

6. Maintain and safely operate tools and machinery in the Locksmith Shop.
7. Coordinate with facility maintenance and construction personnel to install and remove locks.
8. Advise and consult with maintenance, operations, engineering, and security personnel regarding locking devices and other keying material. Recommend appropriate devices, upgrades, and procedure changes to enhance site security and support new construction or rehabilitation project designs by specifying appropriate locks required. Meet with design engineers when necessary.
9. Maintain an inventory of spare parts and components for all locksmith assignments and duties.
10. Assist in evaluating lost key incidents and reviewing investigations involving all locking systems.
11. Assist security personnel and key custodians in conducting key audits.

## 5.0 EMPLOYEE AND VISITOR PROCESSING OFFICES

The following reports are to be data-entered in accordance with Section J.1 (a), Attachment 3, CDRL Report 15 or CDRL Report 18: Security Technology Transfer Control Plan (STTCP); Weekly 9-Month Investigation Report; Security Clearance Monthly Briefings/Debriefings Report; Quarterly Foreign National Report; Biweekly 90-Day Visitor Pass List; Weekly SAP/SCI/Last Investigation Date Database Query Report. All work products created or developed by the Contractor in support of these and any other 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 comply with the qualifications and other requirements set forth in the Appendices to this PWS.

### 5.1 Personnel Security Services Office

The Contractor shall:

1. Implement a general personnel security program in accordance with *NPD 1600.2E, NASA Security Policy (Revalidated 04/01/2009)*; *NPR 1600.3, Personnel Security*; *NPR 1600.4, Identity and Credential Management* and *NPR 2841.1, Identity, Credential and Access Management*, that includes:
  - a. Staffing hours 0700-1700 (customer hours 0800-1600, at a minimum) Monday through Friday excluding Federal holidays
  - b. Process security clearance requests and investigations
  - c. Prepare documentation for adjudication
  - d. Process employment and termination documents
  - e. Conduct employee risk determinations
  - f. Conduct employee interviews
  - g. Review previous or ongoing investigations
  - h. Receive and process other agency documentation

- i. Process other personnel security documentation required by NASA or ARC.
2. Perform database inputs and queries of other Federal Agencies for information related to personnel security matters utilizing services such as: Electronic Questionnaire for Investigations Processing (e-QIP), Office of Personnel Management (OPM), Defense Central Index of Investigations (DCII), National Crime Information Center (NCIC), Federal Bureau of Investigations (FBI), Central Intelligence Agency (CIA), Immigration and Commerce Enforcement (ICE), and the US Citizenship and Immigration Services (USCIS).
3. Maintain and operate the following systems of records in accordance with Section J.1 (a), Attachment 3, CDRL Report 34:
  - a. National Security clearance records
  - b. *5 CFR 731, Suitability Regulations, and the Homeland Security Presidential Directive (HSPD) 12, Related Records.*
  - c. Personnel security file for every person, except visitors (less than 30 days), who applies for long-term access to ARC facilities and/or information technology systems and is to receive either a PIV-II badge or an ARC-specific badge. Upon receipt of PIV badges, complete processing (encoding and access control information) and notification of availability for pick-up
  - d. Integrated Security Information System (ISIS).
  - e. Locally developed tracking systems (e.g., spreadsheets, etc).
4. Distribute, file, destroy and archive personnel security documentation. Provide access and/or documentation to others including ARC employees as authorized by TM.
5. Maintain records of NASA employees' personnel security file in accordance with Section J.1 (a), Attachment 3, CDRL Report 32.
6. Adhere to the requirements of *HSPD-12*, and applicable NASA regulations.
7. Utilize the ID management databases (IdMAX) which contain personally identifiable information (PII) in accordance with Section J.1 (a), Attachment 3, CDRL Report 34.
8. Ensure databases (e.g. ISIS, NASA Clearance Tracking System, Personnel Investigation Processing System/Central Verification System) containing background investigation and security clearance information are up to date in accordance with Section J.1 (a), Attachment 3, CDRL Report 34.
9. Initiate all background investigations utilizing e-QIP for clearance investigations in accordance with *HSPD-12* and Section J.1 (a), Attachment 3, CDRL Report 34. In addition, assist and support Government adjudicators in determining personnel suitability/fitness for ARC access.
10. Support human resources personnel in identifying the type of personnel investigation required for each position based on the risk level designation and clearance requirements.
11. Conduct interviews with personnel during the processing of security background investigations to resolve identified issues.

12. Maintain all personnel security investigative records for ARC personnel security cases as directed by PSO in accordance with Section J.1 (a), Attachment 3, CDRL Report 32.
13. Implement and maintain a training program that ensures all personnel granted a security clearance is trained to comply with *EO 12958, Classified National Security Information*.
14. Provide training prior to access to classified information and shall obtain a signed acknowledgement, that the training was received, from the trained individual.
  - a. 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.
  - b. The debriefing shall include a signed acknowledgement from the person being debriefed.
  - c. The contractor shall store the signed acknowledgements for durations consistent with applicable policies and procedures
15. Assist applicants, employees, contractors and supervisors in understanding and/or preparing any required personnel security questionnaires or forms.
16. Maintain Integrated Security Information System (ISIS) database in accordance with Section J.1 (a), Attachment 3, CDRL Report 34 and run queries using ISIS to determine periodic investigations, status of investigations in process, adjudications completed, and other data points as requested by PSO.

## **5.2 Employee Badging Office, Visitor Registration and Pass Office**

The ARC Employee Badging Office (EBO), located in Building 15 is responsible for the issuance of identification credentials and Center specific badges in accordance with *NPR 1600.4, Identity and Credential Management; NPR 2841.1, Identify, Credential and Access Management* and with Section J.1 (a), Attachment 3, CDRL Report 35. The Visitor Registration and Pass Office (VRPO) located in Building 26 is responsible for issuance of temporary passes.

The Contractor shall:

1. Provide staffing Monday through Friday at ARC Employee Badging Office from 0700-1630 with customer hours from 0800-1600 and Visitor Registration and Pass Office from 0600-1800 excluding Federal holidays to operate, fabricate and issue:
  - a. NASA Badge Transactions
  - b. ARC Temporary Passes
  - c. Center Specific Badges and Credentials
  - d. Fingerprinting
2. Provide EBO Personal Identity Verification (PIV) enrollment staffing to handle two customers simultaneously during the hours of 0800-1100 and 1300-1600.
3. Provide VRPO staffing to service two customers simultaneously during the hours of 0700-0800 and three customers simultaneously during the hours of 0800-1100 to process temporary badges.

4. Issue Center-specific badges that provide for different access privileges to different locations within the ARC installation.
5. Utilize systems and related databases (e.g., Common Badging and Access Control System (CBACS), LENEL™, Integrated Security Information System (ISIS), for issuing and recording badges and other facility access credentials to employees, contractors, and visitors, Employee Check-In, Employee Check-Out, and Visitor Request) in accordance with Section J.1 (a), Attachment 3, CDRL Report 15 and CDRL Report 34.
6. Create and maintain the "Badge Book" in accordance with Section J.1 (a), Attachment 3, CDRL Report 35.
7. Recover ID credentials from personnel upon termination of employment or as directed. Credentials will be properly destroyed and removed as appropriate from the IdMAX system. The Contractor shall comply with NASA badge deactivation procedures when the badging office is notified of an employee termination. Ensure the NASA badge is terminated in IdMax, and other appropriate databases (e.g., ISIS and Employee Check-Out) in accordance with Section J.1 (a), Attachment 3, CDRL Report 34.
8. Provide ancillary badge material such as non PIV-II card stock, pouches, lanyards and clips that comply with the *Federal Information Processing Standard - 201(FIPS 201)*.
9. Obtain fingerprints and re-prints (electronic or paper/ink) as requested.

### 5.3 International Visitors Office (IVO)

The Contractor shall:

1. Implement a general International Visit Coordinator's Office in accordance with *NPD 1371.5B, Coordination and Authorization of Access by Foreign Nationals and Foreign Representatives to NASA (Revalidated 12/21/2010)*, including:
  - a. Staffing hours 0700-1700 (customer hours 0800-1600, at a minimum) Monday through Friday excluding Federal holidays.
  - b. Prepare documentation for approving visitor requests.
  - c. Process international visitor computer access requests.
  - d. Receive and process other agency documentation.
  - e. Process other international visitor documentation required by NASA or ARC.
2. Maintain and operate the following systems of records in accordance with Section J.1(a), Attachment 3, CDRL Report 18 and CDRL Report 34:
  - a. International Visitor package/file for every person, including visitors (less than 30 days), who applies for access to ARC facilities and/or information technology systems, and is to receive either a PIV-11 badge, an ARC-specific badge, or remote access to IT systems.
  - b. Integrated Security Information System (ISIS).
  - c. Locally developed tracking systems (e.g., spreadsheets, etc).

3. Distribute, file, destroy, and archive international visitor documentation. Provide access and/or documentation to others, including ARC employees as authorized by the NASA PSO.
4. Utilize the ID management databases IdMAX and ISIS, which contain personally identifiable information (PII).
5. Ensure databases (e.g., ISIS, IdMax) containing visit and security information are up to date.
6. Assist proposed visitors, employees, contractors, and supervisors in understanding and/or preparing any required forms.
7. Utilize the Integrated Security Information System (ISIS) database and run queries to determine visitor statistics and other data points as requested by PSO.
8. Prepare a quarterly Foreign National Visitor Report utilizing existing databases and records.
9. Process foreign nationals (FN), foreign representatives (FR), dignitaries and guests in accordance with *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 w/Change 1*, and *NPR 1600.1*; and record FN/FR visits in IdMAX.
10. Prepare and process Security Technology Transfer Control Plans (STTCP) in support of with international visits to ARC.
11. Perform compliance checks and associated tasks in support of the administration of International Visitor program.
12. Brief international visit sponsors on security and escort requirements prior to visit approval.

## 6.0 EXPORT CONTROL

The Export Control Programs require that policies, procedures, and processes be closely monitored for compliance and effectiveness. This includes audits, analysis, observations, and extensive record keeping of exports, issue resolution and other decision activities. The general areas of expertise shall include US export control laws and regulations including the *International Traffic in Arms Regulations (ITAR)*, *22 Code of Federal Regulations (CFR) Parts 120 through 130*, and the *Export Administration Regulations (EAR)*, *15 CFR Parts 730 through 799*, information management, subject matter expertise, training, information technology, *CFR* knowledge; where applicable aerospace and aerospace related functions, NASA Export Control Program and Policy, and knowledge of scientific and engineering disciplines. The Contractor shall comply with *NPD 2190.1 NASA Export Control Program*.

The Contractor shall:

1. Execute a Plan to :

- a. Classify hardware, software, and technology for export; and develop a technology control list.
  - b. Evaluate and analyze potential exports and provide recommended actions.
  - c. Prepare and/or coordinate export license applications and supporting documentation.
  - d. Evaluate technology disclosure and availability.
  - e. Develop Program policy options and recommendations.
  - f. Maintain records of meetings, attendees, case analyses, and actions.
  - g. Support the development of NASA Export Control Training Program; maintain training products on the Protective Services website.
  - h. Analyze foreign national visit requests as required.
  - i. Provide export assistance through a "Help Desk" or other means.
  - j. Review and approve/disapprove all Technology Transfer Control Plans.
  - k. Review and approve/disapprove all mail and other shipments being sent to foreign countries.
2. Conduct analysis and research in a variety of disciplines to formulate recommendations associated with:
    - a. Classification of hardware, software and technology.
    - b. Disposition of Scientific and Technical Information (STI) and DOD DFOISR cases.
    - c. Website content.
    - d. Process/procedure development.
    - e. Hardware and data protection.
    - f. Visitor clearance.
    - g. Excess property sales.
    - h. Export laws and regulations.
    - i. International agreements.
    - j. Export planning for international projects
  3. Provide support in the development and maintenance of export control training materials and products.
  4. Develop a variety of training modules for incorporation into export control training program. Train members of ARC organizations, staff and programs.
  5. Maintain computer-based training, web-based training, presentations, booklets, and awareness products such as posters and signs to ensure accuracy and compliance with changing laws and regulations.
  6. Conduct surveys and prepare reports on the status of civil service training, including metrics of required training.
  7. Assist the Center Export Administrator (CEA) in policy development by conducting studies, recommending strategies, and assisting in implementations.
  8. Identify initiatives that will provide enhancements to export control processes and assist with the development of program/projects plans for exporting including metrics of exported items.
  9. Provide support in accomplishing the program management function to include: support in preparing or reviewing export license applications; analyzing cases for compliance resolution; maintaining records or providing oversight of record systems and processes;

validating or conducting export classifications; and reviewing agreements and procurement instruments for appropriate compliance instructions.

10. Provide support necessary to assist the Center Export Administrator in the preparation of meeting agenda, meeting minutes, schedules, issue papers, and plans in support of the Export Control Working Group.
11. Track action items and resolve anomalies as required and provide recommendations to Center export officials for coordination with US industry organizations and to NASA export officials at Headquarters coordination with appropriate U.S. Government and industry representatives.

## 7.0 EMERGENCY MANAGEMENT

Emergency Management personnel shall operate under the Four Tenets of Emergency Management framework: Emergency Preparedness, Emergency Operations, Continuity of Operations (COOP), and Test, Training and Exercise (TT&E). The four phases of emergency management, (preparedness, response, mitigation, and recovery) are described in *NPR 8715.2, NASA Emergency Preparedness Procedural Requirements*. 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.

### 7.1 Emergency Preparedness

The Contractor shall:

1. Provide administrative, technical and logistical support in the development and maintenance of the *APR 1601.4, ARC Emergency Operations Plan (EOP)*, in accordance with Section J.1(a), Attachment 3, CDRL Report 41.
2. Provide administrative, technical and logistical support for the *ARC Emergency Operations Center (EOC)* to include both non-activation and activation status (e.g. disaster/emergency, special events, planned exercises, binders) in accordance with Section J.1(a), Attachment 3, CDRL Report 39 and Section J.1(a), Attachment 3, CDRL Report 40, respectively.
3. Assist with inventory and maintaining necessary levels of operational EOC supplies, stock and equipment.
4. Support the development, implementation and delivery of emergency preparedness and EOC-related training and exercises for the general Ames/Moffett population, emergency response personnel, and EOC personnel. (Information provided in support of this item falls under the work product guideline above and becomes a deliverable item)
5. Provide support with photo documentation of emergency preparedness and EOC drills, exercises and other special events. Support shall include, but is not limited to, taking, organizing and maintaining photographs; coordinating the posting of photographs to the ARC Protective Services web site; and coordinating the printing of photos for placement on the emergency response element bulletin boards in the hallway of the EOC.

(Information provided in support of this item falls under the work product guideline above and becomes a deliverable item)

6. Support the implementation of applicable emergency preparedness policies and directives from NASA headquarters, federal, state and local directives. The Contractor shall provide for an integrated and coordinated federal, state, and local response consistent with the *National Incident Management System (NIMS)*; the *National Response Framework (NRF)*; *National Fire Protection Association (NFPA) 1600*; and *NFPA 1561*.
7. Maintain the capability to respond to and coordinate emergency management support to agency or national emergencies.
8. Conduct operational and process verification reviews of existing plans from ARC onsite contractors to ensure all EOP requirements are adequately addressed.

## 7.2 Emergency Operations

The Emergency Operations Center (EOC) is located in Bldg. 158, room 115, and is comprised of computers and communication equipment. The EOC is staffed when major emergencies or special events occur or are likely to occur, such as earthquakes, floods, air shows, interagency emergency operations, and other responses where an intra- or interagency response is required. During non-emergency periods, when the EOC is inactive, EOC personnel are typically staffed in their respective primary functions.

The Contractor shall:

1. Provide staff to support and operate the primary EOC and an alternate EOC under continuity of operations planning, as appointed by the Government. The EOC shall be activated when deemed necessary by the NASA Emergency Manager.

Note: The EOC staff includes personnel from law enforcement, fire, dispatch, and IT support.

2. Support the operation of the Web EOC® and NASA Real-Time Emergency Action Coordination Tool (REACT) web based programs and related EOC functions. In addition, the Contractor shall coordinate Web EOC® training for NASA and other ARC onsite contractors, upon request by the Government in accordance with Section J.1(a), Attachment 3, CDRL Report 23.

Note: Software support for the Web EOC and REACT are GFE.

3. Support the preparation and presentation of post-event briefings (information provided in support of this item falls under the work product guideline, above and becomes a deliverable item).
4. Support the operation of the NASA Emergency Notification and Accountability System (ENS). Conduct tests of the NASA ENS for ARC as directed by the NASA Emergency Manager.

5. Comply with the *NIMS* when deploying mitigation, preparedness, response, and recovery actions associated with emergency management.
6. Assist with training appointed EOC staff in accordance with *NPR 8715.2* and *NIMS* requirements (information provided in support of this item falls under the work product guideline, above and becomes a deliverable item).
7. Support the development and administration of a Emergency Management (EM) Lessons-Learned Program in accordance with Section J.1(a), Attachment 3, CDRL Report 21 and EM Corrective Action Plan (CAP) in accordance with Section J.1(a), Attachment 3, CDRL Report 22 consistent with best practices to identify shortfalls, weaknesses, and failures identified during the post-event evaluation. A published final report shall describe assessed performance and recommended corrective actions.

### 7.3 Continuity of Operations (COOP)

The Contractor shall:

1. Provide administrative, technical, and logistical support in the development and maintenance of the ARC Continuity of Operations Plan (COOP). Provide findings and recommended updates to the NASA Emergency Manager in accordance with Section J.1(a), Attachment 3, CDRL Report 41 (information provided in support of this item falls under the work product guideline, above and becomes a deliverable item).
2. Ensure a level of readiness and consistency in the outcomes directed by *Federal Continuity Directive (FCD) 1 – 1*, *Federal Executive Branch National Continuity Program and Requirements*; *EO 12472, Telecommunications Preparedness*; *EO 12656, Assignment of Emergency Preparedness Responsibilities*; and when applicable, Memorandum of Understanding (MOU) or arrangements to provide continuity of operations with federal, state, and local counterparts, e.g., shared facilities and systems.

### 7.4 Test, Training & Exercise (TT&E)

The Contractor shall:

1. Support testing, training, and exercising of emergency management and continuity capabilities to demonstrate, evaluate, and continually improve the planned capabilities.
2. Assist with coordination of TT&E activities using a Multi-Year Planning Calendar in accordance with Section J.1(a), Attachment 3, CDRL Report 24, to address NASA and external requirements demonstrating the Agency's capabilities in readiness and continuity.
3. Support the development, implementation, and delivery of EOC-specific training and exercises in accordance with Section J.1(a), Attachment 3, CDRL Report 41 (e.g. EOC orientation overview, position specific training, table top exercises; Information provided in support of this item falls under the work product guideline, above and becomes a deliverable item).

4. Support the development, maintenance, and administration of a comprehensive TT&E program in accordance with in accordance with Section J.1(a), Attachment 3, CDRL Report 41 and standards and requirements outlined in *NIMS*, *FCD-1*, and the *Homeland Security Exercise and Evaluation Program (HSEEP)*. (Information provided in support of this item falls under the work product guideline, above and becomes a deliverable item).
5. Support the planning and conducting annual exercise to demonstrate the capability to:
  - a. Execute emergency response plans using first response force.
  - b. Activate the EOC.
  - c. Activate the Alternate EOC (COOP Management, Support Team)
6. Support, participate, and coordinate in TT&E activities with NASA, federal, state and local emergency management officials, and other Government agencies including tenants and adjacent military installations.
7. Support the development and administration of a Lessons-Learned Program in accordance with Section J.1(a), Attachment 3, CDRL Report 21 and Corrective Action Plan (CAP) in accordance with Section J.1(a), Attachment 3, CDRL Report 22, consistent with best practices to identify shortfalls, weaknesses, and failures identified during the evaluation of TT&E activities. A published, final report shall describe assessed performance against exercise objectives and include recommended corrective actions.
8. Maintain documentation of activities such as training, response to emergencies, and accident/incidents requiring emergency response Section J.1(a), Attachment 3, CDRL Report 31.
9. Promote and facilitate administration of the Independent Study (IS) Training courses offered by the Emergency Management Institute, Federal Emergency Management Agency (FEMA) for all ARC EOC and COOP personnel. Document the completion of the subject training courses.
10. Provide *NIMS* compliance training and other emergency response training, upon request by the Ames Emergency Manager, to all ARC emergency response personnel. These personnel include, but are not limited to, fire department staff; SOs; security police; dispatchers; EOC staff; DART members and members of the Ames Executive Council (ARC senior management).

#### **7.5 Disaster Assistance and Rescue Team (DART)**

The Contractor shall:

1. Provide administrative, technical and logistical support in the development and day-to-day operations of the DART Rescue group, a volunteer response team.
2. Support the development, implementation, and delivery of the DART Rescue group training program, to include peer-to-peer training and exercises and provision of a DART Rescue Group Training Plan in accordance with Section J.1(a), Attachment 3, CDRL Report 26.

3. Support the operation and maintenance tracking of the DART Rescue group vehicle fleet in accordance with Section J.1(a), Attachment 3, CDRL Report 31.
4. Assist with coordinating and instructing California Specialized Training Institute (CSTI) Hazardous Materials First Responder Awareness (FRA), First Responder Operations (FRO) and First Responder Operations Decontamination (FRO-Decon) training upon request from the Government.
5. Update and maintain the DART Rescue group training files and DART Rescue Group Training Plan into the training database in accordance with Section J.1(a), Attachment 3, CDRL Report 31.
6. In coordination with the designated Chief/Deputy Chief of DART, provide support for the maintenance, logistics, scheduling, coordinating, agreement development, and general oversight of the Ames Disaster Training and Technology Test bed Facility (DTTTF). The DTTTF includes, but is not limited to, all emergency/disaster simulation training facilities, storage facilities, classroom facilities and DART equipment and vehicles.
7. Provide logistical support and coordination in support of the annual NASA Ames Collapsed Structure Rescue class in accordance with Section J.1(a), Attachment 3, CDRL Report 25. Support includes, but is not limited to, preparation of training props, equipment/supply inventory and maintenance, course material preparation, classroom set up, and provision of Collapsed Structure Rescue Photo Identification to class graduates (DVD/CD) along with photographic documentation of the course.
8. Support DTTTF site preparation, training implementation, and site cleanup as required by agreements for DTTTF usage by internal and external organizations and agencies.
9. In coordination with the designated Chief/Deputy Chief of DART, provide support for the development, planning, and project oversight for any DTTTF site improvements and upgrades implemented by NASA.
10. Assist in coordinating and supporting the use of Ames' DTTTF by external private and/or public sector agencies and/or organizations. Support shall include, but is not limited to, ensuring the site and any required materials are prepared for use, adherence to site use guidelines and coordination of any necessary support personnel.
11. Provide support with photo documentation of drills, exercises and special events conducted at the DTTTF. Support shall include, but is not limited to, taking, organizing and maintaining photographs; coordinating the posting of photographs to the DART web site; and coordinating the printing of photos for posting in Bldg N267.
12. Support updating and maintaining of DART Program functional group personnel training files in accordance with Section J.1(a), Attachment 3, CDRL Report 27 (hard copy and existing electronic database).
13. Assist with coordinating and supporting DART functional group lead meetings, including development, distribution, organization and reproduction of related documentation and communication as necessary.
14. Assist with coordinating and scheduling non peer-to-peer, vendor provided training courses for DART program personnel upon request by the Government.

## 8.0 Fire Services

Fire Services encompasses the protection of people, property, facilities, and assets at ARC in compliance with existing or future federal, state and local mutual aid arrangements. Protection may include structural, Aircraft Rescue Firefighting (ARFF), hazmat, medical, and tactical rescue.

The Contractor shall:

1. Provide a professionally managed, comprehensive fire rescue services program that complies with the *NASA-STD-8719.11*, *NASA Safety Standard for Fire Protection*, *National Fire Protection Association (NFPA)* codes and standards, state standards and regulations as applicable, and *NPR 8715.3*.
2. Develop, maintain, and implement a Fire Protection Program Plan in accordance with Section J.1 (a), Attachment 3, CDRL Report 16.
3. Operate and maintain Fire Services vehicles which include Two engines, One rescue vehicle, One Quint, One P-4 ARFF vehicle, Two T-1000 ARFF vehicles, One T-3000 ARFF vehicle and associated trailers.

## 8.1 Fire Operations and Firefighting

The Contractor shall:

1. Operate the fire station, Building 580, 24/7
2. Meet the time distance standard for emergency responses in accordance with *NFPA* and *Federal Aviation Administration (FAA)* standards. Perform time distance drills to ensure that all established response times are maintained. Data shall be entered into the Government provided Emergency Reporting™ database, per Section J.1 (a), Attachment 3, CDRL Report 31.
3. Provide qualified Fire Services Operations personnel 24/7 on NASA ARC/Moffett Field.

Note: Flight Operations hours are 0600 – 2230 and Tower Operations are from 0600 to 2300, however, airfield is operational/accessible 24/7.

4. Provide staffing on Emergency Response Vehicles (ERV) for structural and ARFF emergency incidents sufficient to ensure safe and effective response.
5. Provide firefighters who are a minimum of 21 years of age.
6. Provide minimum staffing on cross staffed vehicles. (Examples: Engine, ARFF, Special Operations, and Hazmat Vehicles).
7. Conduct formalized shift turnover meetings for the oncoming shift to ensure that all on-duty personnel are informed of activities scheduled for their shift, including special scheduled work details, training requirements, and any special activities.

8. Conduct detailed daily inspections of all emergency response apparatus and equipment, including personal protective clothing and equipment, to ensure that all emergency response elements are functional.
9. Enter the Daily Activity Report information (e.g., training, emergency responses, etc.) into the Government provided Emergency Reporting™ database, per Section J.1 (a), Attachment 3, CDRL Report 31.
10. Manage all fire/hazmat emergency operations, emergency responses, and daily communications through Dispatch.
11. Comply with *Occupational Safety and Health Administration (OSHA) 1910.134, Respiratory Protection*, requirements for on-scene entry personnel prior to entering a fire area for all emergency responses.
12. Provide monthly response matrix reports detailing all emergency responses to the TM.
13. Use NASA approved standardized turn-out gear, ARFF gear, self-contained breathing apparatus (SCBA) and associated equipment.
14. Maintain and inspect all protective clothing (such as turn-out gear, ARFF gear, Hazardous Material (Hazmat) suits to meet all current NFPA Standard 1971 and OSHA requirements.
15. Adhere to the established *NFPA* and *OSHA* procedures which define the inspection process and frequency of inspections for protective clothing.
16. Inspection and Maintenance Records shall be data-entered and maintained on protective clothing items in the Emergency Reporting™ database, per Section J.1 (a), Attachment 3, CDRL Report 31.
17. Provide tactical rescue such as high and low angle, confined space, trench, structural collapse, and water rescues, and other situations that present more complex and dangerous circumstances than routinely encountered. These types of incidents require a higher degree of training and specialized equipment to conduct safe operations.
18. Conduct operations, testing, and operational readiness checks in accordance with manufacturer's recommendations and *NFPA* Standards for all Government furnished fire vehicles and equipment provided. The following equipment items (pass/fail testing) are to be data-entered into the Emergency Reporting™ database, per Section J.1 (a), Attachment 3, CDRL Report 31. This list is not exhaustive but is provided by way of example:
  - a. Fire Pumps shall be tested annually in accordance with *NFPA 1911, Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus*
  - b. Aerial Ladders shall be tested annually in accordance with *NFPA 1914, Standard for Testing Fire Department Aerial Devices*
  - c. Ground Ladders shall be tested annually in accordance with *NFPA 1931, Standard for Manufacturer's Design of Fire Department Ground Ladders*
  - d. Self-Contained Breathing Apparatus (SCBA) shall be operational readiness checked in accordance with *NFPA 1404, Standard for Fire Service Respiratory Protection*

*Training, and NFPA 1989, Standard for Breathing Air Quality for Emergency Services Respiratory Protection*

- e. All fire hose shall be tested annually per *NFPA 1962, Standard for the Inspection, Care, and Use of Fire Hose, Couplings and Nozzles and the Service Testing of Fire Hose*
  - f. ARFF foam producing equipment shall be tested in accordance with *NFPA 412 and 414*
19. Ensure all Government furnished fire vehicles and equipment are properly inspected and Inspection Records are data-entered into the Government provided Emergency Reporting™ database, per Section J.1 (a), Attachment 3, CDRL Report 31 and a hard copy inspection log is maintained with the vehicle

Note: Heavy equipment maintenance shall be performed by the contractor. Fuel for vehicles is GFE.

- a. "Heavy Equipment" is defined as "firefighting apparatus and other support equipment, e.g., foam trailer, hazmat trailer, confined space trailer, etc." "Heavy Equipment Maintenance" reflects routine maintenance for the aforementioned equipment.
  - b. Routine, scheduled maintenance shall be performed by the contractor in accordance with NFPA Standard 1901. In the event that a major system repair is warranted as a result of normal wear and tear, a task order will be issued.
  - c. Routine, scheduled maintenance shall be in accordance with NFPA Standard 1901.
20. Replace firefighting agents as required to maintain sufficient quantities.

The following are examples of agents; but are not in any way limited to the list provided below:

- a. Dry Chemical
  - b. Foam
  - c. Water
21. Participate in mutual aid arrangements with the local city, county, state, and federal emergency response agencies.
22. Obtain approval for non-emergency responses from NASA PSO prior to sending fire vehicles and firefighters to off-site locations for static displays, briefings, air shows and other community activities.
23. Verify that firefighting personnel pass annual physical examinations that comply with *NPR 1800.1, NASA Occupational Health Program Procedures*.
24. Develop, maintain, update and data-enter annually all pre-fire plans on all occupied buildings (with 10 or more occupants) or high value structures, aircraft and unique vehicles in accordance with *NFPA 1620, Standard for Pre-Incident Planning* and data-enter into the Government provided Emergency Reporting™ database, per Section J.1 (a), Attachment 3, CDRL Report 31. Plans are accessible through the database on command vehicles. A hard copy of the plan on first response vehicles.

25. Provide a centralized rapid response of Emergency Medical Services (Emergency Medical Technician (EMT)), Basic Life Support (BLS), 24 hours a day, 7 days per week.
26. Ensure that the Emergency Medical Services (EMS) section is managed by an individual with current national or California state EMT license.
27. Develop an EMS Program and ensure coordination with the ARC Medical Services Officer.
28. Ensure all Firefighters maintain a current California state EMT certification.
29. GSA or Government-owned vehicles shall be used for official Government business only.

**Note: Obtaining required physicals and picking up uniforms is not considered official Government business for the purposes of this section.**

30. Update pre-fire plans annually and retain the plans on first response and command vehicles
31. Manage a Fire Services Safety section. This section shall be managed by a certified individual with the responsibility of providing oversight of the development of overall safety of operations, to include all rescue responses, fire suppression, emergency medical services, hazardous materials mitigation, special operations, and occupational safety.
32. Ensure the incident safety officer is integrated with the Incident Command System (ICS) as a command staff member, for all moderate to large emergency responses.
33. Ensure that the fire department's personnel accountability system is utilized for all responses to Immediately Dangerous to Life or Health (IDLH) environments.
34. Ensure that rapid intervention teams (RIT) have been established for all responses to IDLH environments.
35. Data-enter and maintain the Incident Risk Management Plan (that is incorporated into the fire department's *Incident Management System (IMS)*, into the Government provided Emergency Reporting™ database, per Section J.1 (a), Attachment 3, CDRL Report 31.
36. Data-enter into the Government provided Emergency Reporting™ database, per Section J.1 (a), Attachment 3, CDRL Report 31, and maintain Standard Operating Procedures (SOPs) pertaining to the fire department occupational health and safety program.
37. Recommendations arising from the investigation of accidents, injuries, occupational deaths, illnesses, exposures, and the observation of incident scene activities to eliminate or reduce future occurrences are included on the Mishap Report which is data-entered into the Incident Reporting Information System (IRIS) per Section J.1(a), Attachment 3, CDRL Report 31.
38. Ensure that the Fire Services infection control program meets the requirements of *OSHA 29 CFR 1910.1030, Occupational Exposure to Bloodborne Pathogens*.
39. Ensure that the Critical Incident Stress Management program is incorporated into the fire department's member assistance program.

40. Conduct annual SCBA fit checks testing in accordance with all regulatory requirements, including *NPR 1820.4, ARC Respiratory Protection Program*.
41. Respond to and mitigate all hazardous material spills or releases.
42. Maintain a program to ensure competency of Hazardous Materials Technicians in accordance with *NFPA 471, Recommended Practices for Responding to Hazardous Materials Incidents, NFPA 472, Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents, OSHA 29 CFR 1910.120, Hazardous Waste Operations and Emergency Response, state Emergency Response Commissions, and Public Sector Hazardous Materials Training Guidelines*.
43. Establish and implement an IDLH rescue Program in accordance with *OSHA 29 CFR*.
44. All fire incidents are reported through the Emergency Reporting™ Database which includes a link to the *National Fire Incident Reporting System (NFIRS)* in accordance with *NASA-STD-8719.11*.
45. Manage Emergency Operations in accordance with the *NIMS* and Section J.1(a), Attachment 3, CDRL Report 16.
46. Support all stand-by requirements of ARC with response readiness posture.
47. Ensure Fire Station, associated furnishings and appliances are clean and well maintained.  
  
Note: Custodial services are not provided for Fire Station Bldg 580. However, general maintenance (e.g. plumbing repair, electrical repair, and general building repairs) of the Fire Stations, are provided by the Government.
48. **Reserved.**
49. Inspect, maintain, and repair all Government-provided fire apparatus/vehicles in compliance with *NFPA 1500* and the manufacturer's specifications.
50. Maintain all Government and/or GSA-provided fire apparatus/vehicles in a clean and orderly condition at all times during normal and routine operational and climatic conditions.
51. Notify the COTR within one (1) hour of any Government and/or GSA-provided fire apparatus/vehicle that has been placed out of service for any reason.  
Note: Financial responsibility for the motor fuels and lubricants used in the Government and/or GSA-provided fire apparatus/vehicles will be borne by the Government.
52. Perform maintenance, repair, and/or replacement of facility tools and furnishings, and the replacement of facility supplies/stock.
53. Calibrate all atmospheric monitoring equipment, including any monitoring equipment provided by the Government, in a manner that is in compliance with the manufacturer's specifications.
54. Maintain and repair all fire protection service portable power equipment/tools, including the portable power equipment/tools in either "reserve" or "spare" status. Conduct maintenance

and repair services in compliance with manufacturer's specifications. The term "power" refers to electrics, hydrocarbon fuel, pneumatic, or hydraulically powered equipment/tools.

55. Maintenance of all tools and equipment (e.g., hand tools and powered equipment, SCBA Reservicing Unit, etc.), utilized in fire department operations shall be in accordance with the tool or equipment manufacturer's specifications.
56. Maintain a medical oxygen cylinder cache at the fire station. Cylinders will be Type D, quantity of nine (9) and the Government has a sufficient stock of these cylinders as GFE. Additional cylinders, if required, shall be provided by issuance of a task order. The cache is not inclusive of the operational cylinders located on the firefighting apparatus.
57. Comply with standby, turnout, and response times for non-ARFF incidents within the parameters established below. Turnout and response times shall be recorded for each incident and these records shall be maintained for periodic evaluation by the TM in accordance with:
  - a. Turnout and response times for the Ames Research Center Campus, Moffett Federal Airfield, Pinnacle Military Housing (Wescoat Village and Berry Park), United States Army Reserve Center, and the Military Entrance Processing Station (MEPS) shall be in accordance with the following two sub-paragraphs:
    - i. Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and Ames Procedural Requirement (APR) 1600.5, where applicable, the Contractor shall ensure that the turnout time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents shall be compliant with *Chapter 4.1.2.1(1) of NFPA 1710*.
    - ii. Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and *APR 1600.5*, where applicable, the Contractor shall ensure that the response time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents shall be compliant with *Chapter 4.1.2.1(2)*, *Chapter 4.1.2.1(3)* and *Chapter 4.1.2.2* of *NFPA 1710*.
  - b. Turnout and response times for the Ames Research Center/East Side and California Air National Guard Cantonment Area shall be in accordance with the following three sub-paragraphs:
    - i. Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and *APR 1600.5*, where applicable, the Contractor shall ensure that the turnout time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents shall be compliant with *Chapter 4.1.2.1(1) of NFPA 1710*.
    - ii. Under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and *APR 1600.5*, where applicable, the Contractor shall ensure that the response time of fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents shall be compliant with *Chapter 4.1.2.1(2)*, *Chapter 4.1.2.1(3)* and *Chapter 4.1.2.2* of *NFPA 1710*.

- iii. At ARC, for facilities whose accessibility is impacted by aircraft movement, security fencing and/or a response routing via either the South Macon/Macon Road, Zook Road, and/or North Perimeter Road, the Contractor shall ensure that the following response times for the fire protection services resources assigned to fire suppression, emergency medical services, hazardous materials response services, and tactical rescue services incidents are met under normal and routine operational and climatic conditions, and in compliance with the State Motor Vehicle Code and *APR 1600.5*, where applicable, at not less than 90 percent of all applicable incidents:
    - a) Seven (7) minutes or less response time for the first-arriving engine or truck company at a fire suppression incident;
    - b) Eleven (11) minutes or less for the arrival of a full first-alarm assignment at a fire suppression incident; and
    - c) Seven (7) minutes or less response time for the first-arriving Basic Life Support or higher level capability unit at an emergency medical incident.
58. Provide shift staffing and a rapid intervention crew for emergency back-up during interior fire ground operations when they exceed initial response guidelines.
59. Provide priority considerations for Personnel Accountability in compliance with *NFPA 1500, Fire Department Occupational, Safety and Health Program*.
60. Ensure active involvement and participation of fire protection services resources in all ARC multi-discipline emergency response readiness exercises.

## 8.2 Aircraft Rescue and Firefighting (ARFF)

The Contractor shall:

1. Provide an ARFF capability per *NFPA 402* and *403* for aircraft based at their respective locations or those aircraft that frequently land at their location.
2. Provide ARFF services required for an *NFPA 403* Category 6 airport; a Category 6 aircraft type currently being the largest aircraft either regularly assigned to or regularly scheduled into the airport. These ARFF services will include both in-flight and ground emergencies. With the exception of the following two sub-paragraphs, below, when a larger-than-Category 6 aircraft occasionally uses ARC, the Contractor shall provide those ARFF services required for an *NFPA* Category 6 airport.
  - a. When Air Force One occasionally uses Moffett Federal Airfield, the Contractor shall staff and operate all available ARFF resources on-Center.
  - b. During any air show at ARC, the Contractor shall staff and operate all available ARFF resources on-Center.
3. Reallocate emergency response resources from the ARFF mission to a non-ARFF mission. If/when on-Center resources are reduced below the minimum number and type of resources required for an *NFPA 403* Category 6 airport, due to either an ARFF or non-ARFF emergency, the Contractor shall immediately notify the ARC Air Traffic Control Tower, the ARC Aviation Management Office, and the ARC Fire Marshal that they are unable to maintain the required level of ARFF services.

4. Maintain aircraft familiarization if the aircraft type either regularly assigned to, or regularly scheduled into, ARC changes.
5. Coordinate a service assessment process with the Government to review *NFPA 403* and determine the appropriate ARFF services required for the new aircraft type. This service assessment process may result in an adjustment to the airport's current *NFPA 403* category and subsequently change the minimum number and type of ARFF resources required on-Center. The Government will coordinate any necessary Task Order modification with the Contractor, which is associated with either an increase or decrease in the required level of ARFF services.

### 8.3 Tactical Rescue

The Contractor shall:

1. Provide tactical rescue at situations that present more complex and dangerous circumstances than what are routinely encountered. These types of incidents require a higher degree of training, certifications and specialized equipment to conduct safe operations.

Note: Several types of emergency incidents require this level of response, including confined space rescue, trench and excavation collapse, high and low angle rope rescues from buildings and rough terrain, structural collapses, and non-typical/unique accidents as a result of natural disasters. (See also Appendix M)

2. Provide training and certification in accordance with the *California Fire Service Training and Education System (CFSTES)*. Any equipment required to maintain compliance with (CFSTES) requirements and which is not already identified and residing in GFE inventory shall be provided by the Government in accordance with NASA FAR Supplement (NFS) 1852.245-76, LIST OF GOVERNMENT PROPERTY FURNISHED PURSUANT TO FAR PART 52.245-1 (JAN 2011).

### 8.4 Hazardous Material Emergency Response Support

The Contractor shall:

1. Respond to and mitigate all hazardous material spills or releases.
2. Ensure a sufficient number of certified team members are on-duty and fully mission capable 365 days a year 24 hours a day. The team must be capable of addressing hazardous materials incidents involving unknown substances.  
NOTE: Hazardous waste disposal is the responsibility of the ARC Environmental Division and is not included in this PWS. Therefore, the contractor shall not be required to *dispose* of hazardous materials and hazardous waste; however, the Contractor is responsible for the *transport* of hazardous waste to the disposal location at ARC at designated times.
3. Establish and implement an Immediately Dangerous to Life or Health (IDLH) Rescue Program in accordance with *29 CFR*. This does not include confined space rescue in accordance with *CFR 1910.146* and other sections of this PWS.

## 8.5 Fire Services Training and Certifications

The Contractor shall:

1. Provide a fire service training program that meets agency standards and complies with OSHA and NFPA standards.
2. Ensure all fire department members with an emergency response function meet annual training requirements including:
  - a. SCBA
  - b. Live fire
  - c. Driver
  - d. Hazmat
  - e. ARFF
  - f. Special Operations
  - g. Safety
  - h. Fire prevention
  - i. EMT, Cardiopulmonary Resuscitation (CPR), and Automated External Defibrillator (AED)

Ensure Firefighters are trained and certified in ARFF per *NFPA 402, Guide for Aircraft Rescue and Firefighting Operations*, and *NFPA 403, Standard for Aircraft Rescue and Firefighting Services*.

3. Execute onsite at least two live-fire ARFF training drills per year in accordance with *NFPA Standard 405*.

Note: ARC does not furnish a live-fire ARFF trainer.

4. Conduct at least one structural training drill monthly with four of the annual drills being night time drills.
5. Ensure firefighters are trained and remain certified per Appendix M.
6. Maintain certification requirements of fire prevention personnel on fire prevention inspections, testing of fire alarm systems, testing and maintenance of sprinkler systems, and fire extinguisher inspections.
7. Perform time/distance drills to ensure that all customer-established response times are maintained.
8. Conduct monthly aircraft familiarization training for all employees for aircraft regularly assigned to, regularly scheduled into, and/or transiently operating through ARC.
9. Ensure that all fire protection services personnel assigned as a firefighters are in compliance with all applicable technical certifications and qualifications of the Office of the State Fire Marshal and its associated California Fire Service Training and Education Department (CFSTED) and Fire Service Training and Education Program (FSTEP) training and

education activity, the Fire/Rescue Division of the California Emergency Management Agency, and the Santa Clara County Local Fire Service.

10. Ensure the active involvement and participation of fire protection services resources in all ARC multi-discipline emergency response readiness exercises.
11. Minimum certification requirements are also addressed in Appendix M((1)(1)(c – i).

## 8.6 Fire Prevention

The Contractor shall:

1. Maintain a Fire Prevention and Investigation program that complies with *NASA-STD-8719.11* and *NFPA Codes and Standards*.

Note: See Appendix N for Fire Prevention Official certification/qualification requirements.

2. Provide annual refresher training to all personnel listed in Section 8.6(2) and 8.6(3), above by certified instructors.
3. Provide annual refresher training regarding arson investigations to the Fire Prevention personnel by certified instructors.
4. Participate in facility or hazardous operational walk downs.
5. Perform fire inspections for all facilities at least annually by calendar year; identify fire hazards and discrepancies; and process reports and corrective actions in accordance with *NASA-STD-8719.11* and *NFPA Codes and Standards* and data-entered in accordance with Section J.1(a), Attachment 3, CDRL Report 31.
6. Retain all fire inspection reports electronically using the program provided by the Government.
7. Review and submit comments for compliance with *NASA*, *NFPA*, and *ICC Codes and Standards* of design deliverables on all new, refurbishment, and modification of facility projects through the Ames Construction Permit Review Board (CPRB), as directed by the Ames Fire Marshal. Reviews are held at the 30, 60, and 90% stages of a facility project.
8. Provide support for facility projects at ARC including, but not limited to, site plan approval requests and field inspections for code compliance or installation violations.
9. Determine type of construction, occupancy classification, facility separation, water supplies, fire alarm detection systems, standpipe systems, suppression systems, and life safety requirements.
10. Resolve issues involving the identification of fire hazards with the facility safety manager (FSM). Issues that cannot be resolved by the ARC Fire Prevention Official, or Fire Chief shall be brought to the attention of the ARC Fire Marshal/Authority Having Jurisdiction (AHJ) for resolution.

11. Inspect fire protection systems in all facilities within the ARC jurisdiction and data-enter inspection reports in accordance with Section J.1(a), Attachment 3, CDRL Report 31.
12. Witness all final acceptance tests of fire protection systems to ensure compliance with approved design documents and applicable codes and standards.
13. Track all fire hazards and discrepancies until closure and data enter in accordance with Section J.1(a), Attachment 3, CDRL Report 31.
14. Forward all fire discrepancies that are not corrected within one year of being detected to the ARC Authority Having Jurisdiction.
15. Issue hot work permits, space heater permits, and flammable/combustible liquid storage permits at all work sites. Coordinate concurrence on burn permits with the Safety and Environmental Divisions. Burn permits shall be issued at the work site.
16. Provide quarterly fire safety education in accordance with Section J.1(a), Attachment 3, CDRL Report 16 to aid the ARC fire protection operations personnel in recognizing and eliminating fire hazards, and reporting fire or emergency situations.
17. Develop and publish quarterly briefs focused on fire prevention as part of the public education fire safety program.
18. Conduct annual fire evacuation drills on all facilities occupied with 10 or more occupants and data-enter documentation of each drill in accordance with Section J.1(a), Attachment 3, CDRL Report 31. Conduct quarterly evacuation drills for the Child Development Center, Bldg N270.
19. Schedule and conduct annual fire/building evacuation drills (BEDs) and train the Center populace, including tenant organization personnel, in maintaining good fire safety habits, recognizing and eliminating fire hazards, and reporting fire and/or emergency situations. Each facility at ARC shall have a Building Evacuation Drill (BED) every year. The Contractor shall also train the Center populace that as part of the evacuation procedures, supervisors, or other pre-designated individuals, shall be responsible for providing an accounting report regarding all their subordinate building occupants to the responding fire service personnel. Fire/Building evacuation drills shall be documented electronically by data-entry in accordance with Section J.1(a), Attachment 3, CDRL Report 31
20. Review and update pre-fire plans annually and data-enter in accordance with Section J.1(a), Attachment 3, CDRL Report 31. Provide a current copy for first response and command vehicles.
21. Investigate all fires using a qualified arson investigator and submit findings to NASA PSO which, in turn, turns the findings over to the Mishap Investigation Board (MIB) in the NASA/ARC Safety Office.
22. Investigate all fires per *NFPA 921, Guide for Fire and Explosive Investigations*, and *NASA-STD-8719.11*.

## 9.0 ACRONYMS

Abbreviation	Title
ACAM	Alternate COMSEC Account Manager
ACES	Agency Consolidated End-User Services
AED	Automated External Defibrillator
AHJ	Authority Having Jurisdiction
ALMS	Access Level Management System
APD	Ames Policy Directive
APR	Ames Procedural Requirements
ARC	Ames Research Center
ARFF	Aircraft Rescue and Firefighting
AUSA	Assistant United States Attorney
BED	Building Evacuation Drill
BLS	Basic Life Support
CAM	COMSEC Account Manager
CAP	Corrective Action Plan
CBACS	Common Badging and Access Control System
CBRN	Chemical, Biological, Radiological, and Nuclear
CCS	Center Chief of Security
CCTV	Closed Circuit Television
CDRL	Contract Data Requirements List
CEA	Center Export Administrator
CFR	Code of Federal Regulations
CFSTED	California Fire Service Training and Education Department
CFSTES	California Fire Service Training and Education System
CIA	Central Intelligence Agency
CICCS	California Incident Command Certification System
CIO	Chief Information Officer
CJIS	Criminal Justice Information System
CLETS	California Law Enforcement Telecommunications System
CO	Contracting Officer
COMSEC	Communications Security
COOP	Continuity of Operations Plan
COTR	Contracting Officer's Technical Representative
CPR	Cardiopulmonary Resuscitation
CS	Chemical Synthesis (Tear gas)
CSTI	California Specialized Training Institute
CTO	Contract Task Order
DART	Disaster Assistance and Rescue Team
DCID	Director of Central Intelligence Directives
DCII	Defense Central Index of Investigations
DFOISR	Directorate for Freedom of Information and Security Review

Dispatch	NASA ARC/Moffett Police and Fire Dispatch Center
DOD	Department of Defense
DTTTF	Disaster Training and Technology Test bed Facility
DUI	Driving Under the Influence
EAR	Export Administration Regulations
EMS	Emergency Medical Services
EMT	Emergency Medical Technician
ENS	Emergency Notification and Accountability System
EO	Executive Order
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPACS	Enterprise Physical Access Control System
ESS	Electronic Security Systems
e-QIP	Electronic Questionnaire for Investigations Processing
ERA	Extended Restricted Areas
ERT	Emergency Response Team
FAA	Federal Arrest Authority
FAR	Federal Acquisition Regulations
FBI	Federal Bureau of Investigation
FCD	Federal Continuity Directive
FEMA	Federal Emergency Management Agency
FISMA	Federal Information Security Management Act
FN	Foreign National
FR	Foreign Representative
FRA	First Responder Awareness
FRO	First Responder Operations
FRO-Decon	First Responder Operations Decontamination
FSM	Facility Safety Manager
FSTEP	Fire Service Training and Education Program
FTR	Federal Travel Regulations
GFP	Government Furnished Property
Hazmat	Hazardous Materials
HSPD	Homeland Security Presidential Directive
IAAI	International Association of Arson Investigators
IAW	In Accordance With
ICC	International Code Council
ICE	Immigration and Customs Enforcement
ICIS	Incident Crime Information System
IDLH	Immediately Dangerous to Life or Health
IDIQ	Indefinite Delivery /Indefinite Quantity
IdMAX	Identification Management Database
IMS	Incident Management System
INFOSEC	Information Security

IS	Independent Study
ISIS	Integrated Security Information System
ISOO	Information Security Oversight Office
IT	Information Technology
ITAR	International Traffic in Arms Regulations
ITSM	IT Security Manager
ITSSP	IT Systems Security Plan
JAFAN	Joint Air Force-Army-Navy
K-9	Canine
MEI	Mission Essential Infrastructure
MEPS	Military Entrance Processing Station
MOU	Memorandum of Understanding
NCIC	National Criminal Information Center
NFIRS	National Fire Incident Reporting System
NFPA	National Fire Protection Association
NFS	NASA FAR Supplement
NIMS	National Incident Management System
NISPOM	National Industrial Security Program Operating Manual
NISPOMSUP	NISPOM Supplement
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NPSTA	NASA Protective Services Training Academy
NRF	National Response Framework
NSTISSAM	National Security Telecommunications and Information Systems Security Advisory Memorandum
OC	Oleoresin Capsicum (Chemical)
OPM	Office of Personnel Management
OSHA	Occupational Safety and Health Administration
PAT	Physical Agility Test
PETN	Pentaerythritol tetranitrate (chemical compound)
PII	Personally Identifiable Information
PIV	Personal Identity Verification
POST	Police Officer Standards and Training
PRP	Personnel Reliability Program
PSO	Protective Services Office
PWS	Performance Work Statement
REACT	Real-Time Emergency Action Coordination Tool
RIT	Rapid Intervention Teams
ROI	Report of Investigation
RPP	Resource Protection Program
SATERN	System for Administration, Training and Educational Resources for NASA
SBU	Sensitive But Unclassified
SCBA	Self-Contained Breathing Apparatus

SEWP	NASA's Solutions for Enterprise-Wide Procurement
SHU	Scoville Heat Unit
SO	Security Officer
SOFC	Security Officer Fundamentals Course
SOFCC	Security Officer Fundamentals Certification Course
SOP	Standard Operating Procedures
SPO	Security Police Officer
STI	Scientific and Technical Information
STTCP	Security Technology Transfer Control Plans
TDD	Telephone Device for the Deaf
SME	Subject-Matter Expert
TM	Technical Monitor
TS	Top Secret
TT&E	Test, Training, and Exercise
USC	United States Code
USCIS	US Citizenship and Immigration Services
VIP	Very Important Person

**10.0 APPENDICES**

APPENDIX A – PROTECTIVE SERVICES POSITION DESCRIPTION/TITLES GUIDELINES...2

APPENDIX B – MEDICAL EXAMINATION FOR EMERGENCY SERVICES FIRST RESPONDERS.....6

APPENDIX C – PHYSICAL FITNESS REQUIREMENTS FOR Security Officers/Security Police Officers ..... 10

APPENDIX D – PSYCHOLOGICAL AND EMOTIONAL REQUIREMENTS FOR Security Officers/Security Police Officers..... 11

APPENDIX E – Security Officer/Security Police Officer QUALIFICATIONS ..... 12

APPENDIX F – OFFICER UNIFORMS AND EQUIPMENT REQUIREMENTS ..... 14

APPENDIX G – DISPATCHER QUALIFICATIONS.....21

APPENDIX H – PERSONNEL SECURITY SPECIALIST QUALIFICATIONS.....22

APPENDIX I – ELECTRONIC SECURITY TECHNICIAN QUALIFICATIONS .....23

APPENDIX J – LOCKSMITH QUALIFICATIONS.....24

APPENDIX K – INFORMATION SECURITY SPECIALIST QUALIFICATIONS .....25

APPENDIX L – PHYSICAL FITNESS REQUIREMENTS FOR FIREFIGHTERS/OFFICERS ....26

APPENDIX M – FIREFIGHTER/OFFICER MINIMUM PERSONNEL QUALIFICATIONS.....27

APPENDIX N – “FIRE PREVENTION OFFICIAL” QUALIFICATIONS.....29

APPENDIX P – VEHICLE DECAL .....31

APPENDIX Q–INTERNATIONAL VISIT SPECIALIST/EMPLOYEE BADGING OFFICIAL/ VISITOR REGISTRATION SPECIALIST QUALIFICATIONS .....33

**APPENDIX A – PROTECTIVE SERVICES POSITION DESCRIPTION/TITLES GUIDELINES**

The following position descriptions are provided to aid the contractor in defining and delineating the various duties to be performed under the NASA ARC Protective Services Office contract. The contractor should describe management, organizational, and supervisory structures in the section of the Request for Proposal dedicated for that purpose. The contractor may have a single individual perform multiple functions but that individual shall be qualified and certified for any additional duties as required. For the following NASA Standard Labor Categories, see Appendices B through Q for required certifications.

**1. Administrative Staff:**

Responsibilities that are in direct support of this PWS include but are not limited to: document preparation, calendar management, general office management, mail distribution and routine administrative functions. Requires proficient computer skills and experience in word processing, spreadsheets, presentation software, electronic meeting and scheduling applications.

**2. Communication/Dispatch Officer:**

A person, with required State certification or training, who may receive and handle 911 calls, other emergency calls, monitor alarms, dispatch first responders, support personnel security (e.g., conducting criminal history checks) and make other notifications and reports as required. Secret clearance required.

**3. Electronic Security Technician:**

A person who may recommend and plan for, install, and maintain various electronic security devices and countermeasures to include, as examples, CCTV cameras, alarm systems, fixed and mobile intrusion detection systems, card readers, inventory and control or key issuance and surveillance systems. Secret clearance required.

**4. Emergency Management Specialist:**

A person trained in the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS), who supports Center and Agency contingency and recovery planning for Emergency Operations and Continuity of Operations (COOP), and technological and natural disasters. This person may serve on the Ames Disaster Assistance and Rescue Team (DART), support the Emergency Operations Center (EOC), support alternate COOP facilities, assist in recovery operations, and write incident and after-action reports.

**5. Employee Badging Officials:**

Personnel that operate, fabricate, and issue: NASA Badge Transactions, Center specific badges, credentials (e.g., NASA Retired Employee Credential), Agency ID management and HSPD 12 enrollment. This person also creates reports, metrics, statistical analyses and database maintenance.

**6. Firefighter/Driver:**

A person with the required training and certifications to perform the following duties of a first responder to fire scenes, accidents, hazardous materials incidents, fighting fires in various environments, driving

and operating fire equipment, rescuing personnel from immediate danger and operating lifesaving equipment, rendering emergency medical aid to victims of accidents, mishaps, and medical conditions.

**7. Firefighter/Captain:**

A person with the required training and certifications to perform the duties of a first responder to fire scenes, accidents, hazardous materials incidents, fighting fires in various environments, driving and operating fire equipment and rescuing personnel from immediate danger and operating lifesaving equipment, rendering emergency medical aid to victims of accidents, mishaps, and medical conditions. Provides leadership for first responding fire resources.

**8. Fire Prevention Official:**

A person trained and certified to whose duties include performing fire prevention inspections, fire investigations, facility walk downs, issuing permits, performing fire safety briefings, design reviews on construction projects, modifications and refurbishments; design fire risk analysis and fire risk surveys, and witness final acceptance test and compliance on fire systems.

**9. Fire Officer:**

A person who is trained and certified in leading a shift of firefighters and who would perform Incident Commander functions, conducting safety reviews, writing reports, making recommendations, and conducting mishap or near-miss inquiries. This person may also be responsible for fire training and fire administration e.g., Fire Chief, Assistant Fire Chief and Battalion Chiefs.

**10. Information Assurance Specialist:**

A person who may conduct IT based forensic analysis, support investigations, audit, and maintain protective services IT systems. Additionally, a person whose duties may include: compliance with NASA IT Security guidelines, requirements, and policies; contact and coordinate with responsible network or computer administrators for required applications or software for maintenance, or in the event of system failure; determine future network needs; recommend future system upgrades; install required software, duties consisting of classified and sensitive document control and destruction, If only one position, that position requires Top Secret clearance. If multiple positions then one position must be Top Secret and remainder require Secret clearance.

**11. International Visit Specialist**

A person who coordinates international visits, acting as a liaison between the visitor sponsors, personnel security, employee badging, and visitor registration and pass office. Responsible for preparing technology control plans. This person also creates reports, metrics, statistical analyses and maintains databases.

**12. Locksmith:**

A person whose duties may include and who is certified to perform the duties associated with securing physical facilities, e.g. change safe combinations, lock cores, and key management. Secret clearance required.

**13. Consultant (Subject-Matter Expert (SME))**

This is to be used to capture any position description that cannot be cleanly mapped to one of the other 35 NASA position descriptions provided herein.

**14. Personnel Security Specialist –**

A person who handles the investigative and adjudication process for various programs, e.g., CNSI clearances, HSPD 12 investigations, suitability/fitness investigations per 5 CFR 731 and NASA regulations. This person also creates reports, metrics, and statistical analyses. Top Secret clearance required.

**15. Physical Security Specialist:**

A person who may conduct threat & vulnerability assessments, write reports, conduct studies, and make recommendations regarding Mission Essential Infrastructure (MEI) requirements, crime prevention, review and analyze proposed construction and renovation projects, conduct security audits, and plan security posts and countermeasures for various events. Secret clearance required.

**16. Program Manager:**

The person responsible for the management, performance, and completion of all Performance Work Statement (PWS) requirements for the ARC Protective Services Office (PSO) Contract and whose duties may include internal controls review and audits, inventory control, and quality inspections. Top Secret clearance required.

**17. Program Security Specialist:**

A person who may provide support, audit, write reports, make recommendations, conduct surveys, analyze and/or input data on various NASA security related programs, e.g., COMSEC, industrial security, technology protection (TecProtec), CI/CT, Export Control, and ITAR, EAR, Information Security etc.

**18. Security Officer (SO):**

An armed officer, who has successfully completed the required NASA training, without NASA arrest authority, whose duties may include but are not limited to, first response to emergencies, mobile patrols, temporarily detain, inspections, perimeter and internal access control, contingency posts, and crowd control. Security clearance required.

**19. Security Police Officer (SPO): (This is official NASA nomenclature for contractor armed security personnel performing duties with Federal arrest authority)**

An armed officer, who has successfully completed the required state and NASA training, with NASA Federal arrest authority, whose duties may include but are not limited to, first response to emergencies, enforces federal law and state law as applicable, mobile patrols, inspections and searches, traffic enforcement, and investigations, and other duties as required. In general, officers, assigned to specialized teams and team leads (see Item 3.4(5) above) will come from this category, e.g. K-9, Emergency Response Units. Secret clearance required.