

PERSONAL IDENTITY VERIFICATION (PIV) CARD ISSUANCE PROCEDURES

PIV Card Issuance Procedures in accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel. FIPS 201 Appendix A graphically displays the following procedure for the issuance of a PIV credential.

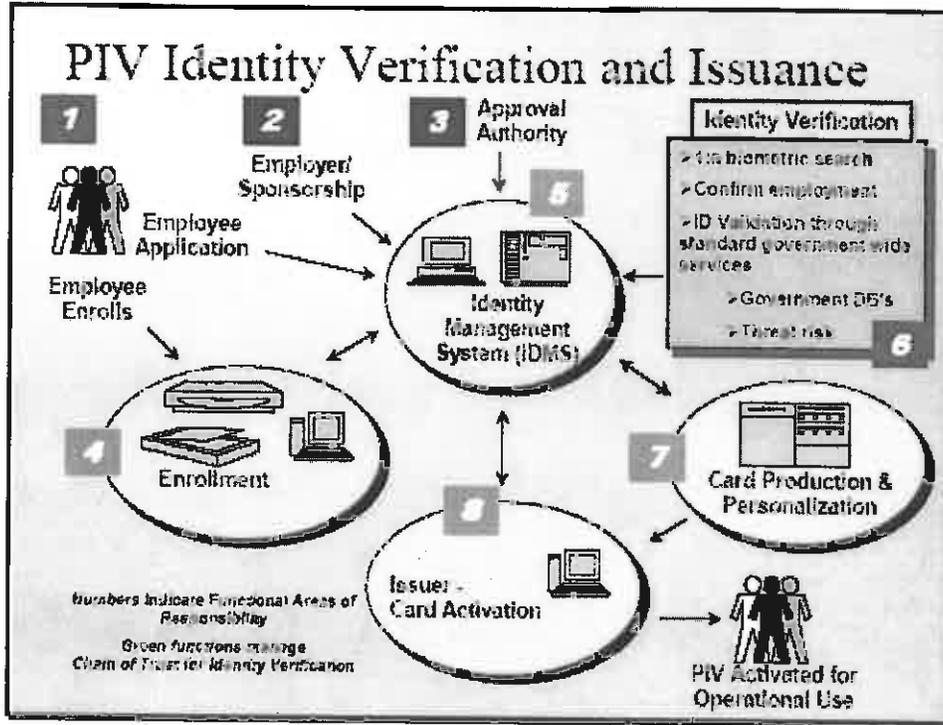


Figure A-1, FIPS 201, Appendix A

The following steps describe the procedures for the NASA Personal Identity Verification Card Issuance (PCI) of a PIV credential:

Step 1:

The Contractor's Corporate Security Officer (CSO), Program Manager (PM), or Facility Security Officer (FSO) submits a formal letter that provides a list of contract employees (applicant) names requesting access to the NASA Contracting Officer's Technical Representative (COTR). In the case of a foreign national applicant, approval through the NASA Foreign National Management System (NFMMS) must be obtained for the visit or assignment before any processing for a PIV credential can take place. Further, if the foreign national is not under a contract where a COTR has been officially designated, the foreign national will provide the information directly to their visit/assignment host, and the host sponsor will fulfill the duties of the COTR mentioned herein. In each case, the letter shall provide notification of the contract or foreign national employee's (hereafter the "applicant") full name (first, middle and last), social security number (SSN) or NASA Foreign National Management System Visitor Number if the foreign national does not have a SSN, and date of birth. If the contract employee has a current satisfactorily completed National Agency Check with Inquiries (NACI) or an equivalent or higher degree of background investigation, the letter shall indicate the type of investigation, the agency completing the investigation, and date the investigation was completed. Also, the letter must specify the risk/sensitivity level associated with the position in which each applicant will be working (NPR 1600.1, §4.5 is germane) Further, the letter shall also acknowledge that contract employees may be denied access to NASA information or information systems based on an unsatisfactory background investigation/adjudication.

After reviewing the letter for completeness and concurring with the risk/sensitivity levels, the COTR/host must forward the letter to the Center Chief of Security (CCS). The CCS shall review the OPM databases (e.g., DCII, PIP, et al.), and take appropriate steps to validate the applicant's investigation status. Requirements for a NACI or other investigation shall be initiated only if necessary.

Applicants who do not currently possess the required level of background investigation shall be directed to the e-QIP web site to complete the necessary background investigation forms online. The CCS shall provide to the COTR/host information and instructions on how to access the e-QIP for each contract or foreign national employee requiring access

Step 2:

Upon acceptance of the letter/background information, the applicant will be advised that in order to complete the investigative process, he or she must appear in-person before the authorized PIV registrar and submit two forms of identity source documents in original form. The identity source documents must come from the list of acceptable documents included in Form I-9, Employment Eligibility Verification, one which must be a Federal¹ or State issued picture identification. Fingerprints will be taken at this time. The applicant must appear **no later than** the entry on duty date.

When the applicant appears, the registrar will electronically scan the submitted documents; any document that appears invalid will be rejected by the registrar. The registrar will capture electronically both a facial image and fingerprints of the applicant. The information submitted by the applicant will be used to create or update the applicant identity record in the Identity Management System (IDMS).

Step 3:

Upon the applicant's completion of the investigative document, the CCS reviews the information, and resolves discrepancies with the applicant as necessary. When the applicant has appeared in person and completed fingerprints, the package is electronically submitted to initiate the NACI. The CCS includes a request for feedback on the NAC portion of the NACI at the time the request is submitted.

Step 4:

Prior to authorizing physical access of a contractor employee to a federally-controlled facility or access to a Federal information system, the CCS will a National Crime Information Center (NCIC) with an Interstate Identification Index check is/has been performed. In the case of a foreign national, a national check of the Bureau of Immigration and Customs Enforcement (BICE) database will be performed for each applicant. If this process yields negative information, the CCS will immediately notify the COTR/host of the determination regarding access made by the CCS.

Step 5:

Upon receipt of the completed NAC, the CCS will update IDMS from the NAC portion of the NACI and indicate the result of the suitability determination. If an unsatisfactory suitability determination is rendered, the COTR will advise the contractor that the employee is being denied physical access to all federally-controlled facilities and Federal information systems.

Based on a favorable NAC and NCIC/III or BICE check, the CCS will authorize the issuance of a PIV federal credential in the Physical Access Control System (PACS) database. The CCS, based on information provided by the COTR/host, will determine what physical access the applicant should be granted once the PIV issues the credential.

Step 6:

Using the information provided by the applicant during his or her in-person appearance, the PIV card production facility creates and instantiates the approved PIV card for the applicant with an activation date commensurate with the applicant's start date.

¹ A non-PIV government identification badge, including the NASA Photo Identification Badge, **MAY NOT BE USED** for the original issuance of a PIV vetted credential

Step 7:

The applicant proceeds to the credential issuance facility to begin processing for receipt of his/her federal credential.

The applicant provides to the credential issuing operator proof of identity with documentation that meets the requirements of FIPS 201 (DHS Employment Eligibility Verification (Form I-9) documents. These documents **must** be the same documents submitted for registration.

The credential issuing operator will verify that the facial image, and optionally reference finger print, matches the enrollment data used to produce the card. Upon verification of identity, the operator will locate the employee's record in the PACS database, and modify the record to indicate the PIV card has been issued. The applicant will select a PIN for use with his or her new PIV card. Although root data is inaccessible to the operator, certain fields (hair color, eye color, et al.) may be modified to more accurately record the employee's information.

The applicant proceeds to a kiosk or other workstation to complete activation of the PIV card using the initial PIN entered at card issuance.

**ALTERNATIVE FOR APPLICANTS WHO DO NOT HAVE A COMPLETED AND
ADJUDICATED NAC AT THE TIME OF ENTRANCE ON DUTY**

Steps 1 through 4 shall be accomplished for all applicants in accordance with the process described above. If the applicant is unable to appear in person until the time of entry on duty, or does not, for any other reason, have a completed and adjudicated NAC portion of the NACI at the time of entrance on duty, the following interim procedures shall apply.

1. If the documents required to submit the NACI have not been completed prior to EOD, the applicant will be instructed to complete all remaining requirements for submission of the investigation request. This includes presentation of I-9 documents and completion of fingerprints, if not already accomplished. If the applicant fails to complete these activities as prescribed in NPR 1600.1 (Chapters 3 & 4), it may be considered as failure to meet the conditions required for physical access to a federally-controlled facility or access to a Federal information system, and result in denial of such access.
2. Based on favorable results of the NCIC, the applicant shall be issued a temporary NASA identification card for a period not-to-exceed six months. If at the end of the six month period the NAC results have not been returned, the agency will at that time make a determination if an additional extension will be granted for the temporary identification card.
3. Upon return of the completed NAC, the process will continue from Step 5.

(End of Clause)

**Information Technology (IT) Security Applicable Documents List
JUNE 2012**

NASA Policy Directives (NPD) and NASA Procedural Requirements (NPR)		
Document	Subject	Effective Date
NPR 1382.1	NASA Privacy Procedural Requirements	August 10, 2007
NPD 1382.17H	NASA Privacy Policy	June 24, 2009
NPD 1440.6H	NASA Records Management	March 24, 2008
NPR 1441.1D	NASA Records Retention Schedules (w/Change 5, 6/29/09)	February 24, 2003
NPD 2540.1G	Personal Use of Government Office Equipment Including Information Technology	June 08, 2010
NPD 2800.1B	Managing Information Technology	March 21, 2008
NPR 2800.1B	Managing Information Technology	March 20, 2009
NPD 2810.1D	NASA Information Security Policy	May 9, 2009
NPR 2810.1A	Security of Information Technology w/ Change 1, (May 19, 2011)	May 16, 2006
NPD 2830.1	NASA Enterprise Architecture	December 16, 2005
NPR 2830.1	NASA Enterprise Architecture Procedures	February 9, 2006
NPR 7120.7	NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements	November 3, 2008
NPR 2841.1	Identity, Credential, and Access Management	January 6, 2011

NASA Interim Directive		
Document	Subject	Effective Date
NM2810-64	NASA Interim Directive: Information Technology Security and Efficiency Requirements	May 22, 2008

NASA Interim Technical Requirements (NITR)		
Document	Subject	Effective Date
NITR 2800_2	Email Services and Email Forwarding	September 18, 2009
NITR 2800_1	NASA Information Technology Waiver Requirements and Procedures	August 13, 2009
NITR 2830-1B	Networks in NASA Internet Protocol (IP) Space or NASA Physical Space	February 12, 2009
NITR 1382_2	NASA Rules and Consequences to Safeguarding PII, with Change 1, dated 02/04/2008	January 28, 2008

SOPs (ITS-SOP) and Handbooks (ITS-HBK)		
Document	Subject	Effective Date
ITS-HBK-0002	Roles and Responsibilities Crosswalk	January 3, 2012
ITS-HBK-0201	Security Assessment and Authorization	May 6, 2011
ITS-HBK-0301	Planning	May 6, 2011
ITS-HBK-0401	Risk Assessment	May 6, 2011
ITS-HBK-2810.05-01	Systems and Service Acquisition	November 21, 2011
ITS-HBK-0601	Awareness and Training	May 6, 2011
ITS-HBK-0701	Configuration Management	May 6, 2011
ITS-HBK-0801	Contingency Planning	April 26, 2012
ITS-HBK-0901	Incident Response and Management	May 6, 2011
ITS-HBK-1001	Maintenance	May 6, 2011
ITS-HBK-1101	Media Protection	May 6, 2011
ITS-HBK-1201	Physical and Environmental Protection	May 6, 2011
ITS-HBK-1301	Personnel Security	May 6, 2011
ITS-HBK-1401	System and Information Integrity	May 6, 2011

SOPs (ITS-SOP) and Handbooks (ITS-HBK)		
Document	Subject	Effective Date
ITS-HBK-1501	Access Control	December 21, 2011
ITS-HBK-1502	Access Control: Elevated Privileges (EP)	January 3, 2012
ITS-HBK-1601	Audit and Accountability	May 6, 2011
ITS-HBK-1701	Identification and Authentication	May 6, 2011
ITS-HBK-1801	System and Communications Protection	May 6, 2011
ITS-HBK 0205	Security Assessment and Authorization: External Information Systems	November 8, 2010
ITS-HBK 0206	Security Assessment and Authorization: Extending and Information Systems Authorization to Operate Process and Templates	November 10, 2010
ITS-HB 0001A	Format and Procedures for an IT Security Handbook	March 29, 2011
ITS-HBK 0207	Security Assessment and Authorization: Information System Security Plan Numbering Schema	November 10, 2010
ITS-HBK 0204	Security Assessment and Authorization: Continuous Monitoring—Annual Security Control Assessments	November 8, 2010
ITS-HBK 0302	Planning: Information System Security Plan Template, Requirements, Guidance and Examples	February 9, 2011
ITS-HBK 0402	Risk Assessment: Procedures for Information System Security Penetration Testing and Rules of Engagement	February 11, 2011
ITS-HBK 0202	Security Assessment and Authorization: FIPS 199 Moderate & High Systems	November 10, 2010
ITS-HBK 0203	Security Assessment and Authorization: FIPS 199 Low Systems	November 10, 2010
ITS-HBK 0035	Digital Media Sanitization	September 15, 2008

SOPs (ITS-SOP) and Handbooks (ITS-HBK)		
Document	Subject	Effective Date
ITS-HBK 0802	Contingency Planning: Guidance and Templates for Plan Development, Maintenance and Test	February 11, 2011
ITS-HBK 0902	NASA Information Security Incident Management	August 24, 2011
ITS-HBK 0903	Targeted Collection of Electronic Data	August 24, 2011

Standards		
Document	Subject	Effective Date
EA-STD 0001.0	Standard for Integrating Applications into the NASA Access Management, Authentication, and Authorization Infrastructure	August 1, 2008
EA-SOP 0003.0	Procedures for Submitting a NASA Agency Forest (NAF) Deviation Request and Transition Plan	August 1, 2008
EA-SOP 0004.0	Procedures for Submitting an Application Integration Deviation Request and Transition Plan	August 1, 2008
NASA-STD-2804-O	Minimum Interoperability Software Suite	August 9, 2011
NASA-STD-2805-O	Minimum Hardware Configurations	August 9, 2011

Within 30 days after contract award, the Contractor shall develop and deliver an IT Security Management Plan to the Contracting Officer for approval.

PAST PERFORMANCE QUESTIONNAIRE INSTRUCTIONS
(Updated September, 2010)

Sections I through III provide for contract-related descriptive information and identification of the evaluator.

Section IV lists the major work elements within our Statement of Work (SOW). Please provide your assessment of the "relevant experience" and "performance" associated with our SOW evidenced within the contract for which you are a reference. Your assessment of the relevancy should reflect the fact that the principal purpose of our contract is for Interpretation, Translation, Visa Processing and Logistical Support.

"**Significant Experience**" means that a full range of services was routinely performed by the contractor under the associated SOW element. "**Moderate Experience**" describes a contractor who has experience in several aspects of a work element even though the experience may not have been on a continuous basis or directly related to the purpose of our contract. "**Minimal Experience/Did not Perform**" means that, although at least some aspects of the work may have been performed, such performance was limited in scope or frequency, or the work element was not performed under the contract.

Section V evaluates the contractor's technical, schedule, and cost performance and management. (Additional pages may be used for comments if desired). It is very important to keep in mind that only performance in the **past 3 years** is relevant. If you cannot answer any questions, please circle "N/R" for Not Rated.

The following definitions are offered for your use in assigning a performance rating for each of the factors in Sections IV and V:

Very High (VH)	The Offeror's relevant past performance is of exceptional merit ; indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance.
High (H)	The Offeror's relevant past performance demonstrates very effective performance that would be fully responsive to contract requirements with contract requirements accomplished in a timely, efficient, and economical manner for the most part with only minor problems with little identifiable effect on overall performance.
Moderate (M)	The Offeror's relevant past performance t demonstrates effective performance; fully responsive to contract requirements; reportable problems, but with little identifiable effect on overall performance.
Low (L)	The Offeror's relevant past performance meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Very Low (VL)	The Offeror's relevant past performance does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas which, adversely affect overall performance.
N/R	Not Rated

Section VI provides for evaluation of the contractor's management of cost and award/incentive fee history.

RETURN THIS QUESTIONNAIRE TO
 BY **November 14, 2012.**

NASA Goddard Space Flight Center
 Attn: Jonnelle Goff, Code 210.H
 Greenbelt, MD 20771
 Phone: 301-286-3807 FAX: 301-286-0357
 e-mail: Jonnelle.C.Goff@nasa.gov

PAST PERFORMANCE QUESTIONNAIRE

I. Contract Information

- A. Name of Company/Division Being Evaluated: _____
- B. Address: _____
- C. Contractor Cage Code and/or DUNS number _____
- D. Contract Number: _____
- E. Contract Type: _____
- F. Period of Performance (including options): From: _____ To: _____
- G. Total Contract Value: _____
- H. Award Information: Competitive: Yes ___ No ___
 Basis of Selection: Technical ___ Cost/Price ___
 Other (specify) _____

II. Description of Contract

Briefly describe the services provided under this contract:

During the contract performance being evaluated, this firm was the:

Prime Contractor ___ Significant Subcontractor ___ Team Member ___
Other (describe) _____

Does a corporate or business relationship exist between the firm being evaluated and your organization?

Yes ___ No ___ If yes, please describe: _____

III. Evaluator Information

Name: _____
Title: _____
Agency/Company: _____
Address: _____
Phone: _____ Date Questionnaire Completed: _____
Role in Program/Contract: _____
Length of Involvement in this Program/ Contract: _____

PAST PERFORMANCE QUESTIONNAIRE

V. General Performance Survey

NO	PERFORMANCE QUESTIONS	PERFORMANCE RATING (Please Circle)					
		VH	H	M	L	VL	N/R
1.	Overall performance in planning and controlling the program	VH	H	M	L	VL	N/R
2.	Quality of services and support provided	VH	H	M	L	VL	N/R
3.	Compliance with technical requirements and performance standards	VH	H	M	L	VL	N/R
4.	Content, accuracy, quality, and timeliness of technical reports and deliverables	VH	H	M	L	VL	N/R
5.	Ability to design and/or deliver a product that meets or exceeds performance requirements within costs and schedule	VH	H	M	L	VL	N/R
6.	Timely identification and mitigation of risks	VH	H	M	L	VL	N/R
7.	Contractor's ability to identify and correct performance deficiencies in a timely manner	VH	H	M	L	VL	N/R
8.	Compliance with technical process and control requirements (quality assurance, configuration management, etc.)	VH	H	M	L	VL	N/R
9.	Ability to recruit and retain highly skilled personnel, including ability to fill key vacancies in a timely manner.	VH	H	M	L	VL	N/R
10.	Ability to handle fluctuating workloads	VH	H	M	L	VL	N/R
11.	Adherence to safety and health procedures	VH	H	M	L	VL	N/R
12.	Overall Safety and Health injury/illness record	VH	H	M	L	VL	N/R
13.	Demonstrated understanding and compliance with mission safety requirements	VH	H	M	L	VL	N/R
14.	Communicating and interfacing with Government	VH	H	M	L	VL	N/R
15.	Ability to effectively manage subcontractor performance	VH	H	M	L	VL	N/R
16.	Ability to build effective working relationships with associate contractors, subcontractors and the Government in a team environment.	VH	H	M	L	VL	N/R
17.	Timeliness, quality, and accuracy of schedule reporting	VH	H	M	L	VL	N/R
18.	Adequacy of Contractor's system(s) for processing task orders and/or changes.	VH	H	M	L	VL	N/R
19.	Overall responsiveness to Government requests	VH	H	M	L	VL	N/R
20.	Ability to establish realistic cost estimates	VH	H	M	L	VL	N/R
21.	Ability to establish realistic schedule estimates	VH	H	M	L	VL	N/R
22.	If performance based, how successful was the Contractor in meeting the contract metrics?	VH	H	M	L	VL	N/R
23.	Adherence to estimated costs and contract cost targets	VH	H	M	L	VL	N/R
24.	Ability to anticipate, identify and control cost growth.	VH	H	M	L	VL	N/R
25.	Ability to meet Small Business Subcontracting Plan Goals	VH	H	M	L	VL	N/R
26.	Timeliness, quality, and accuracy of Small Business Subcontracting Plan reporting	VH	H	M	L	VL	N/R
27.	Ability to meet Small Disadvantaged Business Participation targets	VH	H	M	L	VL	N/R
28.	Timeliness, quality, and accuracy of financial reporting	VH	H	M	L	VL	N/R

29.	Overall evaluation of cost performance	VH	H	M	L	VL	N/R
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PAST PERFORMANCE QUESTIONNAIRE

Section VI:

What is the Contract Value:

	Initial Value	Current Value
Estimated Cost:	\$ _____	\$ _____
Fee:	\$ _____	\$ _____
Total Value:	\$ _____	\$ _____

Briefly describe any change(s) from original contract value:

What are the total contract expenditures to date (cost/fees to date based on invoices, reports, etc)?

What is the **Annual Contract Value to Date** (The current contract expenditures to date divided by the number of years of performance to date)?

Was there a cost overrun? () Yes () No
 If yes, please explain:

If this was an award fee contract, what are the individual and/or average ratings of performance by your organization? Please attach any available award fee letters or database entries

Please comment on particularly strong/weak points of Contractor's performance (technical, schedule, and/or cost).

Overall Contract Performance Rating (circle one)

Very High High Moderate Low Very Low

Would you select this Contractor Again? () Yes () No

Please add any other comments you may feel are pertinent.

Rater's Signature

Date

PRICE PROPOSAL TABLE

Base Period

Labor Category	Number of Hours	Loaded Hourly Labor Rate	Total

Total Direct Labor \$ _____
 Other Direct Costs (\$) \$ _____
 Total Price \$ _____

Option 1

Labor Category	Number of Hours	Loaded Hourly Labor Rate	Total

Total Direct Labor \$ _____
 Other Direct Costs (\$) \$ _____
 Total Price \$ _____

Option 2

Labor Category	Number of Hours	Loaded Hourly Labor Rate	Total

Total Direct Labor \$ _____
 Other Direct Costs (\$) \$ _____
 Total Price \$ _____

Option 3

Labor Category	Number of Hours	Loaded Hourly Labor Rate	Total

Total Direct Labor \$ _____
 Other Direct Costs (\$) \$ _____
 Total Price \$ _____

SUMMARY:

Base Total	\$ _____
Option 1 Total	\$ _____
Option 2 Total	\$ _____
Option 3 Total	\$ _____
Grand Total	\$ _____



National
Aeronautics and
Space
Administration

Service Request Form

Exhibit 3
NNH12438290R

POINT OF CONTACT

PHONE NUMBER

E-MAIL ADDRESS

CONTRACT: _____
SR NUMBER: _____
DATE: _____
FAX NUMBER: _____

BRIEF DESCRIPTION OF PROJECT/MEETING (Attach additional page, if needed)

DATES SERVICE NEEDED

BEGIN: _____ END: _____

LANGUAGE

FROM: _____ TO: _____

LOCATION (Country) WHERE SERVICE IS NEEDED

TYPE OF SERVICE NEEDED

1. INTERPRETATION

ESTIMATED NUMBER OF HOURS: _____

REQUIREMENTS:

(Attach additional page, if needed)

2. TRANSLATION

ESTIMATED NUMBER OF WORDS: _____

3. LOGISTICAL, ADMINISTRATIVE, CLERICAL, AND IN-COUNTRY TRANSPORTATION SUPPORT (NOTE: This support is primarily intended for use in the Newly Independent States of the Former Soviet Union and China.)

REQUIREMENTS:

LOGISTICS

REQUIREMENTS:
(Attach additional page, if needed)

CLERICAL

ESTIMATED NUMBER OF HOURS: _____

ADMINISTRATIVE

ESTIMATED NUMBER OF HOURS: _____

REQUIREMENTS:
(Attach additional page, if needed)

TRANSPORTATION SUPPORT:

REQUIREMENTS:
(Attach additional page, if needed)

TECHNICAL MONITOR'S TYPED NAME, SIGNATURE, AND DATE