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**NATIONAL AERONAUTICS AND SPACE ADMINISTRATION (NASA)/AMES RESEARCH
CENTER (ARC) PROTECTIVE SERVICES OFFICE (PSO) SUPPORT SERVICES
CONTRACT PERFORMANCE WORK STATEMENT (PWS)**

Attachment J.1(a)1

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1.0 INTRODUCTION**1.1 Contract Overview**

The purpose of the Ames Research Center (ARC) Protective Services contract is to provide protective services including: uniformed security operations; infrastructure security; personnel security; international visit coordination; export control; visitor registration/pass processing; employee badging; dispatch; firefighting, fire prevention and fire protection engineering; aircraft rescue and firefighting (ARFF); emergency management; federal law enforcement and training. The Government's primary objective for this contract is to provide efficient and effective protection of human and property resources for NASA ARC.

Any law enforcement function described in this PWS shall be performed in accordance with the authority granted by the United States Code Title 51 "National and Commercial Space Programs", and is ancillary to the security operations required by this contract. This authority shall be exercised as set forth in 14 CFR 1203b.103.

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 by strict adherence to standard practices and procedures.

2.0 PROGRAM MANAGEMENT

The Contractor shall provide all labor, materials, supervision, equipment, transportation, management, except as otherwise specified in the contract and the Contractor shall use its best judgment regarding determination of efficient and appropriate staffing levels to ensure that the facility is covered on a 24 hour/7 day per week basis necessary to successfully perform the requirements set forth herein. All work products created or developed by the Contractor in support of a data/Information Technology (IT) deliverable required under this Performance Work Statement (PWS) are considered by the Government as constituting a part of the specific deliverable. The Contractor shall comply with the qualifications and other requirements set forth in the Appendices to this PWS.

The Contractor shall:

1. Provide all program management including technical and business functions to plan, implement, track, report, and deliver the required products and services described in this PWS and contract. Additionally, all contractor personnel shall be required to sign Non-Disclosure agreements before starting work in accordance with Section J.1(a), Attachment 3, Contract Data Requirements List (CDRL) Report 6.
2. Ensure successful implementation of contract requirements through the utilization of a fully trained and qualified workforce to accomplish all aspects of their job assignment(s).
3. Provide continuous assessment and evaluation to identify protective service weaknesses and vulnerabilities and recommend appropriate corrective action.
4. Provide responsive customer-focused services through communication and coordination with the Government and other contractors.
5. Unless otherwise specified elsewhere in this PWS, adhere to existing work processes, reviewing for continued applicability; update and maintain these processes or, where warranted, develop and maintain new processes for improved effectiveness and efficiency; coordinate with the Government on any content changes or new processes including Protective Services Office (PSO) Standard Operating Procedures (SOPs) in accordance with Section J.1(a), Attachment 3, CDRL, Report 33.
6. Maintain cognizance of proposed and implemented changes to all compliance documents including all applicable laws, regulations, policies, and directives. Identify impacts to Contractor requirements, processes, and practices.
7. Make trade-off recommendations to the Government for new or changing requirements to avoid cost impacts.
8. Ensure all Contractor personnel data including name, title, phone numbers, supervisor, mail code, fax number, location, regular work week, work start time/work end time, any special needs, assignments/locations, team leads, and employee delegates are maintained.
9. Ensure the Contractor has a Top Secret National Security Clearance level prior to any work being performed on ARC, and maintain that clearance throughout the life of the contract. Clearance level requirements for individual positions as applicable are

identified in the attached Appendices. Provide a quarterly Visit Authorization Letter annotating changes in employee, employment status changes, clearance levels, investigation types, investigation completion dates in accordance with Section J.1 (a), Attachment 3, CDRL Report 30.

10. The Contractor shall follow all applicable Federal, State, and Local government, and NASA standards, laws, and regulations which may, or may not, be referenced within this PWS and contract. Some of the standards included in the attached Appendices are listed below:

Appendix	Title
E	SO/SPO Qualifications
F	Officer Uniforms and Equipment Requirements
M	Fire Fighter/Officer Minimum Personnel Qualifications
P	Vehicle Decal

2.1 Hours of Operations and Normal Workload Fluctuations

Unless otherwise defined in the PWS, the Contractor shall be responsible for performing the day-to-day operations of ARC's protective services as required by the PWS, 7 days per week and 24 hours per day.

The Contractor shall support certain events or activities that require an increase to the contractor's existing workforce and/or increased hours (e.g. overtime, shift changes). This support must be coordinated with the Contracting Officer's Technical Representative (COTR) and approved in advance by the Contracting Officer (CO) unless determined to be an emergency (See Section 6.0). This may necessitate the issuance of an IDIQ task order or other written notice, as determined by the CO. Normal workload fluctuations include, but are not limited to, augmentation of posts or patrols, due to mission exigencies and normally occurring security and law enforcement events (e.g. traffic control/enforcement, escorts, preliminary incident investigation, and accident/emergency response).

2.2 Contract Management

The Contractor shall:

1. Track and report all contract work activity, including subcontracts and Contract Task Orders (CTO). Reporting shall provide timely and accurate visibility of contract status including workforce, cost, and schedule performance in accordance with Section J.1(a), Attachment 3, CDRL Reports 1, 2, 3, 5, 7, 8, 9, 10, 11, 12, 14 and 17.
2. Apprise the COTR and CO of any human resource issues that could have an impact on the successful performance of contract requirements.
3. Implement effective and efficient strategies to establish and sustain amicable relations with labor unions while using prudent business practices to ensure best value to the Government.
4. Provide all reports required by Section J.1(a), Attachment 3, CDRL Report 1.

5. Document all Mishap, Close Call, work-related injury into the *Incident Reporting Information System (IRIS)* within 24 hours in accordance with Section J.1(a), Attachment 3, CDRL Report 3.
6. Submit the Monthly Status and Statistics Report in accordance with Section J.1(a), Attachment 3, CDRL Report 1.
7. Respond to changing service requirements and prioritize activities to best accomplish the intent of the contract. Strategies for responding to those changing levels of demand, whether they are triggered by NASA mission change, changes to the threat level, regulatory requirements, budgetary adjustments or other factors, shall be coordinated with and approved by the COTR.

Note: Emergency Preparedness and Response: The Contractor's obligation may include resolution of unusual or emergency situations. The Contractor may be required to assist NASA within the general scope of work, but in currently unidentified ways, in preparation for or in response to emergencies. Obligations under this requirement will only arise when one or more of the criteria at FAR 18.001, *Emergency Acquisition Flexibilities*, are met. If the emergency preparedness and response requirements result in changes to the contract, all contract adjustments will be processed in accordance with the Changes clause of this contract.

8. Remain cognizant of current protective services issues, trends, laws, regulations, and technologies.
9. Perform all services in compliance with applicable Federal Statutes, Regulations, Executive Orders, NASA and Ames Research Center (ARC) Policy Documents (NPD/APD) and Procedural Requirements (NPR/APR), and state laws. Specific reference is made to the provisions of law included in Part I, Chapter 44, 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.
10. Provide continuous assessment and evaluation to identify protective services weaknesses and vulnerabilities, and recommend appropriate corrective action.
11. Develop, maintain, and update *Standard Operating Procedures (SOP)* in accordance with Section J.1(a), Attachment 3, CDRL Report 33 for operations conducted under this PWS. All SOPs and modifications to SOPs shall be approved by the CO, the COTR and the affected Task Manager (TM) prior to implementation. Additionally, SOPs may need to have legal review and approval before implementation.
12. Provide support to address evolving requirements resulting from NASA-specific threats and from the implementation of new federal mandates related to counterterrorism and homeland security on an as-needed basis.

13. Increase and enhance security safeguards and countermeasures in the event of an increased security threat based on the Department of Homeland Security National Threat Advisory or other credible threat indicators.
14. The contractor shall provide and maintain the minimum staffing in accordance with Core requirements. Individual Fixed Price Task Orders will be issued for all other requirements of this PWS. Additionally, task orders shall be issued on a Time and Materials (T&M) basis for the purchase of travel, training and materials in support of various parts of this PWS. The contractor shall manage the total work effort associated with the protective services office to assure adequate and timely completion of services.
15. 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 ARC contractors to ensure timely and effective execution of Program mission requirements.
16. Perform work in such a manner that causes minimal interruption to, or interference with, proper execution of Government business.
17. Ensure all contract personnel have a national security clearance commensurate with the highest level of classified information to which they have access, or as required/requested by COTR/Task Manager (TM).
18. Be responsible for maintaining satisfactory employee conduct and integrity. Immediately initiate and administer any disciplinary action to its employees, as may be necessary in cases of 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, misrepresenting information, failing to provide complete details when asked, 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 safety inspections or other investigations conducted by the Government.
19. Notify the TM and COTR within twelve (12) hours of the discovery by the contractor of any incident where the contractor's employee(s) failed to comply with the terms of this contract, written technical direction, SOPs, NPRs, APRs, regulations and/or law. Upon notification, NASA will determine whether a Government investigation of the incident(s) is required. This does not preclude the contractor from performing their own investigation.

20. 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.
21. Manage the total work effort associated with the protective services required to assure adequate and timely completion of services. Included in this function will be a full range of management and administrative duties including program management, phase-in planning, scheduling, report preparation, risk management, establishing and maintaining records and quality control.
22. Be prohibited from display of a corporate logo, trademark, badge, patch, decal, or other 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.
23. Obtain, track, maintain, and provide inventory accountability of all necessary equipment.

2.3 Handling of Special Events

The Contractor shall participate in pre-event planning meetings and provide protective services for all events requiring such services at ARC. Examples include special events like health and fitness events, safety fairs, emergency/disaster exercises, open-house events, Yuri's Night, and air shows. Large special events may necessitate the issuance of an IDIQ task order or other written notice, as determined by the CO. Many special events shall be supported by the Contractor as part of the normal workload fluctuations under existing task orders and this may include events defined as either small or large. The COTR in collaboration with the CO will determine if any event will require issuance of a new IDIQ task order. If it has been determined that no Task Order needs to be issued, the Contractor shall support the event as part of the normal workload fluctuations under existing task orders.

2.4 Records Management

The Contractor shall:

1. Ensure accurate and complete records of Government business are maintained in accordance with the *NPR 1441.1, NASA Records Retention Schedules*. This includes legacy, hard/electronic copy and vital records.
2. Segregate records of Government business from company-owned records and from non-record materials.
3. Provide NASA or authorized representatives access to all Government records in accordance with FAR Subpart 4.7, *Contractor Records Retention*.
4. Deliver Government records to the NASA ARC Records Manager in accordance with *NPD 1440.6, NASA Records Management*, at the completion or termination of this contract, as applicable.

2.5 Vehicle Management

The Contractor shall:

1. Perform vehicle management functions in accordance with *NPR 6200.1, NASA Transportation and General Traffic Management; NPD 6000.1, Transportation Management; NASA Official Fleet Management Handbook, EO 13423, and EO 13514.*
2. Ensure that all drivers possess and maintain a valid California state driver's license, with applicable endorsements, for equipment being operated.
3. Provide a *Vehicle Utilization Plan* per Section J.1(a), Attachment 3, report 19.
4. Reserved.
5. The Government shall provide, through GSA, certain vehicles it deems necessary to perform this contract. The contractor shall coordinate with the ARC Motor Pool for maintenance on all Government-furnished vehicles. Any additional vehicles provided by the Contractor shall be maintained by the Contractor. Fuel for Contractor-provided vehicles shall be the responsibility of the Contractor.
6. Fuel for Government-furnished GSA vehicles shall be provided by the Government.
7. The contractor shall be responsible for the proper care, custody, accountability and maintenance of all Government-furnished supplies and equipment as required by the Task Order(s).
8. The contractor shall be responsible for any damage to vehicles, Government, or other property when it has been determined that the damage resulted from the negligence of the contractor, or in the case of a Government-furnished vehicle, the vehicle operator. A CHP Form 555, 555-1 or 556 (applicable form is dependent on the type of injury/damage incurred), shall be filed in accordance with Section J.1(a), Attachment 3, CDRL Report 15. The NASA/Ames Research Center Safety and Mission Assurance Office shall be provided a copy of the applicable CHP Form by the Center Chief of Security (CCS), or by the CCS delegate.
9. GSA or Government-owned/furnished vehicles shall be used for official Government business only

2.6 Ames Physical Security Plan

The Contractor shall:

Provide a professionally managed, comprehensive security services program and Physical Security Plan that complies with the *NPR 1600.1, NASA Security Program Procedural Requirements and as specified in Section J.1(a), Attachment 3, CDRL Report 36.*

3.0 UNIFORMED OPERATIONS

The Contractor shall utilize armed Security Police Officers (SPO) and armed Security Officers (SO) to perform the requirements set forth below. Tasks performed by the Contractor shall include but not limited to:

- a. respond to alarms and emergencies,
- b. enforce NASA and federal regulations,
- c. conduct personnel, vehicular, and facility checks and inspections,
- d. perimeter and facility access control,
- e. package and parcel inspection,
- f. crowd control,
- g. parking and traffic control,
- h.. patrol public areas, roadways
- i. staff gates,
- j. establish roadblocks,
- k. observe and report fires, water leaks, environmental threats, and other hazards,
- l. lock and unlock facilities and rooms,
- m. conduct flag protocols,
- n. safeguard NASA aircraft and other sensitive and critical assets,
- o. provide motorist assistance, and
- p. escort persons and equipment.

This is accomplished through the use of static posts (Fixed) at perimeter gates and foot/mobile (Mobile) patrols. Additionally, all work products created or developed by the Contractor in support of a data/IT deliverable required under this Section of the PWS are considered by the Government as constituting a part of the specific deliverable.

The Contractor shall:

1. Prepare, review, distribute, and maintain General Orders, Post Orders, emergency and special orders for each security post and position.
2. Immediately notify the NASA/ARC PSO of all significant incidents (e.g., potential for violence, felony arrest, potential counterintelligence matters, and media involvement).
3. Track, disposition, and account for all Central Violation Bureau citations, fines, reports, hearing schedule, and refer cases to AUSA office at the direction of NASA Special Agent or Chief of Security.
4. Reserved.
5. Provide armed SOs and SPOs to safeguard personnel and material resources located on ARC property. Mobile patrols and Fixed posts are 24/7 unless otherwise noted in Table 3.0.1, Uniformed Operations – Posts/Patrols. As directed by the COTR, the Contractor shall support any deviation on post or position (e.g. Construction/Special Projects, Special Events, and Protests).

Note: All requirements identified in the PWS sections are expected to be performed by the post or positions identified in Table 3.0.1, below. Contractor is expected to utilize flexible scheduling to manage individual duties or assignments.

- 6. Staffing shall be based on the contractor providing access control and security at the posts in Table 3.0.1, Uniformed Security Operations – Posts:

Note: The number of posts staffed by SOs or SPOs may increase or decrease from time-to-time depending on the dynamic needs of the Center.

Table 3.0.1 Uniformed Operations – Posts/Patrols

Post/Position	Type	Training Required	Title	Notes
Watch Commander	Mobile	FAA	SPO	
Main Gate Position 1 – Entry Control	Fixed	SOFCC	SO	
Main Gate Position 2 – Entry Control	Fixed	SOFCC	SO	No Holidays
Arnold Gate Position 1 – Entry Control	Fixed	SOFCC	SO	
Mark Gate Position 1 – Entry Control	Fixed	SOFCC	SO	No Holidays
Macon Gate Position 1 – Entry Control	Fixed	SOFCC	SO	
Ellis Gate Position 1 – Entry Control	Fixed	SOFCC	SO	No Holidays
Wright Gate Position 1 – Entry Control	Fixed	SOFCC	SO	
King Gate Position 1 – Entry Control	Fixed	SOFCC	SO	
East Gate Position 1 – Entry Control	Fixed	SOFCC	SO	
Lockheed Gate Position 1 – Entry Control	Fixed	SOFCC	SO	
Vehicle Inspector-1 – Assigned location	Mobile	SOFCC	SO	No Holidays
Vehicle Inspector-2 Assigned Locations	Mobile	SOFCC	SO	No Holidays
SO-Rover 1	Mobile	SOFCC	SO	
SO-Rover 2	Mobile	SOFCC	SO	
SO-Rover 3	Mobile	SOFCC	SO	
K-9 Patrol	Mobile	FAA/K-9	SPO	
Law Enforcement Patrol(s)	Mobile	FAA	SPO	

- 7. Conduct shift formation at the beginning of each shift prior to posting. Shift formation shall include roll call, uniform inspection, weapons check, intelligence and safety briefings, and other briefs as necessary.

8. Perform routine patrol operations, inspect road conditions, traffic signs, zoned areas, parking areas, street, parking lot and building lighting, traffic conditions, perimeter security fencing or other conditions that could damage or hamper the mission of ARC or create a traffic safety hazard, the SPO or SO on mobile patrol will call in the hazard to NASA ARC/Moffett Police and Fire Dispatch Center (Dispatch) for corrective action to the appropriate responsible official (e.g., ARC Duty Officer or Traffic Manager).
9. Conduct welfare checks of employees and other personnel authorized to work after normal duty hours.
10. Implement and enforce a standard dress code policy to ensure that personnel wear the prescribed duty uniform or other appropriate civilian attire. Duty uniforms shall be neat, clean, and display the NASA Protective Services patch and officer nametag.
11. Require all SOs assigned to perimeter gates to wear all prescribed equipment as conditions dictate.
12. Require SOs performing vehicle inspections to employ approved methods to detect the presence of weapons, illegal contraband, explosives, chemicals, biological agents, or radiological threats to personnel and assets.
13. Perform routine activities throughout the Center, identify and make a report of hazardous conditions and items in need of repair that represent a safety or environmental concern, to include inoperative lights or lighting equipment, broken or slippery floors and walkways, and unknown substances or chemical spills.
14. Identify, correct where possible, and make a report of fire safety issues to include coffee pots left on, and overheated or "smoking" equipment when detected during the normal course of patrol.
15. Provide the applicable form, memorandum or report in accordance with Section J.1(a), Attachment 3, CDRL Report 15 for all security-related, criminal incidents or miscellaneous incidents along with preliminary investigations of the incident, which is due not later than the end of shift during which the incident occurred or was reported. Dispatch or the on-duty Security Police Lieutenant shall make immediate telephonic or other notifications, as appropriate and required by *NPD*, *NPR* or *SOP*.
16. Ensure all on-duty SOs and SPOs are in constant communication with Dispatch.
17. Perform special operation support and hazardous operation safety roadblocks in accordance with approved safety and security plans.
18. Establish Extended Restricted Areas (ERAs) and enforce danger area safety zones to preclude entry of unauthorized persons into the expanded temporary restricted or critical areas as outlined in Contractor developed and PSO approved plans to support operations as requested by the COTR or CO.

19. Control ingress and egress at specified ARC installation entry control points in accordance with applicable NASA-ARC directives and SOPs.
20. Conduct entry, exit, and on-property inspections of vehicles and hand carried items using a Contractor generated schedule approved by ARC PSO. These checks shall be conducted to safeguard and prevent the unauthorized removal of Government property and prevent introduction of contraband.
21. Investigate incidents and offenses, safeguard disaster and crime scenes, enforce traffic regulations, investigate traffic accidents, direct traffic, and issue citations. Provide the Mishap Report in accordance with Section J.1(a), Attachment 3, CDRL Report 15, within the next business day.
22. Control access to incident scenes involving safety, fire, workplace violence, natural disaster or other emergencies. Senior Fire Officer or SPO on scene shall assume on-site incident command unless relieved by a qualified Government official as defined in the ARC Emergency Operations Plan (EOP), and then provide area access control until released by recognized ARC authority.
23. Exercise the authority and responsibility to identify and request the use of any service, equipment, or assistance at ARC that may be required to reduce the impact of an emergency.
24. Coordinate and recommend security related revisions to the NASA Emergency Manager for possible incorporation into the ARC Emergency Operations Plan (EOP).
25. Provide patrols for the inspection and reporting of suspicious activities, unsecured, unsafe, and hazardous conditions of gates, bollards, facilities, offices, docks, light rail station , and roadways.
26. Conduct roving patrols of the Center roadways and waterways at various times to avoid patterns of predictable behavior. Patrol primary function is to participate in maintaining a secure facility, e.g. to deter, prevent and detect break-ins, vandalism, Center and facility breaches, security violations and criminal conduct, etc. In addition, the Contractor shall be alert for crimes of opportunity and shall initiate positive control actions to deter or prevent criminal activity.
27. Report, in a timely manner, suspicious incidents with potential association to espionage or terrorism to NASA Counterintelligence or Counterterrorism Special Agents.
28. Arrest or detain criminal suspects for identification and investigative purposes.
29. Provide investigative support to conduct internal and special investigations as directed by the COTR. Incident reports and other traditional law enforcement reports shall be

provided in accordance with Section J.1(a), Attachment 3, CDRL Report 15 to the TM and COTR. These duties may only be performed by a SPO.

30. Identify and immediately report unsafe or potentially unsafe conditions, procedures, or activities to Dispatch.
31. Ensure that SOs/SPOs respond expeditiously to requests for assistance and emergencies or alarms in accordance with PSO approved SOPs. Examples include response to electronic security system alarms, unsecured area alarms, duress alarms, fire alarms, environmental and oxygen sensor alarms, hazardous incidents, medical emergencies and unlock requests.
32. Provide patrols to randomly check facilities to ensure they are properly secured and periodically conduct facility walk-through inspections to check for unlocked classified security containers.
33. Conduct special activities such as badge checks at specific locations, areas, or facilities on Center. These activities will be performed in lieu of routine patrol activities using on-duty assets.
34. Provide protective services for stored or transported NASA hardware and other items and facilities.
35. Provide executive protection for important Government officials, distinguished visitors, and others.
36. Assist NASA PSO Special Agents with plan development for VIP visits and dignitary protection.
37. Provide protective services for any onsite employee while the employee is at their job site as directed by the COTR/TM.
38. Escort people from the Center for security reasons as necessary.
39. Provide the capability to respond to bomb threats and suspicious packages. The Contractor shall:
 - a. Investigate and conduct searches to locate possible threats
 - b. Identify packages or items and make a determination if they are potential hazardous devices
 - c. Establish and secure perimeters for an area or facility should a package or items be determined a threat
 - d. Notify the Center Chief of Security (CCS) and the ARC Fire Department of suspicious packages in accordance with approved SOPs
 - e. Potential hazardous devices, include, but are not limited to: bomb, improvised explosive device, commercial explosives, fireworks, suspicious packages, or ordnance

40. Provide personnel trained in hostage negotiation techniques capable of responding to a critical incident involving a hostage-taking or barricaded subject. Ensure negotiator training remains current. A sufficient number of personnel shall be trained such that a trained negotiator is on-duty at all times.
41. Display current Threat Condition level signage at each perimeter gate.
42. Ensure SPOs and SOs are trained by contractor in hazardous materials to the First Responder Awareness (FRA) level. The FRA certifications shall be maintained by the Program Manager.
43. Conduct Security/Safety Briefings for Center activities (e.g., Student/Intern Orientation).

3.1 Traffic Enforcement

The Contractor shall keep ARC roadways safe, shall conduct motor vehicle traffic enforcement, protect human life, Government assets and other high-value property; assist in the escort of NASA hardware; and conduct VIP and dignitary escorts.

The Contractor shall:

1. Provide traffic enforcement per Ames Procedural Requirements (APR) 1600.5, Traffic Management Plan, and California Vehicle Code.
2. Enforce and respond to traffic regulations, conduct vehicle stops, direct traffic, investigate traffic accidents, write reports, and issue traffic citations.
3. Maintain, calibrate, and purchase replacement Preliminary Alcohol Screening devices.
4. Provide crime detection and prevention, make arrests, respond to emergencies, and provide roadway and parking area safety through the application of NASA PSO directed enforcement techniques.
5. Utilize in-car audio, video, and speed detection systems.
6. Provide security and protection to persons in custody and transport them to a detention facility as necessary.
7. Perform protection for VIP and dignitary visits when required, and provide escort for movement of NASA hardware.
8. Respond to two (2) simultaneous emergencies, including providing at least one (1) backup officer at each event.
9. Respond to emergency calls within five (5) minutes of notification to Dispatch, with at least one (1) backup officer also on-scene within five (5) minutes.

10. Respond to intrusion alarms at certain pre-designated facilities within five (5) minutes, with at least one (1) backup officer also on-scene within five (5) minutes.
11. Respond to non-emergency calls within fifteen (15) minutes of notification to Dispatch.
12. 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.
13. Notify the TM immediately when a traffic accident involves members of the contractor staff. The TM will advise the contractor as to the investigative responsibility.

3.2 Canine (K-9) Operations

K-9 units shall be assigned to the patrol shifts to cover all areas of ARC. The K-9 units shall be responsible for tasks to include explosive and narcotics detection, facility and vehicle sweeps, assist with traffic stops, and searches for persons or evidence.

The Contractor shall:

1. Provide training, nationally recognized certification, maintenance, care, and control of canine resources.
2. Maintain K-9s capable of detecting and indicating the presence of contraband (passive alert), such as narcotics or explosives, and performing security and law enforcement patrols as an adjunct to a SPO.
3. Conduct narcotics and explosive sweeps.
4. Provide Canine Kennel to house and maintain K-9s.

3.3 Criminal Violation Enforcement

In performing the security functions described in this PWS, the Contractor will encounter criminal activity. ARC uses the Federal Magistrate Program to prosecute violations of Class B misdemeanors. All SPOs have specialized training in Federal Arrest Authority (FAA), the federal magistrate process, and the District Court Violation Bureau process, and are authorized to issue District Court Violation Notices. SPOs are also trained in ARC processes for handling Class A misdemeanors and felonies.

The contractor shall:

1. Provide SPOs trained in Federal Arrest Authority, the federal magistrate process, and the District Court Violation Bureau process and be authorized to issue District Court Violation Notices.
2. Enforce federal law, assimilated state law, and NASA regulations; conduct vehicle stops; direct traffic; make arrests; issue District Court Violation Notices and ARC citations, write reports, conduct DUI testing, transport prisoners, and testify in court giving direct evidence in the form of sworn testimony, to identify legal issues, establish facts, and identify procedures in judicial and non-judicial settings.

3. Ensure all SPOs are familiar with the authorities and limitations of the different Legislative Jurisdictions. SPOs shall perform their duties consistent with the Legislative Jurisdiction in which the crime occurs, requesting assistance from the appropriate outside agencies when required
4. Provide in-depth fact finding methods 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.
5. Maintain records of crime and criminal information in accordance with applicable Federal law and NASA regulations. (Examples of reports to be maintained include, but are not limited to: police reports, reports of investigation, investigation records, incident reports, police contact reports, use of force reports, traffic enforcement records, traffic accident reports/records, dispatch logs and chain of custody documentation) in accordance with Section J.1(a), Attachment 3, CDRL Report 2.
6. Create a Monthly Statistical Data Report that includes the reporting of incidents of criminal activity including but are not limited to felony and misdemeanor crimes, e.g., thefts, unauthorized possession of a weapon, assault, security violations; also outside agency assists). Additionally, the Contractor shall provide CHP 555, CHP 555-1 or CHP 556, as applicable, medical emergencies and Fire Services responses (ARFF, structural, Hazmat, etc.).
7. Maintain a calendar of special events taking place at ARC.
8. Give direct evidence in the form of sworn testimony, to identify legal issues, establish facts, and identify procedures in judicial and non-judicial settings.
9. Identify, protect, and retain evidence in criminal and administrative matters to maintain integrity and establish chain of custody.
10. 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. Provide a daily topical and/or chronological record of activities associated with criminal incidents, life safety, and general security. This Daily Blotter will be made available to specific NASA civil servants as identified by the TM.
12. Provide security and protection to persons in custody or detained persons during transport operations pending further detention, release, or transfer to another jurisdiction.
13. Transport prisoners from ARC property in accordance with ARC policies, SOPs and according to agreements with other jurisdictional authorities and agencies.
14. 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.

15. Develop SOPs in accordance with Section J.1(a), Attachment 3, CDRL Report 33, that coordinate the activities of the ARC Protective Services Office personnel and State and Federal military organization security forces (e.g., California Air National Guard) that may also operate on ARC. These SOPs shall be approved by the CO, the COTR and the affected Task Manager (TM) prior to implementation.

Note: These SOPs shall be consistent with the terms of any agreements in effect between NASA and these military organization(s).

16. Respond to and protect the physical area associated with criminal activity likely to provide valuable information to the investigative process.
17. Guard and maintain the legal and physical integrity of evidence from destruction, tampering, or loss.

3.4 Emergency Response Team (ERT)

The ARC ERT has training in special weapons and tactics and is capable of immediate response to any type of threat or security emergency on ARC. ERT duties and responsibilities are in addition to the duties and responsibilities contained in 3.0, Uniformed Operations.

The contractor shall:

1. Provide a team of SPOs who meet the enhanced physical standards for specialized teams found in NASA *NPR 1600.1*.

Note: A team consists of a reasonable “on duty” number or “able to rapidly assemble and respond” number per industry norms based on incident type, facility size, population and ingress and egress constraints.

2. Be trained in hostage and victim rescue, special tactics and planning, negotiation and the use of specialized equipment, firearms, and other weapons.
3. Be capable of an immediate on-site response to effectively and safely resolve a variety of critical security incidents including, workplace violence, active shooter, hostage situation, and terrorist aggression.
4. Develop SOPs in accordance with Section J.1(a), Attachment 3, CDRL Report 33 for operations in critical/hazardous areas and public facilities and conduct normal SPO patrol duties as described and come together as an ERT only as needed.

3.5 Security Armory

Security Armory encompasses the operations and maintenance of the ARC armory for the purpose of storage and issue of weapons, ammunition, portable radios and other necessary Government Furnished Property (GFP) and equipment used by SOs and SPOs. Armory issuance officials will also be responsible for the issuance of patrol vehicles and maintain duty rosters provided to them by the Watch Commanders. The ARC Armory is equipped with alarm system and an exterior Closed Circuit Television (CCTV).

The Contractor shall:

1. Coordinate with Dispatch to ensure operability of the CCTV and alarm system once per shift.
2. Utilize the ARC armory to safely store, maintain, repair (when possible), account for, issue, and receive weapons, ammunition, portable radios, and other necessary equipment to authorized personnel.
3. Complete an inventory of all weapons, ammunition, portable radios, keys, and accountable equipment (e.g. traffic radars, binoculars, night vision devices, etc.), stored in the ARC armory at the beginning of each shift. The hard copy of the completed inventory form shall be kept in accordance with the Records Retention Schedule, in Building 15, MS, 15-1.
4. Immediately report any lost or damaged weapons, ammunition, or equipment to the on-duty Watch Commander for action.
5. Ensure weapon clearing barrels are provided for the safe issuance and turn-in of weapons.
6. Maintain a list of SOs and SPOs not qualified or authorized to carry weapons. Officers not qualified or authorized to carry weapons may not work a post. Notwithstanding, the Contractor is responsible to provide suitably trained SOs and SPOs to meet the requirements of this PWS.
7. Provide training and duty ammunition for all assigned weapons sufficient to equip officers and NASA Special Agents.
8. Each SPO and SO issued a handgun will 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.
9. Ensure that weapons are stored unloaded.
10. Intermediate force weapons are required in accordance with *NPR 1600.1*. A Collapsible Baton and OC Spray (1% CS and 1% OC which is rated at 2,000,000 SHU) shall be carried while on-duty by all SPOs and SOs. These intermediate weapons shall be provided by the contractor.
11. Ensure that its Training Specialist possesses all required certifications as an armorer/gunsmith capable of performing all duties associated with all weaponry used in conjunction with the performance of the contract.

3.6 Flag Protocol

The ARC flag protocol office is located at ARC Security Patrol Headquarters, Building 15, and serves as the central contact for the flags located on ARC. The office provides handling of flags including the raising and lowering of flags and replacement of worn flags on designated poles; half-staff notifications to tenant organizations; flag procurement and storage. The designated flag pole locations are as follows: Headquarters Building 200, the parade grounds in front of Building 17 and the NASA/ARC Fire Department, Building 580.

The Contractor shall:

1. Comply with the ARC Flag Policy, Chapter 24, *NPR 1600.1* rules and federal regulations concerning U.S. flag protocol.
2. Coordinate all U.S. flag protocol actions, (e.g., half-staff notifications) with the ARC Flag Protocol Officer. Only sworn uniformed SOs or SPOs shall have the honor of raising, lowering, folding, and unfurling the U.S. and NASA flags.
3. Maintain an updated listing of tenant organizations that have flag poles which allow the flag to be raised and lowered.
4. Notify tenant organizations when the U.S. flag is to be flown at half-staff.
5. Periodically inspect the U.S. and NASA flags for weathered or worn appearance and advise the TM accordingly.
6. Provide a dignified destruction method for worn U.S. flags that are no longer serviceable.

3.7 NASA ARC/Moffett Police and Fire Dispatch Center (Dispatch)

Dispatch is located in building 241, room 105. It serves as the emergency dispatch for ARC. Personnel in Dispatch monitor all alarms, fire and security, access control, recording, Closed Circuit Television (CCTV) and make all radio communications to emergency responders 24/7.

The Contractor shall:

1. Provide a minimum of two qualified dispatch personnel to operate Dispatch 24/7. Dispatch contains emergency and administrative telephones, point-to-point telephones, access control systems, fire and security alarm systems, CCTV systems, Criminal Justice Information System (CJIS) Terminal, California Law Enforcement Telecommunications System (CLETS), 2-way radio base stations with multi-net/bridging capabilities, CCTV voice recording systems, and aircraft communication systems.
2. Maintain an up-to-date list in Dispatch of emergency contact telephone numbers, including NASA Protective Services Office (PSO), center management, center emergency operations personnel, federal and local law enforcement agencies, local emergency management, communication dispatch centers, and fire departments within Santa Clara County.
3. Maintain communication and coordination with other local and county dispatch centers in order to request mutual aid resources, receive requests for mutual aid support and to notify potentially affected jurisdictions of events at ARC that may impact their communities.
4. Operate the 911 emergency telephones and the Telephone Device for the Deaf (TDD).
5. Notify appropriate emergency response elements and provide updated information to emergency response elements as it is received by dispatchers.

6. Dispatch medical, fire, security services, and other resources from information received via basic communication systems or upon direct request.
7. Track and record all incidents, accidents, calls for service, emergency situations, and alarm activations and responses in the ARC Daily Blotter database. Any system outages or shortcomings that impact the operation of systems installed in Dispatch shall be documented by the dispatchers and provided to the TM within three (3) hours. Any utility outages must also be reported to the on-duty Battalion Chief and Security Police Lieutenant immediately upon discovery.
8. Dispatcher shall maintain Dispatch Logs in accordance with the *Privacy Act of 1974*, and other applicable NASA/Federal regulations.
9. Conduct law enforcement checks through the use of CJIS, CLETS, and communications with various agencies to determine access suitability in support of law enforcement and personnel security.
10. Ensure dispatchers meet and maintain the requirements of National Fire Protection Association (NFPA) 1061, Professional Qualifications for Public Safety Telecommunicator and Emergency Medical Dispatch. NFPA 1221, Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems, shall be the guide for receiving, dispatching, and recording emergency communication. All dispatchers shall be certified to use the CJIS and CLETS systems and the National Incident Management System (NIMS) Incident Command System IS-100 and IS-700.
11. Notify appropriate emergency response elements and provide updated information to emergency response elements as it is received by dispatchers.
12. Provide an additional tactical dispatcher to the ARC Emergency Operations Center (EOC) during EOC activations when requested by the EOC Director, or to a field incident command post when requested by the incident commander and approved by the on-call civil servant. This tactical dispatch surge capability shall be available, upon request, 24/7.
13. Provide sixteen (16) hours of NASA approved dispatcher refresher training annually for each dispatcher and relief dispatcher. Such training curricula must approved by the TM and COTR.

3.8 NASA/ARC PSO SPO and SO Required Training and Recertification

Provide certified personnel from the first day of performance through completion of a Contract Task Order (CTO) in accordance with this PWS; the CTO, 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.

NASA, under separate contract, maintains the NASA Protective Services Training Academy (NPSTA) at Kennedy Space Center. The curriculum taught to NASA civil servant Special Agents, contractor SPOs and contractor SOs has been approved by the Attorney General of the United States as required by Title 51 USC 20134. Additionally, the agency has obtained accreditation of the NPSTA by the Commission on Accreditation for Law Enforcement Agencies

(CALEA). Therefore, the curriculum taught at NPSTA represents NASA policy and standards and is consistent with *NPR 1600.1*.

The Contractor shall:

1. Provide that SPOs and SOs attend and successfully complete an initial NPSTA Training Course and attend and successfully complete all periodic recertification by taking the NPSTA-Refresher Course at or near ARC as well as any other applicable protective services training as required by *NPR 1600.1*. Additionally, contractor will ensure that this training is provided to all ARC civil servant NASA Special Agents for certification or recertification. Should the student-to-instructor ratio allow, contractor shall make training slots available to SPOs, SOs, and civil servant NASA Special Agents from other NASA Centers.
2. Certify SOs by conducting the SO's Fundamental Course at ARC.
3. Maintain Cardio-Pulmonary Resuscitation and Automatic External Defibrillator instructor certification.

Note: Unless required by this PWS or a Task Order, only NASA standards and NPSTA and CALEA approved curriculum are authorized for use in SPO and SO Instruction. Where the PWS, Task Order or NASA is silent on an explicit training standard, the TM or COTR shall approve any proposed training curriculum prior to the curriculum being taught. Any request for a change in training standards must be reviewed by NPSTA responsible officials and approved by the TM before implementation.

4. Obtain the use of firearms ranges appropriate for firearms training, qualifications and re-qualifications for the training, qualification and requalification of all armed personnel, including NASA Special Agents.

Note: ARC does not have any firearms ranges at the Center. Comply with firearms range safety requirements and operations to maintain the required qualification and proficiency of the workforce, and support of other training requirements.

- a. Operate and maintain the force options training simulation system. Force options training will be provided by the Contractor to all armed personnel, including civil servant Special Agents, per the requirements of *NPR 1600.1*.
- b. Maintain original factory-standard configuration of all firearms using original manufacturer parts and equipment. Deviations may be approved in writing by the COTR.
- c. Ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment utilized by all members of the Protective Services Office, including NASA Special Agents.
- d. Provide firearms inspection and maintenance by a qualified armorer.
- e. Provide all firearms expendables for duty, and provide training and qualifications for both contractor staff and civil servant NASA Special Agents including, but not limited to: ammunition, targets, target mounting equipment, firearms maintenance and cleaning equipment and supplies.

5. Assume responsibility for all expenses associated with training to include, but not limited to state fees, license fees, certification fees, and transportation and lodging fees.
6. The contractor shall ensure all employees complete the following required training (within 30 days of employment):
 - a. Sensitive But Unclassified Awareness Training
 - b. IT Security
 - c. New Employee Safety and Health Orientation Training
 - d. Asbestos in the Workplace
 - e. Electrical Safety Awareness
 - f. ARC Hazard Communications for Office Workers
 - g. ARC Office Ergonomics
7. Update and maintain training and certification records in accordance with Section J.1(a), Attachment 3, CDRL Report 15 and be available for inspection in accordance with the Training Plan Report as specified in Section J.1(a), Attachment 3, CDRL Report 28.

3.9 State and Local Education Requirements

The Contractor shall:

1. Complete state and local educational requirements and obtain licenses or certifications identified by NASA.
2. Ensure all ARC SPOs and Dispatchers have completed a California Police Officer Standards and Training (POST), Approved Academy and 9-1-1 Basic Dispatch course, respectively. (Basic POST curriculum or basic POST equivalency). Additionally, ensure dispatchers successfully complete a POST Tactical Dispatch course as soon as practicable, but not later than one (1) year from the effective date of hire. Candidates for SPO positions shall successfully meet the requirements of California Penal Code Section 830.8, including the training requirements of California Penal Code section 832, or the equivalent thereof. All training associated with this Section 3.9, paragraph 2 is data-entered and maintained in accordance with Section J.1(a), Attachment 3, CDRL Report 15.
3. Obtain approval from the COTR for any additional training not required by the Government.

4.0 INFRASTRUCTURE SECURITY

All work products created or developed by the Contractor in support of a data/IT deliverable required under this Performance Work Statement (PWS) are considered by the Government as constituting a part of the specific deliverable.

4.1 Information Technology (IT), IT Security and Privacy

The Contractor shall:

1. Maintain, operate, and secure information systems that provide for the management, preparation, publication, control, and dissemination of information and data required by this contract.
2. Develop, update, and implement Infrastructure Security's IT Systems Security Plan (ITSSP) in accordance with NFS clause 1852.204-76; Security Requirements for Unclassified Information Technology Resources and data-enter plan updates into NASA Resource Management System (RMS) in accordance with Section J.1(a), Attachment 3, CDRL Report 11.
3. Develop, document, maintain, and manage operational and technical IT security policies, Standard Operating Procedures (*SOP*) in accordance with Section J.1(a), Attachment 3, CDRL Report 33, , and controls for all services the Contractor provides to the Government in accordance with updates to *NPR 2810.1, Security of Information Technology*.
4. Provide support for IT security to the system owner, CO, Organization Computer Security Official (OCSO), COTR, and Center IT Security Manager (ITSM) in accordance with *NPR 2810.1, Security of Information Technology*.
5. Encrypt sensitive information at rest and during transmission. Utilize the Government provided capability to meet data encryption requirements.
6. Implement privacy information protection in accordance with *NPD 1382.17, NASA Privacy Policy* and *NPR 1382.1, NASA Privacy Procedural Requirements*.
7. Adhere to NASA annual Federal Information Security Management Act (FISMA) reporting metrics, including annual IT Systems Security Plan (ITSSP) contingency plan testing and continuous monitoring of ITSSP security controls for adequacy and compliance. FISMA metrics and contingency plan testing reports shall be data-entered in accordance with Section J.1(a), Attachment 3, CDRL Report 11.
8. Utilize the Government provided computing and communications equipment and IT services identified in Section J.1(a), Attachment 4, Installation-Provided Government Property. Ensure IT security compliance for all Contractor provided IT systems and Government Furnished Property (GFP) in accordance with *NPR 2810.1, Security of Information Technology* .

4.2 Physical Security and Access Control Support

Physical security encompasses those physical measures, other than patrol operations designed to safeguard people, prevent unauthorized access to equipment, facilities, material and documents, and to safeguard them against damage or loss. The Contractor shall comply with all physical security requirements in accordance with Section J.1(a), Attachment 3, CDRL, Report 36. All work products created or developed by the Contractor in support of a data/IT deliverable required under this Performance Work Statement (PWS) are considered by the Government as constituting a part of the specific deliverable.

The Contractor shall:

1. Execute and sustain a comprehensive physical security protection program in accordance with Section J.1(a), Attachment 3, CDRL, Report 36, utilizing physical measures designed to safeguard people, prevent unauthorized access to equipment, facilities, material, and documents, and to safeguard them against damage and loss.
2. Use the Electronic Physical Access Control System (EPACS) in accordance with Section J.1(a), Attachment 3, CDRL, Report 28. Install and maintain electronic security systems such as intrusion alarms, locking devices and other security barriers, audio alarms and mobile patrol CCTV. This includes, but is not limited to, walls, fences, gates, doors, electronic and mechanical locks, turnstiles and bollards. Submit deficiencies to the NASA PSO.
3. Provide priority attention and added protection to NASA Mission Essential Infrastructure (MEI) assets and conduct MEI assessments in accordance with Section J.1(a), Attachment 3, CDRL, Report 36.
4. The Contractor shall maintain records of the numeric combinations and who has been approved for, and received these combinations in the NASA Resource Management System (RMS) in accordance with Section J.1(a), Attachment 3, CDRL, Report 37.
5. Use EPACS to manage, operate and maintain the IT systems associated with the control and monitoring of the access control systems in accordance with Section J.1(a), Attachment 3, CDRL, Report 28.
6. Maintain the capability to expand existing electronic security systems as new requirements develop. Electronic security systems that are IT-based shall adhere to the IT Security policies set forth in *NPR 2810.1, Security of Information Technology*.
 - a. Perform and/or assist in the design, development and coordination of any necessary reviews, hardware and software acquisition, installation, monitoring and maintenance of all electronic security systems.
 - b. Develop and operate a monitoring and alerting system that notifies and initiates appropriate responses to emergency or other activations of monitoring devices, including attempted and/or actual breaches of electronic security systems.
7. Resource Protection Program (RPP) - The ARC Resource Protection Program (RPP) is to promote safeguarding of NASA personnel and property by reducing the opportunity for theft, sabotage, terrorism, and workplace violence and to promote crime prevention by ensuring everyone safeguards Government property. This is accomplished through the implementation of a comprehensive Resource Protection Plan, Physical Security Plan, vulnerability and threat assessments and identification and protection of critical, one-of-a-kind assets.

The Contractor shall:

- a. Conduct physical security audits and inspections, security studies, reports and briefings to NASA/ARC PSO on installation protection needs and requirements. Conduct key audits and assessments of Center facilities and areas for the purpose of identifying security weaknesses and vulnerabilities and recommend countermeasures and solutions. Review and analyze proposed construction and renovations projects,

respond to user inquiries, evaluate statistical data, execute additional or enhanced physical security measures during periods of elevated threat conditions.

b. Translate resource protection and physical security requirements into local implementation plans and procedures, including Ames Policy Directives (APD), Ames Procedural Requirements (APR) and Standard Operating Procedures (SOP), subject to NASA/ARC PSO approval. Develop program security plans, facility security plans, site security plans, contingency plans and operational security plans and distribute as required.

4.3 RESERVED

4.4 Information Security (INFOSEC) and Communications Security (COMSEC)

INFOSEC and COMSEC concern the safeguarding and processing of classified national security information in accordance with federal law and regulations, including Executive Orders 12829, 12968, and 13526; DOD 5220.22-M, the *National Industrial Security Program Operating Manual* (NISPOM); 32 CFR Part 2001, *Information Security Oversight Office (ISOO) Implementing Directive*; COMSEC regulations (CNSS Policy No.1 and all associated policies, directives and instructions); *Joint Air Force-Army-Navy (JAFAN) Manuals* (6/0, 6/3, 6/4, and 6/9); *Intelligence Community Directives (ICD)* (503, 704, and 705); *National Security Telecommunications and Information Systems Security Advisory Memorandum (NSTISSAM) TEMPEST/2-95 Manual: NASA Policy Directive (NPD) 1600.2E, NASA Security Policy; NASA Procedural Requirements (NPR) 1600.1, NASA Security Program Procedural Requirements (w/Change 2 (04/01/2009); NPR 1600.2, NASA Classified National Security Information (CNSI); NPD 1600.4, National Security Programs; NPR 1620.2A, Facility Security Assessments; NPR 1620.3A, Physical Security Requirements for NASA Facilities and Property; and Computer Security Act of 1987, Public Law 100-235. Some of these tasks require a TOP SECRET clearance.*

The Contractor shall maintain an INFOSEC program in accordance with Section J.1(a), Attachment 3, CDRL, Report 38. Additionally the Contractor shall:

1. Operate and maintain the ARC classified document control and destruction program. Conduct inspections of classified document containers, conduct classified custodian training and briefings, provide customer advice regarding declassification., Maintain a current list of ARC's accountable record custodians and locations of all classified document containers. Ensure classified material obtained or created by NASA and its various contractors is properly identified. Perform industrial security functions by verifying facility clearances for defense contractors through approved methods and preparing and processing DD Form 254s, Contract Security Classification Specifications, for signature by Center Chief of Security or designee for eventual inclusion into NASA contracts.
2. Conduct a new hire briefing and a triennial briefing for employees without clearances.
3. Develop and maintain accountability and check-out procedures that ensure only appropriately cleared personnel with a confirmed need-to-know, and if required, proper program briefings, may check out these documents.

4. Reproduce classified material in support of real-time requests. This includes identifying appropriate reproduction equipment for use and preparing a risk-managed operating procedure and equipment accreditation for approval by Center Chief of Security or designee.
5. Provide destruction and disposal of documents and media utilizing proper tools and equipment of various classification levels from unclassified through the TS level. Conduct 100% annual classified document inventory and provide results to PSO.
6. Reserved.
7. Conduct 100% annual classified document inventory and provide results to Center Chief of Security or designee.
8. Ensure proper storage of various levels of SBU and classified documents in storage containers and devices according to applicable policies and procedures.
9. Reserved.
10. Reserved.
11. Research, develop, and interpret security classification guides and specifications for classified national security information, either obtained or created by NASA and its various contractors, 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.

Note: The contractor shall train classification guide users on how the guide is used and applied to the classification or declassification of nationally classified documents.

12. Provide proper destruction of documents and media of various classification levels, from unclassified through the TS level.

Note: Destruction will cover various forms of media such as paper, electronic memory, compact disks, computer hard drives, flash drives. The capability shall exist or be readily obtainable to destroy large volumes of documentation at any one time.

13. Store various levels of SBU and classified documents in storage containers and devices according to the applicable policies and procedures.
14. Develop and maintain accountability and check-out procedures that ensure that only appropriately cleared personnel with a confirmed need-to-know, and if required, proper program briefings, may check out these documents.
15. Perform periodic auditing to verify that all accountable-documents can be verified to be in the possession of the proper individual and stored in a proper manner. Perform classified transmission functions which include receiving and inspecting classified shipments routed through Logistics (i.e., U.S. Mail and Fed Ex shipments), maintaining central Receipt and Dispatch Records for all collateral classified information received or shipped from the Center, preparing and wrapping classified material for shipping, conducting briefings and issuing authorization letters for approved Couriers, and

transmitting and receiving classified faxes through secure communications equipment. Assist in the Information Assurance function for processing of collateral classified information. This includes coordinating with the Center Classified Information Systems Certifier and Designated Accrediting Authority on requirements, preparing and inspecting information systems, preparing and implementing System Security Plans. Cross-reference to Section J.1(a), Attachment 3, CDRL, Report 36.

16. Responsible for identifying Classified National Security Information, either obtained or created by NASA and its various contractors, that requires protection; the type protection required; and duration of protection.
17. Operate a classification and declassification management program to support various NASA-sponsored activities. This includes services such as document marking guidance and classification review.

Note: The contractor shall train classification guide users on how the security classification guide is used and applied to the classification or declassification of classified documents.

18. Reserved.
19. Maintain the capability to expand existing electronic security systems as new requirements develop. Electronic security systems that are IT based shall adhere to the IT Security policies set forth in *NPR 2810.1, Security of Information Technology*.

4.5 Technical Security

The Contractor shall:

1. Perform and/or assist in the infrastructure design, development, coordination of any necessary reviews, hardware and software acquisition, installation, monitoring and maintenance of all electronic security systems.
2. Develop and operate a monitoring and alerting system that notifies and initiates appropriate responses to emergency or other activations of monitoring devices, including attempted and/or actual breaches of electronic security systems.
3. Administer, in compliance with *NPR 2810.1, Security of Information Technology*, all IT systems within the Protective Services Office, whether operated by contractors or civil servants, which are not otherwise administered through other organizations or contracts (e.g., Agency Consolidated End-User Services (ACES)).

IT systems include, but are not limited to:

- a. desktop computers, laptop computers, servers, and workstations
- b. enrollment and badging systems
- c. judgmental shooting simulators (MILO)
- d. Panasonic electronic security and patrol vehicle recording systems including backup servers for storing recorded data
- e. Identix fingerprint systems

- f. backup servers, web servers, and other IT systems specific to Protective Services operations
 - g. visitor processing system
4. Install, repair, maintain, and upgrade hardware and software for equipment other than that equipment which is to be maintained through other contracts (e.g., ACES).
 5. Administer, develop, and maintain all IT Security Plans for all Protective Services IT systems, unless these systems are addressed in another organization's IT Security Plan. The IT Security Plans and the operations of the associated IT systems shall be based on the appropriate risk rating of the system(s) per the requirements of *NPR 2810.1, Security of Information Technology*. This shall include certification and accreditation of the IT systems and the certification of all contractor personnel who perform the duties of IT system administration.
 6. Provide backup and restore services to all computers operated within the Protective Services Office, including those owned by other contractors. Sensitive information contained with the computers of the Protective Services Office shall not be allowed outside the Protective Services Office.
 7. Maintain and update internet web sites controlled by the ARC Protective Services Office.

4.6 Locksmith Services

The Locksmith Shop is located in Bldg 76. It serves as the locksmith storage and key repair shop. It serves as the office to issue and turn in keys, take service requests and perform other administrative functions for the locksmith shop. Walk-up customer service such that keys can be issued and returned shall be at set times not to be less than two hours per day, Monday through Friday.

The Contractor shall:

1. Provide personnel, Monday-Friday 0800-1600 hrs (no weekends or holidays) for a full range of locksmith services including, but not limited to, manage locks and keys, control data, install and repair locks and locking devices (both mechanical and electronic key/touch pad), perform emergency openings, set and change combinations of safes, fabricate and issue keys, issue and control padlocks, and maintain work order information. In addition to the following, the Contractor shall comply with Section J.1(a), Attachment 3, CDRL Report 37.
2. Receive key request forms from civil service, contractor employees, and partners. Verify and confirm authorized signatures. Prepare required work order tasks or documentation. Distribute keys in accordance with established practices.
3. Account for all master keys on the Center on a semi-annual basis.
4. Provide locksmith services to support critical national assets and national treasures such as lunar and planetary samples.
5. Ensure all safes are serviceable for reuse. All combinations shall be changed on safes and vaults upon re-issuance.