NNSXXXXXXX

STENNIS SPACE CENTER PROTECTIVE SERVICES CONTRACT

PERFORMANCE WORK STATEMENT (PWS)

Attachment J-01

CONTRACT OVERVIEW

The purpose of the Stennis Protective Services Contract (SPSC) is to provide security services including: physical security operations, personnel security, access control, badging, 911 dispatch center, access monitoring, traffic control and locksmith services.

The Contractor shall be responsible for the security and integrity of Stennis Space Center (SSC) without compromise, at all times, and make every effort to protect the people, assets, information, and operations within the SSC boundaries comprising of over 144,000 acres. The Contractor shall perform all duties required at SSC for the physical protection of the installation/assets and for the safety of the public and employees.

The Contractor shall provide and maintain all management, supervision, labor, training, equipment (with some exceptions as indicated in the PWS and/or attachments), supplies, licenses, permits, certificates, insurance, pre-employment screenings, reports, and files necessary to accomplish security services as described and required in this PWS.

The Contractor shall ensure that necessary management emphasis is placed on safety and health through a comprehensive safety and mission assurance program. That emphasis shall be reflected in all company policies and through adherence to standard practices and procedures.

The SPSC contractor shall support surges of activities and tasks that are considered normal workload fluctuations and are captured in the provided annualized *Workload Indicators* identified in Attachment J-02. Certain events or activities [e.g. mutual aid to surrounding community and emergency assistance to other National Aeronautics and Space Administration (NASA) Centers] may necessitate the issuance of a contract modification.

The Contractor shall establish and maintain team-oriented working relationships with the Government at all levels in the organization. Through frequent interaction, both formal and informal, the Contractor shall work with government counterparts to ensure requirements are clearly communicated, mutually understood, and satisfied. The Contractor shall ensure timely, accurate, and thorough response to the Government's requests for information. The Contractor shall work cooperatively with other SSC contractors to ensure timely and effective execution of mission requirements.

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1.0 General Requirements and Standards of Performance

1.1 Performance

This PWS encompasses the general requirements and standards of performance to be met by the Contractor for SSC security functions. The Contractor shall perform these functions as specified and shall comply with the *Performance Standards* set forth in Attachment J-03.

1.2 Staffing

1.2.1 The Contractor shall provide a staff, fully capable of executing contract responsibilities and responding to requirements.

1.2.2 All security officers and personnel security assistants must be United States citizens.

1.2.3 The Government Printing Office (GPO) requires a segregated staff [Contract Line Item Numbers (CLINs) 0002, 1002, 2002, and 3002]. Employees assigned duty stations at GPO shall not be swapped with employees assigned duty stations elsewhere on the contract without the approval of the Contracting Officer (CO) and the Contracting Officer Technical Representative (COTR). Minimum GPO staffing shall include the following:

- Shift Supervisor capable of performing supervisory duties and who is accessible/responsible during core hours to the Program Manager (PM) and GPO management
- Posts 3 and 3A, 2 walking patrols, 24/7
- Post 1, Control Center Dispatch , 24/7
- Post 2, 6:00 am – 6:00 pm, M-F, excluding federal holidays
- Post 4, Loading Dock, 7:00 am- 4:00 pm, M-F, excluding federal holidays

1.2.4 The Naval Oceanographic Office (NAVO) requires access management/monitoring services at B-1002 [reception desk and Fixed Post (FP) – 5] (CLINs 0003, 1003, 2003 and 3003)

1.3 Command Structure

The Contractor shall provide a hierarchical command structure for security officers with full authority to respond to the requirements of this contract.

1.4 Analytical Support, Developmental Engineering, and Independent Study

The Contractor may be required to provide analytical support, developmental engineering, and independent study and analysis on an as-needed basis to address evolving requirements resulting from NASA-specific threats and from the implementation of new federal mandates related to counterterrorism and homeland security.

1.5 Support for Policy, Guidance, Advice and Assistance

The Contractor shall support the NASA Security Office to include policy formulation, guidance, advice, and assistance to the Security Office. Support shall include initiatives designed to protect SSC personnel (including on-site contractors and visitors), Classified National Security Information (CNSI), and physical assets.

1.6 Security Functions

1.6.1 The Contractor shall provide all personnel, resources, materials and services necessary to perform security services. Such services shall include, but is not limited to, all security operations, investigations, crash-response, emergency preparedness, Continuity of Operations Planning (COOP), special events, contingency planning and incident response, new threat response capability, locksmithing, and property inspections. The performance of this PWS shall require that contractor personnel process, update, and maintain information/data utilizing provided databases/automated data systems.

1.6.2 The Contractor shall be responsible for the protection of CNSI in their possession, in all forms and mediums including when it is processed and maintained on Information Technology (IT) systems and other electronic formats.

1.6.3 The Contractor shall support Agency initiatives to detect, deter, and neutralize espionage, other intelligence activities, or sabotage conducted for or on behalf of foreign powers, organizations or persons, or international terrorist activities.

2.0 <u>Program Management</u>

2.1 General

2.1.1 Subject Matter Expertise

The Contractor shall provide subject matter expertise to advise the NASA Security Office in the implementation of security services. The Contractor shall recommend potential security solutions adaptable to a wide variety of research and scientific environments, including business office, highly secure installation, campus, and factory industrial settings. The Contractor shall remain abreast of current security issues, trends, laws, regulations, and technologies.

2.1.2 Identification of Weaknesses and Vulnerabilities

The Contractor shall provide continuous assessment and evaluation in and around SSC to identify security weaknesses and vulnerabilities and recommend appropriate corrective action.

2.1.3 Operating Procedures

2.1.3.1 The Contractor shall develop internal Standard Operating Procedures (SOP) for its operations conducted under this PWS. Copies of such SOPs shall be furnished to the NASA Security Office for review and concurrence in accordance with (IAW) Data Requirement (DR) MA-03, *Operations Procedures*. Security officers shall be required to perform a variety of security-related duties and assignments as defined in DR MA-03. Security officers shall be thoroughly familiar with the post orders at all posts where they are assigned to work.

2.1.3.2 The Contractor shall be required to conduct periodic reviews and revisions (if required) of the SSC Security Requirements Handbook, SPR 1600.1 IAW DR MA-04, *SSC Security Requirements Handbook, SPR 1600.1*.

2.1.4 Workload Fluctuations

Workload fluctuations shall not require modification to the contract.

2.1.5 Supplies and Materials

The Contractor shall be responsible for purchasing supplies and equipment not otherwise provided for under this contract as government furnished to fulfill the requirements of this contract.

2.1.6 Vehicles

2.1.6.1 The Government shall provide and maintain all vehicles necessary to perform this contract.

2.1.6.2 The Contractor shall provide, install and maintain vehicle accessories/equipment as stated in Attachment J-11.1, *Vehicle Equipment Standards*.

2.1.6.3 Fuel and provisioning of fuel used by the Contractor during the contract period will be provided by the Government.

2.1.6.4 Contractors shall operate vehicles in such a manner to ensure availability and reliability.

2.1.6.5 The Contractor shall assure that all vehicle operators are appropriately licensed in the state.

2.1.7 Government Furnished Supplies and Equipment

2.1.7.1 The Contractor shall be responsible for the proper care, custody, accountability and maintenance of all government furnished supplies and equipment as provided for in the contract.

2.1.7.2 The Contractor shall control the receipt, issuance, and tracking of all keys, "key cards," lock combinations, etc. Security officers shall not be permitted to remove keys and other access control devices from the Center.

2.1.7.3 Missing, lost, unusable, and/or stolen keys or access control devices shall be immediately reported to the security officer's supervisor as soon as a loss or problem is detected by the security officer.

2.1.8 Training and Certification

2.1.8.1 The Contractor is required to establish and maintain an adequate workforce which is trained, educated, equipped, proficient and capable of performing tasks mandated by law, required by NASA Policy Directives (NPDs) and NASA Procedural Requirements (NPRs). All NPR and NPD references apply.

2.1.8.2 The Contractor shall provide certified personnel from the first day of performance through completion of the contract IAW the PWS and any other mandatory federal, state, and local laws and regulations, as applicable. Performance of this work must be carried out in such a manner that causes minimal interruption to or interference with proper execution of government business.

2.1.8.3 Best practices and prevailing industry practices shall be considered as a minimal standard when contract specific standards are not established.

2.1.8.4 The Contractor shall report on employee training IAW DR MA-05, *Training Program Plan*.

2.1.8.5 Certification records shall be maintained by the Contractor in a NASA/SSC electronic database.

2.1.8.6 All other training records shall be maintained in an electronic data base and be available for inspection.

2.1.8.7 Navy/SSC Range Operations

2.1.8.7.1 The Contractor shall provide National Rifle Association (NRA) certified firearms instructor(s) to oversee the firearms training program and conduct weapons qualification as outlined in NPR 1600.1.

2.1.8.7.2 The Contractor shall conduct firearms range operations during course of fire as necessary to maintain the required qualification and proficiency.

2.1.8.7.3 The Contractor shall ensure safety during range operations and shall conduct operational or safety reviews as necessary.

2.1.8.7.4 The Contractor shall ensure firearm range is left in "as found" condition.

2.1.8.7.5 Contractor shall be required to coordinate access for use of the range with Navy personnel. (i.e. Naval Special Warfare Group 4 – NSWGRP4.)

2.1.8.7.6 The Contractor is required to ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment utilized.

2.1.8.8 NASA Required Training and Recertification

The Contractor shall ensure the completion of all applicable security services training and recertification (if required) as detailed in NPR 1600.1 and Attachment J-12, *Training Requirements*.

2.1.8.9 Security Briefings

2.1.8.9.1 The Contractor shall provide and/or support security education, annual and periodic security briefings to both internal and external personnel. Examples include periodic traffic safety advisories and training to all SSC employees through the use of classes, presentations, bulletins, flyers, or any other method deemed effective.

2.1.8.9.2 The CO, COTR, Chief of Center Security (CCS), or any designated representative of the CO shall have the express authority to observe any briefing sponsored or provided by the Contractor without any advance notice.

2.1.8.10 Additional Training Opportunities

On occasion the Contractor may be directed by NASA to attend training. Such training will be handled as a Special Event (Reference Section 3.1.) All contract requirements must be met at all times to include providing backfill for absences (i.e., training, vacation, sick leave, etc.).

2.1.9 Weapons

2.1.9.1 General

2.1.9.1.1 Weapons and ammunition shall not leave SSC without the written consent of the CO.

2.1.9.1.2 The Contractor shall provide both training and duty ammunition for all assigned weapons sufficient to equip each security officer.

2.1.9.1.3 All weapons and associated ammunition shall be stored within government furnished weapons storage containers as specified in NPR 1600.1.

2.1.9.2 Firearms

2.1.9.2.1 Firearms (Glock .40 caliber) and magazines will be provided by NASA as Government Furnished Equipment (GFE). The Contractor shall ensure each security officer is issued a handgun and 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.

2.1.9.2.2 Firearms shall be cleaned and oiled as necessary to ensure optimum operating conditions. Firearms maintenance shall be conducted by a qualified armorer.

2.1.9.2.3 Firearms shall be handled in a safe and prudent manner. Loading and unloading of ammunition, and the cleaning of firearms, shall take place in the armory. (Firearms safes and clearing barrels to be government furnished.)

2.1.9.2.4 The Contractor shall obtain and maintain on file NASA Form 699A and/or 699B, Certificate of Authority to Carry Concealed Firearms and Certificate of Authority to Carry Unconcealed Firearms respectively, for all employees carrying weapons. The original 699A and 699B certificates shall be issued to the employee and shall be retained in the employee's possession while on official duty.

2.1.9.3 Intermediate Force Weapons

Intermediate force weapons are required IAW NPR 1600.1. A Collapsible Baton and OC Spray (1% CS and 1% OC which is rated at 2,000,000 SHU) will be carried by all uniformed security officers while on duty. These intermediate weapons shall be provided by the Contractor. A NASA Protective Services Training Academy (NPSTA) approved training curriculum will be used for instruction for all intermediate force weapons.

2.2 Contingency Operations

2.2.1 Deployment

2.2.1.1 The Contractor shall be prepared to deploy a security team(s) capable of performing security duties for a period of 7 days, or until relieved, to any NASA Center and respond to unforeseen contingencies and emergencies such as environmental and weather disasters, incidents of national significance, terrorist incidents and other catastrophic events that require security services.

2.2.1.2 The Contractor shall maintain the capability to deploy under this requirement within 12 hours of notification.

2.2.1.3 Such deployments under this requirement shall be authorized and negotiated under a separate CLIN by the Contracting Officer.

2.2.2 Enhanced Security Safeguards

The Contractor shall be prepared to increase and enhance security safeguards and/or countermeasures in the event of an increased security threat based on the Department of Homeland Security National Threat Advisory or other credible threat indicators.

2.3 National Security Clearance Level

2.3.1 The National Security Clearance level of the Contractor shall be for Secret (S). (Reference Attachment J-19, *Contract Security Classification Specification*.)

2.3.2 The required facility clearance level for the Contractor shall be obtained prior to any work being performed on the contract.

2.3.3 The Contractor shall ensure all contract personnel have a security clearance commensurate with the highest level of classified information to which they have access.

2.4 Compliance

2.4.1 Statutory and Regulatory Compliance

2.4.1.1 All services called for in the PWS shall be performed in compliance with applicable federal and state laws, NASA regulations and policies.

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

2.4.2 Agency Compliance

2.4.2.1 The Contractor shall ensure compliance with Agency Standards, this PWS, and all attachments to include the following not referenced elsewhere:

- J-04 – *Reference and Compliance Documents*
- J-07 – *Officer Uniforms and Equipment Requirements*
- J-08 – *Screening Requirements*
- J-09 – *Physical Fitness Requirements*
- J-10 – *Security Officer Qualifications*
- J-11.1 – *Vehicle Equipment Standards*

2.5 Contractor Roles and Responsibilities

2.5.1 General

The Contractor shall propose, identify, and provide to the Government, at a minimum, an experienced PM, Operations Manager (OM), and Training/Safety Specialist.

2.5.2 Project Manager

2.5.2.1 The Contractor shall identify, in writing within 10 days of start of contract performance, the PM and Alternate (APM) with contract phone numbers for on and off duty hours. Both the PM and APM shall have complete contractual authority and autonomy of the Contractor, to include signature authority. The duties of the PM shall not under any circumstances be delegated below the supervisory level.

2.5.2.2 The PM shall be on site during normal working hours. After normal duty hours or on weekends and holidays, the PM shall be on site within two (2) hours when requested by CO, COTR or CCS.

2.5.2.3 In the unforeseen absence of the PM and the APM, the Contractor shall define a chain of authority to ensure that supervisory channels are clear.

2.5.3 Facility Manager

2.5.3.1 A Facility Manager (FM) Program exists at SSC which establishes a single point-of-contact at each NASA SSC facility for addressing general facility and/or safety issues. The FM assignment for the following facilities will be the responsibility of the SPSC:

- B-3101, South Reception Center
- B-3103, South Gate
- B-5500, Mainline Gate
- B-7001, North Reception Center
- B-7003, North Gate
- B-8200, Saturn Drive Gate

Note: Attachment J-14, *Government Furnished Facilities,* identifies facility space assigned to the SPSC.

2.5.3.2 Safety is the number one goal of the FM Program. As the single point-of-contact for the facility, the FM should address and mitigate issues with safety, health, fire protection, emergency preparedness, parking, etc. A FM should be knowledgeable of his/her facility, its utilization, potential hazards, planned maintenance/repairs, and environmental concerns. The FM should communicate to the occupants any issues/concerns by which an occupant may be affected. The FM should promote safety through frequent walkthroughs of their facilities.

2.5.4 Security Supervisor

2.5.4.1 The Contractor shall provide supervisory level authority for each shift on a 24 hour, 7 day per week basis.

2.6 Standards of Conduct

2.6.1 Employee Conduct

2.6.1.1 Security contractor personnel have a crucial and highly visible role in the NASA/SSC Security mission. They are usually the first (and sometimes only) contact visitors have with NASA/SSC, and they are almost always the first line of defense in a SSC-controlled facility. Visitors, contractors and employees do not always distinguish between NASA security staff and contractor security officers. To them, contractor security officers appear as NASA

personnel. Therefore, it is crucial that the Contractor ensure that their employees realize the importance of their role, know their duties, and perform their duties courteously and professionally at all times.

2.6.1.2 The Contractor shall be responsible for maintaining satisfactory employee conduct, integrity, and appearance. The Contractor shall be responsible for initiating and administering disciplinary action to its employees, as may be necessary.

2.6.1.3 The Contractor shall not condone personal neglect or dereliction of duties. This includes, but is not limited to, sleeping, listening to or watching unauthorized electronic devices and/or unauthorized programs, conducting gate operations with hands in pockets, using profanity, reading books, newspapers and other material not connected with official duties (e.g., post orders), smoking in and around fixed posts or during roving patrols, and in unauthorized areas as specified by Stennis Policy Directive (SPD) 1800.1, *Smoke Free Workplace*. In addition, there shall be no misuse/damage 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.

2.6.1.4 Refrain from discussions concerning duty assignment(s), particularly manpower, weapons, security precautions, or procedures, except with those persons having a need-to know.

2.6.2 Dress Code

2.6.2.1 The Contractor shall implement and enforce a standard dress code policy to ensure that contract employees wear either appropriate civilian attire or the prescribed duty uniform while on duty.

2.6.2.2 Positions that require public interface shall wear a standard uniform. (Reference Attachment J-07, *Officer Uniforms & Equipment Requirements.*)

2.6.2.3 Examples of improper appearance include unclean, ill-fitting or un-pressed clothing; dirty or un-shined shoes; incomplete, ill-fitting, or improperly worn uniforms; and any other facet of appearance that would reasonably create a negative perception to the public.

2.6.2.4 While on duty, officers and supervisors shall not wear any exposed jewelry (i.e., in nose, eye brows, ears, etc.), with the exception of stud earrings that may be worn by female armed security officers with pierced ears. Necklaces, beads, chains, bracelets, religious insignia, etc., are prohibited. Ornaments, other than those described, shall not be worn on the uniform.

2.6.2.5 Rings shall be limited to wedding rings, engagement rings and/or class rings. Wristwatches may be worn with the exception of “ornamental” and loose fitting watches.

2.6.2.6 Cleaning, pressing, and repair costs of uniforms shall be the responsibility of the Contractor.

2.7 Use of Corporate Logo

The Contractor is prohibited from displaying any corporate logo, trademark, badge, patch, decal, or other wording/marking, on any credential, duty uniform, security vehicle or document, other than standard internal management documents and records, which would identify the Contractor's company affiliation.

2.8 Business and Financial Management

2.8.1 The Contractor shall perform all business and administrative functions related to successful implementation of the contract.

2.8.2 The Contractor shall provide on-going business analysis and respond to inquiries from the Government relating to budget, schedule, and performance.

2.8.3 Demand services requested of the contractor will be provided and processed through the SSC Material and Work Ordering System's, Service Request System (SRS) IAW SPD 5100.1, *Policy for Ordering of Materials and Support Services at Stennis Space Center*.

2.8.4 The Contractor shall report cost data on open work orders that are at least 85% complete IAW DR MF-02, *Work Order Status Report*.

2.8.5 The Contractor shall provide a monthly electronic flat file containing work hours and cost for the current fiscal month IAW DR MF-03, *Electronic Monthly Cost Data Report*.

2.8.6 The Contractor shall provide a status of contractor's monthly and fiscal year-to-date cost and workforce as compared to the fiscal year operating plan IAW DR MF-04, *Contract Monthly Operating Status Report*.

2.8.7 The Contractor shall provide notice to the Government IAW DR MF-01, *Notification of Potential Labor Dispute and Contingency Strike Plan*.

2.8.8 The Contractor shall provide a *Government Property Management and Inventory List* per DR LS-01. Refer to the following attachments:

- J-15.1 – *Installation Accountable Government Property*
- J-15.2 – *Other Agency Provided Equipment*
- J-16 – *Contractor Accountable Property*

2.9 Information Technology Security

2.9.1 The Contractor is not responsible for providing administrative or engineering desktops, workstations, or laptops for their use in the performance of this contract, as they are government-provided. The Contractor shall comply with all NASA NPR's and NPD's related to IT security under this contract. Similarly, the Contractor shall comply with SSC directives, policies, and procedures relating to IT security.

2.9.2 The Contractor is responsible for preparing and updating the *Information Technology Security Management Plan* IAW DR MA-12.

2.9.3 The Contractor is responsible for providing monthly information for the SSC IT security metrics IAW DR MA-11, *IT Security Monthly Training Report*.

2.10 Safety, Health and Environmental (SHE)

The Contractor shall establish and implement a safety, occupational health, and environmental program that (1) prevents and reduces injuries and occupational illnesses (including fatalities) to employees of the company and the serviced location, (2) prevents and reduces damage to all property and (3) prevents and reduces the damage to the environment through the ongoing planning, implementation, integration and management control of these programs IAW DR SA-01, *Safety, Health and Environmental (SHE) Plan*.

2.10.1 Safety and Health

2.10.1.1 The Contractor shall conduct monthly safety inspections of all SPSC-occupied facilities. The inspections shall be formally documented and all findings tracked to closure.

2.10.1.2 Mishaps, as defined in NPR 8621.1, *NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping*, shall be reported to the SSC Safety and Mission Assurance Office IAW DR SA-02, *Mishaps and Safety Statistics Report*. The Contractor shall utilize the Incident Reporting Information System (IRIS) to electronically report mishaps and close calls as defined by NPR 8621.1.

2.10.1.3 Voluntary Protection Program (VPP)

2.10.1.3.1 Develop, implement, and maintain a safety and health program that is compliant with the Occupational Safety and Health Administration (OSHA) VPP IAW the requirements of OSHA Instruction Cooperative and State Program (CSP) 03-01-003, *Voluntary Protection Program: Policies and Procedures Manual*.

2.10.1.3.2 Submit a VPP Application per CSP 03-01-003 to OSHA and NASA as part of the implementation of a safety and health program within 15 months of contract start. An on-site review shall be conducted within18 months and VPP Star achievement obtained within 24 months.

2.10.1.3.3 Submit quarterly reports regarding readiness of the safety and health program until submission of VPP Application. NASA will assess and audit the Contractor's implementation for compliance with VPP and any discrepancies shall be addressed by the Contractor within six months.

2.10.1.4 The Contractor shall participate in the monthly NASA Safety Management Review (SMR) and attend all Site Safety & Training/Certification Meetings.

2.10.2 Environmental

2.10.2.1 The Contractor shall ensure that its operations align with applicable NASA Headquarters directives IAW NPD 8500.1, *NASA Environmental Management*, NPR 8570.1, *Energy Efficiency and Water Conservation*, and federal, state, and local environmental laws, regulations, and executive orders.

2.10.2.2 Comply with NASA environmental requirements IAW Stennis Procedural Requirements (SPR) 8500.2, *Environmental Operation and Implementation Procedural Requirement*.

2.10.2.3 Comply with NASA's Sustainable Acquisition Program for SSC procurements IAW NPR 8530.1, *Affirmative Procurement Program and Plan for Environmentally Preferable Products*.

2.10.2.4 Support NASA's Environmental Management System (EMS) IAW NPR 8553.1, *NASA Environmental Management System* and SPR 8500.1, *Environmental Management Procedural Requirements*.

2.10.2.5 Identify, interpret, and apply new and existing environmental requirements with respect to SSC operations. Report potential impacts to the Government.

2.10.2.6 Respond to NASA Environmental Office data calls, including chemical usage and storage, pollution prevention, and sustainable practices. The data shall be entered into electronic databases, spreadsheets, or other formats provided by the Government.

2.11 Quality Assurance Plan

2.11.1 The Contractor shall orchestrate a Quality Assurance program and submit a *Quality Assurance Plan* IAW DR QA-01. The Contractor's Quality Assurance Plan shall include providing the details of the Quality Management System (QMS) that will be used to control the products and services required as part of the PWS. The Contractor's Quality Assurance Plan shall detail the policy, processes, procedures, and techniques used to assure compliance to contractual requirements.

2.11.2 The Contractor shall accommodate NASA participation in contractor and subcontractor quality system assessments. NASA insight will consist of monitoring assessments with the Contractor's auditors/inspectors. This will provide NASA the insight necessary to gain an overall understanding of the effectiveness of the Contractor's quality system.

2.11.3 The Contractor shall participate in the Government Industry Data Exchange Program (GIDEP).

2.12 Reporting

2.12.1 The Contractor shall ensure timely submission of Data Requirements (DRs) listed in Attachment J-06, *Data Procurement Document (DPD).* In addition, each DR submission

shall include the following information: Contract No., DR No., DR Description (DRD), and Date the DR is submitted.

2.12.2 The Contractor shall electronically maintain all reportable/deliverable data, to include all DRs. The Contractor shall make such data available in a secure manner to NASA officials as approved by the COTR. Distribution of reports and DRs will be restricted to data/report query or other acceptable electronic distribution approved by the COTR.

2.12.3 The Contractor shall submit all DRs to the Government via the electronic Stennis Contract Deliverable System (SCDS).

2.12.4 The Contractor shall provide and maintain a secure incident reporting system with centralized data management. The system shall be used to report phone and radio logs, daily blotter, incident report, traffic accident reports, physical security report, replies, and audits, fire alarm responses, reports of unsolicited contacts, and any additional reports as developed or required. The system shall be maintained IAW *Security of Information Technology*, NPR 2810.1 and reports distributed IAW DR MA-02, *Incident/Complaint, and Motor/Vehicle (M/V) Accident Report*.

2.12.5 Provide monthly metrics of all traffic enforcement activities, to include citations issued with breakdown of violations, number of accidents worked, and number of persons injured IAW DR MA-07, *Monthly Activity Report*.

2.12.6 Security officers must report all serious or potentially serious problems to dispatch before responding so that they may receive all necessary backup and support necessary to lessen or eliminate the potential threat. The Contractor shall verbally report threatening circumstances and potentially threatening activities they observe while on duty to the COTR.

2.12.7 The Contractor shall provide quarterly metrics IAW DR MA-10, *Self Assessment and Metrics Report*.

2.12.8 The Contractor shall compile a quarterly report IAW DR MA-06, *Center Law Enforcement and Security Activities Report*.

2.13 Records Management

2.13.1 The Contractor shall maintain a records management program IAW NPR 1441.1, NASA Records Retention Schedule; NPD 1440.6, NASA Records Management; and SPR 1440.1, Records Management Program Requirements.

2.13.2 The Contractor shall submit a records management plan IAW DR DM-01, *Records Management Plan.*

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

2.13.4 At the completion or termination of this contract, the Contractor shall leave all government-owned data at the Center. The Contractor shall deliver government-owned data to Center Records Manager or other party as designated by the COTR.

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

3.0 Security Services

All requirements contained within this PWS are considered to be within the day-to-day baseline effort, with the exception of the Special Events section below.

3.1 Special Events

3.1.1 The Contractor shall provide security services for Special Events which are considered within the baseline effort, as requested by the COTR and for a maximum of 500 man-hours per contract year. Examples include, but are not limited to, picnics, Special Olympics, Safety Day, open-house events, Change of Commands, Reserve/Neutral Gate Implementation (reference section 3.2.4.3), visits by domestic and/or senior foreign dignitaries, and engine testing open to the general public and/or special guests. The Contractor shall be required to provide timely and responsive support for such events. Special Events shall not necessitate contract modification and shall be considered to be within scope. Contractor performance of Special Events will be initiated via written direction of the Contracting Officer. Special Event services in excess of the aforementioned 500 man-hours per contract year shall be subject to contract adjustment.

3.2 Physical Security

3.2.1 Resource Protection

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

3.2.1.2 The Contractor shall provide security services to support NASA Priority/Critical Resources and Critical Assets.

3.2.1.3 The Contractor shall deploy teams to evaluate and report on installation protection needs and requirements based on the current threat.

3.2.2 Inspections, Audits, Assessments

3.2.2.1 The Contractor shall conduct physical security inspections, audits and assessments of installations, buildings, or areas for the purpose of identifying security weaknesses and vulnerabilities, and recommending countermeasures.

3.2.3 Physical Security Support

3.2.3.1 The Contractor shall execute and sustain a comprehensive physical security protection program utilizing physical measures designed to safeguard people, prevent unauthorized access to equipment, facilities, material, and documents, and to safeguard them against damage and loss.

3.2.3.2 The Contractor shall support security studies, recommend security solutions, write reports, conduct briefings, respond to user inquiries, evaluate statistical data and execute additional or enhanced physical security measures during periods of increased threat.

3.2.3.3 The Contractor shall provide priority attention and added protection to NASA Mission Essential Infrastructure (MEI) assets and conduct MEI assessments as required by NPR 1600.1. The Contractor shall adhere to policy as set forth in NPR 1620.2, NPR 1620.3 and NPR 1600.1.

3.2.4 Access Control Program

3.2.4.1 The Contractor shall manage and operate the physical and mechanical systems used to control access to installations, areas, and facilities. This may include walls, fences, gates, doors, electronic and mechanical locks and bollards.

3.2.4.2 The Contractor shall provide access control, (ingress and egress), ensuring all occupants are properly vetted for entry at the following posts:

- FP - 2, North Gate, 24/7
- FP-3, South Gate, 24/7
- FP-4, Saturn Drive Gate (Internal gate with entry to Test Complex), 5:00 am - 7:00 pm, M-F, excluding federal holidays
- FP-6, National Center for Critical Information Processing and Storage (NCCIPS), 24/7
- FP-7, Main Line Road Gate (Employee gate only), 5:30 am to 8:30 am and 3:00 pm to 6:00 pm, M – F (not opened during federal holidays, increased threat, severe weather and/or strikes)
- Post 2, GPO, front access, 6:00 am – 6:00 pm, M-F, excluding federal holidays
- Post 4, GPO, loading dock, 7:00 am – 4:00 pm, M-F, excluding federal holidays

Access into the Test Complex shall be conducted IAW current Test Complex Procedures.

3.2.4.3 During periods in which labor-management disputes or impasses result in picketing at SSC, the Contractor shall implement reserve and neutral gate procedures IAW SPR 5200.1.

3.2.5 Uniformed Operations

3.2.5.1 The Contractor shall provide armed security officers to perform tasks such as responding to emergencies; enforcing NASA regulations; conducting personnel, vehicular (personal and/or commercial), package and parcel inspections; and controlling access, crowds, parking and

traffic. Admittance shall be denied to those persons refusing to submit to a voluntary inspection. Security officers should operate traffic control points and identify, delay, and detain all suspicious vehicles and personnel as necessary to maintain a level of security sufficient to ensure the safety and protection of all personnel, property, and resources. In addition, the Contractor shall patrol public areas, roadways, barge/tug docks and piers; staff gates; establish roadblocks; report fires, water leaks, environmental threats, and other hazards; lock and unlock buildings and rooms; conduct flag protocols; safeguard critical assets; provide motorist assistance; and escort persons and equipment. The Contractor's security activities shall be reported IAW DR MA-02, DR MA-03 and DR MA-08, *Investigative Report*.

3.2.5.2 The Contractor shall ensure that all security officers have an interim SECRET Security Clearance prior to active duty and a SECRET Security Clearance within 6 months of hiring date.

3.2.5.3 The Contractor shall provide administrative security support to programs such as driving suspensions and appeal responses.

3.2.5.4 The Contractor shall review and process security violations, incident/complaint reports and traffic accident reports. Process traffic violations/notices and maintain the point assessment program. Prepare and provide copies of all Incident/Complaint Reports and other required documents IAW DR MA-02.

3.2.5.5 The Contractor shall provide a central point for safekeeping of personal property found on SSC (Lost and Found) and turned into Security by site personnel. Property shall be returned to its rightful owner upon confirmation of ownership.

3.2.5.6 The Contractor shall ensure that patrols respond expeditiously to requests for assistance and emergencies and/or alarms. Examples include, but are not limited to unlock requests, unsecured area alarms, duress alarms, panic button, credit union/bank alarms, fire alarms, environmental and oxygen sensor alarms, hazardous incidents, and medical emergencies. The Contractor shall respond within five minutes for all emergency calls, alarm activations or other situations where life or property is endangered. Delays in excess of five minutes shall be noted in the daily blotter. Non-emergency responses shall be within 20 minutes.

3.2.5.7 The Contractor shall escort persons being removed from the Center for security reasons.

3.2.5.8 The Contractor shall provide motorist assistance within the SSC boundaries, such as jump starts and emergency unlocking of vehicles. (Release of Liability signatures will be required for these services.)

3.2.5.9 The Contractor will be responsible for humanly euthanizing injured and wounded animals.

3.2.6 Flag Patrols

3.2.6.1 Security officers shall raise, lower, fold, and store the United States Flag, Mississippi, and NASA flags (and other flags as authorized) IAW all applicable NASA regulations, 36 USCS § 174, and post orders.

3.2.6.2 Flags shall be raised no later than 7:00 a.m. and lowered at sunset on a daily basis. During NASA orbiter missions, the Contractor shall raise the appropriate orbiter pennant underneath the NASA flag on the yardarm of the flagpole east of Building 1100, and at the North and South Gates once the orbiter has achieved its designated orbit. The flags and pennants shall be flown 24 hours/day until the orbiter lands.

3.2.6.3 The Contractor shall procure, provide, and/or replace flags as necessary.

3.2.7 Explosive/Chemical/Biological Hazmat Recognition

The Contractor shall recognize and report the presence of explosives, chemicals, biological agents, or radiological hazards that may affect personnel/assets.

3.2.8 Executive Protection

The Contractor shall provide executive protection for important government officials, distinguished visitors, and others as designated by the COTR or CCS.

3.2.9 Locksmith

3.2.9.1 The Contractor shall provide a full range of locksmith services IAW NPR 1620.3 and SPR 1600.1, to include lock and key management, data control, installation and repair of mechanical and electronic locks and locking devices, and evaluation and repair of safes. The Contractor shall perform emergency openings, set and change combinations, re-key locks, fabricate and issue keys, issue and control padlocks, and maintain work order information.

3.2.9.2 The Contractor shall ensure all key locks are compatible with the existing master key system. Locksmith shall respond to lock outs on doors, safes, padlocks, cabinets, desks and cipher locks. Locksmith services include supply and installation of new lock cores.

3.2.9.3 The Contractor shall complete Standard Form (SF) 700, Security Container Information, for all combination locks, including but not limited to, safes, padlocks, cipher locks, Yaletronics, Mas-Hamilton X-07, X-08 and X-09, Codetronics, Best Lock and Simplex locks.

3.2.9.4 The Contractor shall maintain a database of all building, office, and high-security keys issued, lock cores installed and on-hand, key and combination padlocks, and building or area key custodians. The Contractor shall manage the annual lock and key accountability inventory.

3.2.9.5 The Contractor is responsible for any supplies and equipment not expressly stated in the *Installation Accountable Government Property* (IAGP) List, Attachment J-15.1.

3.2.9.6 The Contractor shall expeditiously complete all locksmith work orders and key requests, normally within 48 hours of receipt. The regular hours of operation for the Locksmith services shall be 7:30 a.m. to 4:00 p.m., Monday through Friday excluding federal holidays. A SECRET security clearance is required to perform these tasks.

3.2.9.7 The Contractor shall advise and consult with maintenance, operations, engineering, and Resource Protection personnel regarding locking devices and other keying material when necessary.

3.2.9.8 The Contractor shall recommend appropriate devices, upgrades, and procedure changes to enhance site security and support new construction or rehabilitation project designs by specifying appropriate locks required and meeting with design engineers as necessary.

3.2.9.9 Approval must be granted by the COTR or CCS for issuance of any master key.

3.2.10 Identity, Credential, and Access Management

3.2.10.1 The Contractor shall manage and operate systems used to identify and badge employees, contractors, and visitors. The Contractor shall utilize the NASA Common Badging and Access Control System (CBACS) and the Personal Identity Verification (PIV) system to issue and record the issuance of badges, and other facility access credentials.

3.2.10.2 The Contractor shall adhere to the requirements of Homeland Security Presidential Directive 12 (HSPD-12), Identity, Credential and Access Management (ICAM) and applicable NASA regulations. The Contractor shall manage the Identification (ID) management databases which contain Personally Identifiable Information (PII).

3.2.10.3 The Contractor shall perform identity and credential management services IAW NPR 2841.1.

3.2.10.3.1 Identity management services support identity life-cycle management, identity maintenance, and directory services.

3.2.10.3.2 Credential management services support credential life-cycle management and certificate management.

3.2.10.4 The Contractor shall receive, control and process ID credentials from personnel upon termination of employment or as directed.

3.2.10.5 The Contractor shall issue badges at two reception centers (North and South) from 6:30 am – 4:00 pm, Monday through Friday, excluding federal holidays. PIV II credentials will be processed and issued at the security office located in the Emergency Operations Center (EOC), Bldg. 8000, from 7:30am to 3:30pm Monday through Friday, excluding federal

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

3.2.10.6 The Contractor is responsible for access management at the NAVO, building 1002, reception desk, 6:30 am - 5:00 pm, M-F, excluding federal holidays.

3.2.10.7 Blank PIV-II card stock will be provided by the Government as GFE. Ancillary badge material such as non PIV-II card stock, printer cartridges, laminate, pouches, lanyards and clips shall be provided by the Contractor and in compliance with Federal Information Processing Standards (FIPS) 201. The Contractor shall maintain complete accountability of all badging card stock.

3.2.10.8 The Contractor shall coordinate with appropriate agency sponsor(s) for access to the Center and provide directions for visitors to the offices/facilities being visited.

3.2.10.9 The Contractor may be required to receive solicitation packages on behalf of the Government. The Contractor shall record the delivery date, delivery time and signature of receipt on any and all solicitation packages received.

3.2.10.10 When elevated Force Protection Condition (FPC)/Threat Condition levels are imposed the Contractor shall operate IAW NPR 1600.1 and SPR 1600.1.

3.2.10.11 The Contractor shall administer the SSC Safety and Security Orientation via Digital Versatile Disk (DVD) (provided by NASA), to all personnel obtaining either a permanent badge, a test complex unescorted badge, or a temporary badge in excess of 14 days. Roster data should be recorded and entered into the NASA electronic training database. Submit monthly attendance rosters (SSC Form 724C) IAW DR SA-04, *SSC Safety and Security Orientation Video Report*.

3.2.10.12 The Contractor shall verify request for Test Complex access with the Test Complex Authorized Personnel List (APL) for those persons who will be authorized to grant permanent and temporary access to SSC propulsion test facilities and test support areas.

3.2.10.13 The Contractor shall maintain a list of all persons granted permanent and/or temporary access to SSC propulsion test facilities and test support areas.

3.2.10.14 The Contractor shall issue appropriate color-coded backdrops for Test Complex Access, IAW with current Test Complex, Security and Safety procedures.

3.2.10.15 The Contractor shall coordinate and schedule maintenance of the badge printing stations.

3.2.10.16 The Contractor shall maintain the Stennis Badging System database. Database maintenance shall include base tables as well as badged employee and visitor records. Addition and deletion of employees in the database shall conform to established employee check-in/check-out procedures. Modifications to data fields shall be performed when necessary to ensure the accuracy of the data.

3.2.10.17 Request for temporary handicap stickers will be processed through the CCS or designee. Once approved, the Contractor shall process and issue the temporary handicap sticker.

3.2.11 Dispatchers – Security Services Communications Center (FP-1, GPO Post 1, and FP-5)

3.2.11.1 FP-1: The Contractor shall provide personnel to operate the emergency dispatch center located at B-8000, Emergency Operations Center, containing administrative telephones, a 9-1-1 emergency telephone system, the Telephone Device for the Deaf (TDD), access control systems, fire and security alarm systems, Closed Circuit Television (CCTV) systems, 2-way radio base stations with multi-net/bridging capabilities, emergency warning systems, and CCTV recording and voice recording systems IAW Federal Communications Commission (FCC) Regulations and the Security Officer Assignment Record (DR MA-03). Monitor the Lightning Detection System and the National Warning System (NAWAS) **a**nd activate the Emergency Notification System (ENS).

3.2.11.2 GPO Post 1: The Contractor shall provide personnel to operate the dispatch and alarm monitoring post at the GPO located in B-9101. Duties include monitoring closed circuit televisions, emergency communications, fire, smoke, water flow, and duress alarms; dispatching security personnel and first responders; making public service, security and emergency public address announcements; and conducting weekly intrusion detection alarm system tests.

3.2.11.3 NAVO, FP-5: The Contractor shall provide personnel for access monitoring at NAVO, B-1002, 2:30 pm – 7:00 am M-F, and 24 hours/day on weekends and federal holidays.

3.2.11.4 The Contractor shall document a continuous chronological listing of events during response activities to include all dispatches, incoming calls, status of roving patrols, and other incidents noted in paragraph 3.2.11.1.

3.2.11.5 The Contractor shall coordinate emergency and non-emergency response activities to onsite and offsite entities, to include providing responders with updated information vital to decision making and notify appropriate personnel as necessary. Emergency notifications shall be coordinated with the Facility Operating Services Contract (FOSC) Energy Management and Control System (EMCS) office.

3.2.11.6 The Contractor shall not disengage, shut off, remove, reposition, obstruct, or in any way interfere with the Government video surveillance cameras/systems.

3.2.11.7 A SECRET security clearance is required to perform these tasks.

3.3 Personnel Security

3.3.1 Security Records Management Systems
The Contractor shall maintain and operate the following systems of records:

- Access control records
- National Security Clearance Records

- USC (re: Position Risk Designations) and HSPD 12 related records
- Other records as specified by the COTR

3.3.2 The Contractor shall support the processing of background investigations to ensure currency and types of investigations are commensurate with risk for the entire SSC workforce. Specifically, the Contractor shall:

3.3.2.1 Maintain a system of records on all civil servants and contractors requiring Center access greater than 6 months in duration.

3.3.2.2 Ensure records are maintained, retained, and destroyed IAW NPR 1441.1.

3.3.2.3 Simple adjudications (i.e. no issues or no actionable items) shall be completed within 5 business days of receipt from the Office of Personnel Management (OPM). A completed investigation form, INV Form 79A, *Report of Agency Adjudication Action on OPM Personnel Investigations*, shall be sent electronically to OPM.

3.3.2.4 Provide data entry for SSC cases in the NASA Clearance Tracking System and other authoritative source database designated by NASA.

3.3.2.5 Provide database inquiries for new hires for reciprocity.

3.3.3 The Contractor shall perform database inputs and queries of other federal agencies for information related to personnel security matters utilizing e-QIP, OPM, Defense Central Index of Investigations (DCII), National Crime Information Center (NCIC), Federal Bureau of Investigation (FBI), Central Intelligence Agency (CIA), Joint Personnel Adjudication System (JPAS), Personnel Investigations Processing System (PIPS) and Immigration and Naturalization Service (INS) and other similar systems.

3.3.4 The Contractor shall utilize the NCIC and provide a Terminal Area Coordinator (TAC).

3.3.4.1 The TAC must be familiar with all aspects of the operation of NCIC and the Mississippi Justice Information Center (MJIC) Network.

3.3.4.2 The TAC shall be trained and certified and is responsible for training and certifying all NCIC users IAW MJIC policies.

3.3.4.3 The TAC is responsible for maintaining the integrity of the NCIC system.

3.3.5 International Visits Coordinator (IVC)

3.3.5.1 The Contractor shall process Foreign National (FN) visitors, foreign representatives, and dignitaries according to the current NASA NPR 1371.2, *Procedural Requirements for Processing Requests for Access to NASA Installations or Facilities by Foreign Nationals or U.S. Citizens who are Reps of Foreign Entities*, and NPR 1600.1.

3.3.5.2 The Contractor shall fabricate and issue temporary passes, picture badges/credentials, area permits and temporary area authorizations as well as necessary technology control plans. (Refer to DR MA-10, *Self Assessment and Metrics Report*.)

3.3.5.3 The Contractor shall establish coordination processes with NASA Headquarters, Office of External Affairs for all Center foreign travel issues.

3.3.5.4 Process official government passports for NASA personnel.

3.3.5.5 The Contractor shall monitor and ensure all pre-travel screenings and briefings are accomplished.

3.3.5.6 The Contractor shall maintain files on all correspondence and cables for all processed travelers and be familiar with utilization processes for the NASA bReady Enterprise Portal.

3.3.5.7 The Contractor shall coordinate approval and registration of all SSC FN visitors (short or long-term) with appropriate agency, Contractor, or University, and Center Export Administrator (CEA); issue appropriate FN badges, and maintain a log tracking the visit of each FN authorized entry to SSC.

3.3.5.8 Request for visit(s) shall be entered into the Identity Management and Account Exchange (IdMAX) system for concurrence and approval IAW NPG 1371.2, *Procedures and Guidelines for Processing Requests for Access to NASA by Foreign Nationals or Representatives*, and NPD 1371.5, *Coordination and Authorization of Access by Foreign Nationals and Foreign Representatives to NASA.*

3.3.5.9 Prepare and provide a quarterly report of all FN visitors IAW DR MA-06.

3.3.6 Personnel Security Systems Administration

3.3.6.1 The Contractor shall continuously update NASA databases containing background investigation and security clearance information.

3.3.6.2 The Contractor shall provide personnel security support services to the NASA Shared Services Center (NSSC) IAW NPR 1600.1 and local directives.

3.3.7 Electronic Questionnaires for Investigations Processing (e-QIP)

The Contractor shall initiate and process background investigations and re-investigations utilizing e-QIP. Access to e-QIP for new hires shall be initiated within one business day of notification from NASA.

3.3.8 Adjudications

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

3.3.9 CNSI/Suitability Investigations

The Contractor shall assist and support the Center Personnel Security Officer and/or Human Resources (HR) personnel in the identification of the type of personnel investigation required for each position, including updating or upgrading clearance requirements. The type of investigation to be conducted is a product of the risk level designation of a position.

3.3.10 Inquiries

The Contractor shall conduct interviews with personnel during the processing of security background investigations to resolve any issues.

3.3.11 Records Checks

The Contractor shall conduct records checks to collect criminal and security information.

3.3.12 Risk Determinations

The Contractor shall provide support to process appropriate security investigation as determined by level of risk determination.

3.3.13 Fingerprinting

The Contractor shall process electronic/manual fingerprints, biometric scanning and associated data inputs for facility access and security background investigations.

3.3.14 Personnel Security Data Management

The Contractor shall create and securely maintain all personnel security investigative and screening records on all NASA and NASA contract personnel security cases.

3.4 Information Systems Security (INFOSEC)

3.4.1 NASA/SSC activities span the classification domain from unclassified, sensitive but unclassified, collateral CNSI [Confidential, Secret and Top Secret (TS)] and Special Access Programs through Top Secret/Special Compartmented Information (TS/SCI).

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

3.4.3 Document Storage and Accounting

The Contractor shall be responsible for storing various levels of sensitive but unclassified and classified documents up to the Secret level in government furnished storage containers and devices according to applicable policies and procedures.

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

3.4.4.1 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 (EO) or an act of Congress to be kept secret in the interest of national defense or foreign policy." NASA previously identified this information as “FOUO” with a subsequent change to the term “ACI” for added clarity. However, recent attempts to provide uniform markings across the Government have led NASA to utilize the term “SBU”. SBU data, as identified in NPR 1600.1, Chapter 5.24, requires various markings and protections to prevent unauthorized disclosure.

3.4.5 Mandatory Training (Executive Order 12958)

3.4.5.1 The Contractor shall comply with EO 12958. EO 12958 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.

3.4.5.2 The Contractor shall develop, implement and maintain a program to ensure that all personnel granted a security clearance are trained to comply with EO 12958 and are aware of the penalties associated with non-compliance.

3.4.5.3 The Contractor shall provide training prior to access to classified information and shall obtain a signed acknowledgement, that the training was received, from the trained individual.

3.4.5.3.1 When a person no longer has need for an active security clearance, a clearance is suspended, or a person ends their service with certain classified activities, the Contractor shall debrief the person to make them aware of any continued requirements for the protection of the information to which they previously had access and a reminder of associated penalties for non-compliance.

3.4.5.3.2 The debriefing shall include a signed acknowledgement from the person being debriefed.

3.4.5.3.3 The Contractor shall store the signed acknowledgements for durations consistent with applicable policies and procedures.

3.5 Security Operations

3.5.1 Investigations

3.5.1.1 The Contractor shall provide in-depth fact finding capability using the disciplined, logical, and intuitive tools of the investigative arts, including interviewing, documents analysis, and a thorough understanding of state and federal rules of investigative procedure, to identify offenders, acquire and control evidence, and document activities.

3.5.1.2 The Contractor shall conduct investigations of missing property and complete detailed investigative reports with recommendations to prevent recurrence. The Contractor may be required to visit off-site businesses to determine if Government property is being illegally received or sold.

3.5.1.3 The Contractor shall conduct follow-up investigations on reports of incidents to determine facts concerning specific events.

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

3.5.1.5 The Contractor shall provide a liaison with local, state, and federal law enforcement agencies and NASA Office of Inspector General (OIG), as required, in the conduct of investigations.

3.5.1.6 The Contractor shall provide an aggressive theft/conversion prevention and detection program with specific responsibilities to include such activities as inspections and documentation of SSC areas and buildings for property theft hazards, providing recommendations for improvements, conducting investigations and preparing Reports of Investigation, and making NCIC inquiries. The Contractor shall submit Reports of Investigation (ROI) to the SSC CCS.

3.5.1.7 The Contractor shall provide documentation and/or reports generated by the above listed activities. The reports shall be complete, concise, accurate, and typed in appropriate formats and report forms; and shall be provided as specified in DR MA-08, *Investigative Report*. The Contractor shall maintain files for all such documentation and/or reports.

3.5.1.8 With the concurrence of the NASA Security Office, the Contractor shall provide assistance and/or requested information to the COTR, NASA Inspector General, and other authorized federal agencies or representatives, to include law enforcement personnel.

3.5.2 Patrol Operations

3.5.2.1 Security officers shall make patrols IAW routes and schedules established in the DR MA-03, *Operations Procedures*. The Contractor shall develop and employ a patrol plan that deploys security officers for maximum effectiveness and efficiency. They shall tour or inspect assigned areas with special emphasis on hazardous and unsecured conditions, taking preventive action in any situation, emergency, or otherwise. Contractor shall also observe, detect, report, and respond to all suspected or apparent security violations. In addition, the Contractor shall conduct building security checks at least once per evening/night within the assigned area of responsibility.

3.5.2.2 Roving security officers shall be responsible for maintaining logs, reports, and files of all incidents and occurrences encountered during the patrol tour.

3.5.2.3 Patrol duties shall be performed in a professional manner, with the security officers responsible for observing the environment, and, when necessary, questioning those persons whose activities arouse suspicion.

3.5.2.4 Security officers shall serve as the first responder to all security alarms and emergency situations occurring within the area of assignment.

3.5.2.5 The Contractor shall provide detection and prevention, detain personnel, 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.

3.5.2.6 The Contractor shall provide and utilize “in-car” video systems. The Contractor shall also utilize “in-car” audio systems and speed detection devices (GFE).

3.5.2.7 The Contractor shall provide services and support for administering emergency first aid, and conducting bomb threat search and area management, surveillance, scene management and evacuations, and assistance to the NASA OIG.

3.5.2.8 Control traffic in the areas assigned for fire run and/or other emergency condition. Escort ambulance runs on the installation.

3.5.2.9 If requested check classified containers in assigned area(s).

3.5.2.10 Provide standby service during helicopter operations.

3.5.2.11 Place and remove barriers for traffic control, special non-emergency and emergency conditions. (i.e. Hurricanes, Special Events, Engine Testing, etc.)

3.5.2.12 NAVO, FP-5: The Contractor shall provide additional personnel as necessary to maintain FP-5 while conducting safe checks and building patrols on 2nd and 3rd shifts. Patrols shall include Buildings 1001, 1002 and 1003.

3.5.2.13 NCCIPs, FP-6: The Contractor shall utilize personnel assigned to FP-6 as necessary to conduct a minimum of 2 interior and 2 exterior patrols per shift. Patrols shall include all buildings in the NCCIPS complex. (i.e. Buildings 9323, 9324, 9325 and 9353.)

3.5.3 Traffic Accident Investigation

3.5.3.1 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.

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

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

3.5.3.4 The Contractor shall issue and process traffic citations, investigate traffic accidents, and complete detailed accident reports.

3.5.3.5 The Contractor shall make all incident reports and traffic accident reports available in computerized form, including all photographs, signed statements, custody documents, other attachments or exhibits. (Cameras will be provided as GFE.)

3.5.3.6 The Contractor shall provide a monthly accident summary IAW DR SA-03, *Site Vehicle Accident Experience Report.*

3.5.4 Incident Reports/Records

The Contractor shall provide complete reports on incidents reported and maintain records IAW applicable federal law and NASA regulations.

3.5.5 Testify in Court/Other Official Hearings

In the event that contract personnel are called or otherwise required to testify in judicial proceedings on behalf of the Government pertaining to any action, arrest, or use of force exercised in pursuant to 14 Code of Federal Regulations (CFR) Parts 1203a and 1203b the Contractor shall give direct evidence in the form of sworn testimony, to identify legal issues, establish facts, and identify procedures in judicial and non-judicial settings. The Contractor shall also provide advanced notification to the CO prior to all such court-related appearances.

3.5.6 Evidence Collection & Storage

The Contractor shall apply Federal Rules of Evidence to identify, protect, and retain evidence so as to maintain integrity and establish chain of custody.

3.5.7 Standard Blotter and Reports

The Contractor shall provide a daily topical and/or chronological record of activities associated with incidents, life safety, and general security IAW DR MA-01, *Daily Activity Report*.

3.5.8 Detained Person(s)

The Contractor shall provide security and protection to detained persons pending further detention, release or transfer to another jurisdiction.

3.5.9 Federal, State & Local Liaison

3.5.9.1 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.

3.5.9.2 The Contractor Operations Manager or designated contractor representative shall participate in the Gulf Coast Force Protection Working Group, the SSC Quarterly Security Officers Meeting, and the annual OPS Training Management Meeting.

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

3.5.10 Incident Scene Protection

3.5.10.1 The Contractor shall respond to and protect the physical area associated with incident(s) likely to provide valuable information to the investigative process.

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

3.6 Special Programs

3.6.1 Special Access Program (SAP) and Sensitive Compartment Information (SCI) Operations

The Contractor shall provide support services to NASA's special access and sensitive compartment information programs, which is governed by NPR 1600.1.

3.6.2 Technology Protection Program (TPP)

The Contractor shall provide support services to the NASA TPP (also known as Program Security) in support of NASA's acquisition programs/projects IAW NPR 1600.1, Chapter 8. The Technology Protection task areas include: 1) Task Management, 2) TPP Planning and Implementation, 3) Input to Security Policy and Procedure Development, and 4) Security Awareness Training.

3.6.3 Operations Security (OPSEC)

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

3.7 Emergency Management

3.7.1 The Contractor shall participate in the annual review of the SSC Emergency Management Plan (SPLN-1040-0006) IAW DR GA-01, *Emergency Management Plan*.

3.7.2 The Contractor shall submit a status report of emergency management training IAW DR MA-09, *Emergency Management Training Requirements for Security Officers*.

3.7.3 The Contractor shall provide support services relevant to the efficient, effective and obligatory capabilities supporting the framework by which NASA prepares for, responds to, recovers from, and mitigates the impacts of a wide variety of emergencies and natural and technological disasters that could adversely affect the health and safety of people, the continuity of mission essential operations and infrastructure, and the environment

3.7.4 The Contractor shall provide EOC support, and will take the lead on security related incidents, IAW SPLN-1040-0006.

3.7.5 The Contractor shall support short and long term COOP planning. The Contractor shall support the coordination of Test Training and Exercise (TT&E) activities to address NASA and external requirements demonstrating the Center’s capabilities in readiness and continuity.

3.8 Emergency Operations

3.8.1 Emergency Operations Center Staffing

3.8.1.1 The Contractor shall staff and assist in the operation of the EOC and related equipment (computer systems/software and communications equipment) as needed, in addition to being capable of supporting security services at an alternate facility under continuity of operations planning.

3.8.1.2 In the event of a major security incident, the Contractor shall staff the Incident Command Post (ICP) in the EOC.

3.8.1.3 (GPO Only) In the event of an emergency, the Contractor shall be required to secure the site for the duration of the situation. The Contractor will:

- Immediately secure the facility until the Government initiates the "All Clear"
- Account for assets within the facility
- Conduct a walk-through to ascertain the status of the facility, assets and any damage

3.8.2 Incident Command Structure

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

3.9 Continuity of Operations (COOP)

3.9.1 Planning Requirements

3.9.1.1 The Contractor shall support developing, maintaining and evaluating plans and operations, to ensure the required COOP capability exists IAW DR GA-02, *Continuity of Operations Program (COOP) Plan.*

3.10 Test, Training & Exercise (TT&E)

The Contractor shall participate in activities designed to test, train and exercise emergency management and continuity capabilities essential to demonstrate, evaluate, and ultimately improve the ability to execute the planned capabilities.