No additional medical information requirements at this location.

12.6 Executive Protection

No additional executive protection requirements at this location.

13.0 GISS PROTECTIVE SERVICES

13.0 Site Specific Requirements to GISS Protective Services

Unless otherwise specified, all requirements contained within this SOW are considered to be within the day-to-day baseline efforts and are in addition to Sections 1-9.

13.1 Program Management

Site Supervisor

The Contractor shall provide a Security Police Officer as an on-site Supervisor, 24 hours a day, 7 days per week, 365/366 days per year, with local authority to act on behalf of the Contractor.

13.2 Emergency Management

The Contractor shall coordinate emergency services with the local police and fire departments.

13.3 Security Services

13.3.1 Uniformed Operations

The Contractor shall provide Security Police Officer presence in the main lobby (Site Supervisor) as well as Security Police Officer to patrol, 24/7, 365/366 days a year.

NASA/GSFC protective services controls access to the building through the one entrance to the site, and monitors the rest of the building through Closed Circuit TV (CCTV) throughout the building and on the roof.

Patrols shall inspect the building and all the floors utilized by NASA and property every other hour. Patrols may be suspended during the investigation of an incident, but shall be noted in the Security Log Book and patrols must be re-instituted upon completion of the activity.

13.3.2 Access Control/Locksmith

The Contractor shall be responsible for the issuance, programming, and record maintenance of keys and keycards for facilities, personnel and equipment.

13.4 Document Control

No additional document control requirements at this location.

13.5 Medical Information

No additional medical information requirements at this location.

13.6 Executive Protection

No additional executive protection requirements at this location.

14.0 Indefinite Delivery Indefinite Quantity (IDIQ) Services

Protective services work required under this contract not defined in the core Statement of Work shall be performed under the IDIQ provision of this contract including potential support to other locations under NASA's jurisdiction. When IDIQ services are needed, the work to be performed will be identified in a separate statement of work and issued under a Task Order (TO). The amount of work to be performed under this section varies depending on mission requirements.

The contractor shall provide sufficient and appropriate qualified security personnel to comply with any and all special security TOs issued. The following are examples (but not limited to) of the types of services that may be accomplished through the issuance of individual task orders by the CO under the IDIQ component of the contract:

- a. Escorts for special events and situations. Examples include escorts and special protections of distinguished visitors and dignitaries, VIP's, escorts of uncleared personnel in cleared or "limited access" areas, escorting "special" foreign national visitors, and escorting construction or janitorial personnel in restricted areas.
- b. Security personnel to support special posts, assignments, and details as required for the protection of GSFC and tenant facilities, assets, personnel, etc. Special posts, assignments, and details may include, but are not limited to, support of conferences, receptions, or colloquiums; protection of spacecraft including "clean rooms"; events requiring protective services support at the Greenbelt Recreation Center; launch support operations at WFF; access control at normally "closed" gates opened for special activities or functions; non-routine administrative and/or technical support tasks involving locksmiths, electronic technicians, ID Specialists, key/keycard control, material destruction, personnel security, and the like.
- c. Security personnel to provide adequate security support for extraordinary/unforeseen security incidents or situations, including, but not limited to, bomb threats, acts of terrorism, natural disasters, strikes and other labor incidents, civil disturbances, and the like. Normal "emergency services," i.e., those performed by locksmiths and electronic security technicians, are not considered "Extraordinary Security Requests."
- d. Installations of new Electronic Security Systems (ESS) including Electronic Physical Access Control System (EPACS) hardware.
- e. NASA may issue tasks to support other Government entities utilizing this contract such as NAVY, NOAA etc.
- f. NASA may issue tasks to add other security services such as Canine (K-9) Explosive/patrol services.