80GSFC28R0002-SS

NASA Protective Services Contract - East Region (NPSC-ER) II

DRAFT ATTACHMENT J-01

DRAFT

PERFORMANCE WORK STATEMENT (PWS)

TABLE OF CONTENTS

ANNEXES 4
APPENDICES 4
INTRODUCTION AND OVERVIEW 5
1. GENERAL CONTRACT REQUIREMENTS 6
1.1. Contract Management 7
1.2. Business Management 9
1.3. Safety and Health 12
1.4. Quality Plan 13
1.5. Environmental Management 15
1.6. Information Technology (IT) 17
1.7. Records Management 19
1.8. Vehicle Management 20
2. INFOSEC AND COMSEC 21
3. EMERGENCY MANAGEMENT 23
3.1. Emergency Preparedness 24
3.2. Emergency Operations 25
3.3. Continuity Of Operations (COOP) 26
3.4. Test, Training and Exercise (TT&E) 26
4. PROTECTIVE SERVICES COMMUNICATIONS CENTER (PSCC) 27
5. PHYSICAL SECURITY SUPPORT 29
5.1. Locksmith Services 32
5.2. Electronic Security System (ESS) Services 34
6. SECURITY OPERATIONS 36
6.1. Security and Security Police Services 38
6.1.1. Emergency Response Team (ERT) and K9 Operations 40
6.1.2. Traffic Enforcement 40
6.1.3. Criminal Violation Enforcement 41
6.1.4. Investigations 42
6.2. Weapons Storage Areas (Security Armory) 42
6.3. Flag Protocol 44
6.4. Internal Security Education and Training 44
6.5. NASA Physical Agility Standards for Armed Personnel 46
7. ICAM 46
8. RESERVED 48

ANNEXES

J-01.1 Armstrong Flight Research Center (AFRC) Annex
J-01.2 Glenn Research Center (GRC) Annex
J-01.3 Goddard Space Flight Center (GSFC)/Independent Verification and Validation (IV&V) Annex
J-01.4 NASA Headquarters (HQ) Annex
J-01.5 Langley Research Center (LaRC) Annex
J-01.6 Wallops Flight Facility (WFF) Annex

APPENDICES

Appendix 01 Position Table
Appendix 02 Deduction Schedule for Non-Conforming Services
Appendix 03 Screening Standards for Armed Personnel
Appendix 04 Uniforms, Equipment and Grooming Requirements
Appendix 05 Vehicle Requirements
Appendix 06 Compliance Documents List
Appendix 07 Acronyms
Appendix 08 Ordering Matrix

INTRODUCTION AND OVERVIEW

National Aeronautics and Space Administration (NASA) requires comprehensive and effective protective services to protect the people, property, operations, and information associated with the NASA mission.

This PWS addresses the scope and requirements for protective services in the following areas:

- Information Security (INFOSEC) and Communications Security (COMSEC)
- Emergency Management
- Protective Services Communication Center (PSCC)
- Physical Security Support
- Security Operations
- Identity Credential and Access Management (ICAM)

The East Region includes NASA HQ (HQ), Goddard Space Flight Center (GSFC), Glenn Research Center (GRC), Langley Research Center (LaRC), Armstrong Flight Research Center (AFRC), and Wallops Flight Facility (WFF), as well as all nearby component facility, Independent Verification and Validation (IV&V), and other areas directed by the Government. Note: Some tasks in this PWS support all Centers throughout the Agency.

1. GENERAL CONTRACT REQUIREMENTS

The requirements outlined below are applicable to all functions identified in this PWS.

The Contractor is responsible for performing the overall and day-to-day operations of the Protective Services requirements in this PWS. The Contractor shall provide all labor, personnel, uniforms, range facilities (when indicated in Annex), materials, Electronic Controlled Device (ECD) batteries and/or cartridges, equipment (including safety equipment), supplies (including office supplies), transportation (including shipping expenses), supervision, management, and any other items necessary to successfully perform the requirements and task associated with this PWS, at the frequency and hours specified for NASA on a 24-hour, 7 days per week basis, unless otherwise specified or indicated as Government Furnished in this PWS or Annexes. The Contractor is also responsible for purchasing and providing training, non-lethal marking ammunition rounds, duty ammunition and targets for both armed contract personnel and NASA Special Agents. All training and ammunition must comply with NASA Procedural Requirements (NPR) standards and utilize the NASA Standard Target (Form 1832). Range ammunition must meet both range requirements and NASA standards.

The Contracting Officer's Representative (COR) and the Annex Contracting Officer's Representatives (Annex COR) (for their respective annex) have been delegated authority by the Contracting Officer (CO) to provide written technical direction to provide clarification of the contract's general description of the scope of work to include approaches, solutions, designs, refinements or shifts within tasks, or inquiries related to the general tasks and requirements in the PWS and Annexes.

The Contractor shall possess and maintain a Top-Secret facility clearance from the Defense Counterintelligence and Security (DCSA). Employees performing work under this contract shall have been granted personnel security clearance commensurate with the required access identified in Appendix 01, Position Table, prior to working the position, unless otherwise approved in writing by the Annex COR.

The Contractor may be requested to deploy personnel Agency-wide and support surges of activities and tasks that are considered above normal workload fluctuations. Special circumstances such as but not limited to launch and landing support for aerospace vehicles, mutual aid to surrounding community, emergency assistance to other NASA Centers, security threats, and special events. The labor and travel costs incurred in support of surge activities shall be processed through the Task Order (TO) funding review and approval process.

The Contractor shall be prepared to implement increased security safeguards and countermeasures in response to elevated threat levels based on the Department of Homeland Security National Threat Advisory System or other credible threat indicators.

Specific requirements for each location may be detailed in the applicable Annex attached to this PWS. All services listed in this PWS shall be provided to each Annex, unless otherwise noted in the Ordering Matrix. Additional requirements, if necessary, are noted in the Ordering Matrix and identified in the appropriate line item within the Annex. The Government may require, and the Contractor shall, perform additional requirements within the scope of services listed in this PWS

on an indefinite-delivery indefinite-quantity (IDIQ) basis. Such IDIQ work will be subject to TOs issued in accordance with the ordering procedures specified in the contract. The Contractor shall perform IDIQ work without impact to the requirements described herein and Annexes. IDIQ TOs may be issued in support of protective services requirements at the locations identified within the East Region as well as at other NASA Centers and facilities.

The Government considers the actions, activities and behaviors described in Appendix 02, Deduction Schedule for Non-Conforming Services, as serious non-conformances requiring immediate corrective action by the Contractor and evaluation by the Government.

The Contractor shall safeguard all Government equipment, information, and property provided for Contractor use.

All positions shall be filled as prescribed in Appendix 01, Position Table. Employees are not permitted to cover more than one post simultaneously, unless approved in writing by the Annex COR.

All Government-required travel shall be processed through the TO funding review and approval process, except for travel related to NASA Basic Training Standard (NBTS). Training and any associated travel costs for NBTS shall be borne by the Contractor. NBTS training schedules shall be coordinated through NPSTA and approved by the NASA HQ NPSTA Program Manager. Note: NBTS training is not conducted during the months of November through January.

Unless otherwise specified by the Annex CO or Annex COR, the Contractor shall adhere to established work processes in effect at the time of contract phase-in and full performance, including Post Orders, Standard Operating Procedures (SOP), and Emergency Action Checklists (EAC).

Business days are defined as Monday through Friday, excluding weekends, and federal holidays.

Business hours are defined as those listed for each position in Appendix 01, Position Table, and shall follow the time zone of the applicable Annex. Hours may not be altered without prior written approval from the Annex COR.

In the event of a Center closure, delayed opening, or early dismissal, the Contractor shall seek technical guidance and follow Annex COR direction regarding post requirements.

1.1. Contract Management

The Contractor shall:

A. Establish, document, and maintain an adequate hierarchical command structure with full authority to meet all requirements of this PWS. The structure may include up to three tiers, consisting of the following ranks: Commander (Site Manager), Captain, and Lieutenant, in accordance with DRD 1.1-1, Management, Staffing, and Continuity of Service Plan. The Contractor shall define staffing levels, procedures, and practices to ensure effective fulfillment of contract requirements by submitting a Protective

Services Staffing Plan in accordance with DRD 1.1-1, Management, Staffing, and Continuity of Service Plan.

B. Designate a Program Manager (PM) which must be physically/geographically located at NASA HQ, who is responsible for the administration of each Annex (through Site Managers (SM) covered by this PWS for the administration and technical supervision of the Contractor's employees. The PM shall be the primary representative and have full autonomous authority to act on matters pertaining to the services under this contract and Annexes, across all functions and acts as primary interface between the Contractor, the CO, and COR. The PM shall not also serve as a Site Manager. The PM must promptly notify the CO and COR of any situations that may adversely impact the timely and cost-effective delivery of quality products and services under this contract.

C. Require the PM to be available to the CO and COR(s) 24 hours a day, 7 days a week, return calls or messages within 60 minutes, and work from their on-site office each business day, or from one of the locations included in this PWS, unless otherwise approved by the Regional COR.

D. Designate a SM as the single point of contact at each Annex covered by this contract. The SM must be physically located at the Annex and is responsible for: the administration and technical supervision of Contractor employees, acting as the PM primary representative at the Annex and operating location. The SM serves as the PMs primary representative at the Annex and operating location, with full delegated authority to act on all matters related to the services provided under the applicable Annex. The SM shall also serve as the primary interface with the Annex CO and Annex COR. The SM must promptly notify the Annex CO and Annex COR of any issues or conditions that may adversely affect the timely, cost-effective delivery, or quality of products and services under the Annexes to this contract.

E. Require the SM to be available to the Annex CO and Annex COR 24 hours a day, 7 days a week, and shall return calls and messages within 60 minutes, be physically on-site each business day during the hours designated in the Position Table, unless otherwise approved by the Annex COR.

F. During non-business hours, require the SM to respond to the site within four (4) hours when requested by the Annex COR, or Center Chief of Protective Services (CCPS).

G. Require the PM and SM to participate in meetings to discuss contract and business management as it relates to their Annexes and other contract-related meetings when directed by the CO, COR, or the Annex COR.

H. In the event the PM or the SM is absent for any reason, the Contractor shall submit Letter of Delegation to the COR or Annex COR identifying the designated authority.

The PM may authorize an SM to act in their absence for a period not to exceed 30 consecutive days and no more than 60 days in a calendar year.

I. Submit to the Annex COR a business continuity plan for all vacant positions in accordance with DRD 1.1-1, Management, Staffing, and Continuity of Service Plan.

J. Provide resumes of any essential personnel being proposed to fill a vacancy that meets PM and SM qualifications.

1. For initial placement of the PM and SMs: Submit resumes 30 calendar days prior to the personnel action for review and concurrence by the COR/Annex COR, CO, and Annex CO. Resumes shall not exceed 4 pages, using no smaller than 12-point Times New Roman.

2. Annex COR may waive time limits at their discretion.

K. Conduct a Semi-Annual Program Senior Management Status Review in accordance with DRD 1.1-2. Submit the Baseline and IDIQ Report in accordance with DRD 1.1-3.

1.2. Business Management

The Contractor shall:

A. Provide a Resource Management Plan in accordance with DRD 1.2-1, Resource Management Status.

B. Notify the Annex COR, Annex CO, and CO of any issues that could impact the successful performance of contract requirements or negatively reflect on the Government or of any situations that may adversely impact the timely and cost-effective delivery of quality products and services under this contract. Participate in periodic meetings scheduled by the Protective Services Office, CO, COR, and/or Annex COR.

C. Provide notice to the Government in accordance with: DRD 1.2-2, Advanced Notification of Workforce Reductions Report and DRD 1.2-3, Strike Contingency Plan.

D. Ensure the proper accountability, control, use, and maintenance of Government Furnished Property (GFP) in compliance with FAR Part 45. GFP includes equipment owned by the Government and delivered to or made available to the Contractor.

E. Serve as the property custodian for all GFP provided or acquired under this contract. The Contractor's custodial responsibilities are defined in the Center property requirements and NPR 4200.1, NASA Equipment Management Procedural Requirements, and NPR 4500.1, Administration of Property in the Custody of Contractors, and any identified Center property requirements. Obtain, track, maintain, and provide inventory accountability for all equipment, including all GFP. Submit reports in accordance with DRD 1.2-4, Government Property Management.

F. Utilize the Center Shipping and Receiving Facility, as the receiving agent.

G. Assist the Government in managing and overseeing facilities assigned under this contract and Annexes by identifying and tracking facility requirements, requesting facility services, maintenance, and repairs from the Government, and notifying the Annex COR when a work order is placed for a work area assigned to the Contractor.

H. Provide estimated travel costs, coordinate, and obtain COR approval for Government directed travel. All Government-directed travel shall meet the Government rates for per diem and travel and be conducted and reimbursed in accordance with the Federal Travel Regulations.

I. Provide to the Annex COR ongoing assessment and evaluation to identify protective service weaknesses and vulnerabilities. Recommend appropriate corrective action and participate in After Action Reviews.

J. Maintain awareness of current protective services issues, emerging trends, and technologies. Continuously monitor proposed and implemented changes to all compliance documents including all applicable laws, regulations, policies, and directives. Identify and promptly notify the Annex COR of any impacts to Contractor requirements, processes, and practices. Provide recommendations to the Government on trade-offs for new or changing requirements to minimize cost impacts. Strategies for addressing changes, whether driven by NASA mission adjustments, threat level variations, regulatory updates, budgetary constraints, or other factors, must be coordinated with and approved in writing by the CO and the Annex COR.

K. Ensure contractor deliverables and all associated data only use markings authorized by the contract. “Proprietary” is not an authorized marking for delivered technical data under the contract.

L. Ensure all employees possess and maintain the required National Security Clearance level as specified in Appendix 01, Position Table, prior to performing any work under this PWS. Employees shall have been granted a clearance commensurate with the access requirements identified on the Qualifications Tab of Appendix 01, Position Table, prior to working the position, unless otherwise approved in writing by the Annex COR. The Contractor shall provide evidence of the required clearance or an interim clearance level required for their designated position, prior to the employee beginning work, DRD 1.2-5, Contractor Employee Clearance Document. This requirement does not relieve the Contractor from their performance obligations. For employees working under an interim clearance, the Contractor shall ensure the final clearance is granted within 180 calendar days of employment. If an employee or incumbent requires an exception to the 180-day limit, the Contractor will submit written waiver request to the COR and Annex COR prior to the employee exceeding the 180-calendar day threshold. Additionally, the Contractor shall immediately prohibit any employee whose clearance had been denied, suspended, or revoked from performing work under this PWS that requires a clearance, until the clearance is restored, or a written waiver is granted by the COR and Annex COR.

1. Report (including self-reporting) any security violation or derogatory information of an employee to the Contractor Facility Security Officer (FSO) and the Annex COR within 24 hours of being notified of such violations. (Security Violations and Derogatory Information are defined in the National Industrial Security Program Operating Manual).

M. Provide the Government, or its authorized representatives who possess the appropriate authority, with immediate access to any site or area where work under this contract is performed for the purpose of audits, assessments, surveillance, inspections, or any other official purpose identified by the Government's representatives in the performance of their official duties.

N. Manage the total work effort associated with this PWS to ensure timely and adequate completion of all requirements. Included in this function will be a full range of management and administrative duties including program management, phase-in planning, scheduling, report preparation, risk management, establishing and maintaining records, and quality control.

O. Ensure all employees are medically, physically, and psychologically fit for duty in accordance with this PWS and Appendix 03, Screening Standards for Armed Personnel. For any medical absence of five consecutive working days or more, ensure employees are medically cleared to return to work through a licensed medical professional (Nurse Practitioner, Physician Assistant or Medical Doctor).

P. Upload initial and revised documentation (i.e., DRDs) to the Government-provided electronic collaboration platform (SharePoint) for the review and resolution of comments, in accordance with DRD 1.2-6, Standard Operating Procedure (SOP). Once finalized and approved, documents shall be converted to PDF and uploaded to the collaboration platform for official use. The CO, COR, and Annex COR shall have access to the PWS deliverables stored on the Government collaboration platform.

Q. Maintain and update SOP's and EAC's, for specific Annexes and contract operations in accordance with DRD 1.2-6, SOP. When warranted, develop and maintain new processes for improved effectiveness and efficiency. Coordinate with the Annex COR for all proposed content changes or new processes.

R. Conduct annual reviews of the center security requirement documents and propose revisions to the Annex COR for approval.

S. Submit its Standards of Conduct policy to maintain professional employee conduct, ethics, and integrity (reference FAR 3.1002).

T. Implement and enforce a standard dress code policy in accordance with Appendix 04, Uniforms, Equipment and Grooming Requirements, ensuring that all personnel performing work under this PWS comply with the uniform requirement for the position that they are working in. Reference to Appendix 01, Position Table, to determine the applicable uniform type for each position.

U. Provide a Work Control Plan with processes to track and report all PWS work activity, including subcontractors in accordance with DRD 1.2-7, Self-Assessment and Metrics Report.

V. Perform work in such a manner that causes minimal or no interruption to/or interference with site operations.

W. Comply with Agency Standards as outlined in the applicable attachments.

X. Provide a Training Plan in accordance with DRD 1.2-8, Training Plan.

Y. All personnel performing work under this contract are strictly prohibited from releasing, disclosing, or sharing any internal information, reports, logs, videos, photographs, audio recordings, or similar materials related to law enforcement or security operations, either internally or externally, unless they have received explicit written authorization from their respective centers CCPS or their designee. This requirement applies to all forms of communication and media, and is not limited to the items listed above.

1. Unauthorized disclosure of such information may result in disciplinary action, up to and including prosecution.

2. Written authorization must specify exactly what information may be released, the intended recipient(s), and detail any requirements for redaction or removal of sensitive or personal details prior to release. All personnel must be made aware of and adhere to these restrictions as a condition of their employment or contract performance.

1.3. Safety and Health

The Contractor shall:

A. Serve as an advocate for safety by establishing and maintaining a comprehensive safety and health plan for this PWS, including subcontractors, in accordance with DRD 1.3-1, Safety and Health Plan. Ensure compliance with applicable Federal, state, local, NASA, and Center safety and health laws, regulations, policies, directives, and industry standards. Maintain awareness of proposed and implemented changes to those requirements. Provide timely notification to employees regarding any changes or modifications to policies, procedures, or systems designed to control exposure to safety and health hazards.

B. Conduct frequent safety and health inspections of all Contractor occupied spaces considering the risk of the operations. The Contractor shall document and report all safety and health findings and track to closure, in accordance with DRD 1.3-2, Safety Measures and Mishaps Report. Notify the Annex COR of safety and occupational health concerns.

C. Reserved.

D. Provide the authorized Government representatives, immediate access to personnel and sites or areas where work under this contract is being performed to complete safety, health, and mission assurance audits, assessments, surveillance, inspections, and investigative activities. Provide all audit, assessment, surveillance, inspection, and investigation records to such Government representatives upon request.

E. Prepare for and participate in internal or external audits as requested (e.g., Institutional Safety Program Audit (ISPA), Quality Audit, Assessment, and Review (QAAR), and Voluntary Protection Program (VPP). Review Annexes for Center specific VPP requirements.

F. Comply with NPR 8621.1, NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping; and applicable Center requirements as defined in the Annexes in the event that any activity during the performance of this contract results in a NASA mishap or close call. The Contractor shall use the NASA Mishap Information System (NMIS) to electronically report mishaps, close calls, and hazards as defined by NPR 8621.1, NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping. The Contractor shall encourage all employees located onsite to report hazardous conditions and situations which, if not corrected, have the potential to result in an injury to personnel or damage to equipment/property. Contract personnel may also report concerns anonymously about hazards through the NMIS.

G. Support Center safety and health meetings including working groups and panels, as indicated in the Annexes. The Contractor shall participate in safety and health meetings including working groups and panels as requested.

H. Reserved.

I. Provide reporting of safety and health measures and mishaps in accordance with DRD 1.3-1, Safety and Health Plan.

J. Appoint, in writing to the COR, at least one safety and health representative for each Annex to support Center requirements.

K. Comply with additional safety and health requirements identified in the Center Annexes.

L. Provide reporting of Hazardous Items purchased in accordance with DRD 1.3-3, Hazardous Item Procurement Report.

1.4. Quality Plan

The Contractor shall:

A. Develop and Implement a Quality Management System (QMS) that is compliant with the ANSI, International Organization for Standardization (ISO), American Society for

Quality (ASQ) 9001-2015, QMS – Requirements, and develop a Quality Management Plan in accordance with DRD 1.4-1, Quality Management Plan.

1. Implement the QMS at contract start to identify, prevent, and ensure that defective services do not occur.

2. Continually improve the QMS throughout the life of the contract and update the quality management plan accordingly. The Contractor shall submit all proposed QMS changes to the COR for review and acceptance in writing prior to implementation.

3. Assess potential sources of supply to determine the risk of receiving nonauthentic parts.

B. Assess potential sources of supply to determine the risk of receiving nonauthentic parts. When feasible, obtain supplies through an Original Component Manufacturer (OCM)/Original Equipment Manufacturer (OEM), or through an OCM/OEM authorized distributor chain.

1. Note: OCM/OEM authorized distributor chain (e.g., franchised distributors), and authorized aftermarket manufacturers are considered to have low risk of supplying nonauthentic parts.

C. Mitigate risks of procuring counterfeit parts from sources other than OCM/OEM or authorized suppliers. If suspect or counterfeit parts are furnished under this agreement and are found on the site, such items shall be impounded by site.

D. Notify NASA Office of Protective Services (OPS) and Safety and Mission Assurance (S&MA) personnel of nonconforming products or failures that affect safety, security, reliability, or functionality, in accordance with DRD 1.4-1, Quality Management Plan.

E. Identify a point-of-contact to support the Center Government-Industry Data Exchange Program (GIDEP) Coordinator, and the Contractor shall:

1. Participate in the GIDEP in accordance with:

a. NPR 8735.1, Exchange of Problem Data Using NASA Advisories and the GIDEP

b. KDP-KSC-P-2102, GIDEP Evaluation-Disposition Process

2. Review and disposition GIDEP Notices and NASA Advisories in the NASA Advisories, Notices, and Alerts Distribution and Response Tracking System to determine if they affect the Contractor's products or services provided to the Government.

3. Respond by documenting whether GIDEP Notices and NASA Advisories affect the Contractor's products and services provided to the Government.

4. Notify the Government if GIDEP Notices and NASA Advisories affect the subcontractor's products and services provided to the Government. For GIDEP Notices and NASA Advisories that affect the Contractor's products and services provided to the Government, the Contractor shall take action to eliminate or mitigate any negative effect and inform the Government of such actions to ensure GIDEP Notices and NASA Advisories adhere to closed-loop reporting.

5. Generate GIDEP Notices in accordance with the GIDEP Operations Manual and GIDEP Requirements Guide whenever failed or nonconforming items, available to other buyers, are discovered.

1.5. Environmental Management

The Contractor shall:

A. Ensure that all contract operations, activities, and assigned systems, facilities, and equipment are in compliance with federal, state, and local environmental laws, regulations, ordinances, executive orders, permits, and licenses as well as all NASA environmental policy, plans, and requirements documents, including the most recent versions of the following documents:

1. NASA Policy Directive (NPD) 8500.1, NASA Environmental Management

2. NASA Procedural Requirement (NPR) 8510.1, NASA Cultural Resources Management

3. NPR 8530.1, NASA Sustainable Acquisition

4. NPR 8553.1, NASA Environmental Management System

5. NPR 8570.1, NASA Energy Management Program

6. NPR 8580.1, Implementing the National Environmental Policy Act and Executive Order 12114

B. Appoint, in writing to the COR, at least one environmental representative for each Annex to support Center requirements.

C. Implement internal policies, procedures, and oversight as necessary to ensure environmental compliance (reference DRD 1.3-1, Safety and Health Plan).

D. Participate in regulatory agency inspections and NASA internal inspections, audits, and Environmental and Energy Functional Reviews when requested by the Government. Provide Government personnel or authorized Contractor representatives with access to Contractor sites and work areas to conduct surveillance activities and to ensure compliance with environmental laws, regulations, and permits. Implement corrective actions for findings and deficiencies identified by the Government. Submit written

corrective action plans and finding closure documentation when requested by the Government.

E. Ensure that environmental regulatory agency interactions or correspondence relating to NASA activities or contract activities are performed by or coordinated through the applicable Center Environmental Office.

F. Respond to environmental data calls regarding contract operations and activities, and Contractor-assigned systems, facilities, and equipment when requested by the Government. Submit responses in the format outlined in the data call. Examples include, but are not limited to, environmental compliance records, regulatory agency requests for information, hazardous and controlled waste site information, waste management training records, air emission source inventories, storage tank inventories, and chemical usage and storage records.

G. Comply with additional environmental requirements identified in each Annex.

H. Perform environmental reviews of Protective Services operations at each Annex including hazardous and controlled waste management requirements.

1. Ensure that all employees who are responsible for hazardous waste management activities receive annual hazardous waste training and where applicable, have job descriptions that meet the requirements of 40 CFR 265.16, Personnel Training.

2. Allow NASA environmental personnel full access to conduct internal inspections of all facilities, systems, materials, records, and waste for compliance with environmental laws, regulations, and permits. Violations, findings, or deficiencies identified in the inspection shall be reported to the Annex COR and immediately corrected.

3. Incorporate sustainable elements and practices in operations in accordance with TBD.

4. Respond to data calls (e.g., chemical usage and storage, pollution prevention, and sustainable practices).

I. Take measures to prevent the release of hazardous materials to the environment and report hazardous materials spills and releases immediately in accordance with Center procedure.

J. Coordinate with appropriate agencies/wildlife services for any dangerous animals/reptiles (e.g. rabid coyotes, poisonous snakes, alligators) or hurt animals at Center. The Contractor will document the incident to include disposition of the animal.

1. For onsite employee safety concerns related to unsafe animal behavior or immediate threats, refer to NPR 1600.1 Appendix H, Section H.2 Discharge of Firearms, H.2.2 Exceptions.

1.6. Information Technology (IT)

The Contractor shall:

A. Obtain all IT products and services needed to process NASA data. Ensure all IT products and services direct charged to the contract are approved through OCIO's Commercial IT Request (CITR) Application. This includes, but is not limited to, FITARA, Supply Chain Risk Management (SCRM), IPv6, and 508 compliance. No purchases of commercial IT products or services should be made prior to coordination and approval by the OCIO. Contractor shall report purchases monthly utilizing DRD 1.6-1, CITAR.

   1. This contract shall only be used to purchase software, software maintenance, hardware, or hardware maintenance necessary for the performance of this contract. NASA shall own the license(s) or subscriptions for any software or applications purchased. All hardware shall be titled to NASA.

B. Comply with the information security requirements of NPD 2810.1, NASA Information Security Policy; NPR 2810.1, Security of Information and Information Systems; and the IT Security Handbooks identified in Appendix 06, Compliance Documents List.

C. Comply with information protection requirements in accordance with NPD 1382.17, NASA Privacy Policy; NPR 1382.1, NASA Privacy Procedural Requirements; and the IT Security Handbooks identified in Appendix 06, Compliance Documents List. Assess all information collections to ensure compliance with Federal regulations and privacy protection requirements using the NASA-provided assessment tool, Risk, Information Security Compliance System (RISCS). Access to RISCS may be granted through a NASA Access Management System request.

D. Manage information security and implement security controls in accordance with NPR 2810.1 and DRD 1.6-2, Security Requirements for Unclassified IT Resources.

E. Ensure successful completion of the following for all Contractor personnel:

   1. NASA Information Security Awareness and Privacy Training.

   2. Other IT Security Training, as required by the Government and provided in the System for Administration, Training, and Educational Resources for NASA (SATERN).

   3. NASA IT User Agreement.

F. Provide support to Office of the Chief Information Officer (OCIO) for Contractor IT security incidents or investigations.

   1. Notifications: Upon discovery of an incident involving Sensitive But Unclassified (SBU)/Controlled Unclassified Information (CUI), Personally

Identifiable Information (PII), or Export Control information, within one hour notify the Security Operations Center (SOC) followed by the Chief Information Security Officer (CISO) and the Annex COR.

2. Response:

   a. Submit an encrypted email with the initial assessment of event impacts and plan for mitigation within eight (8) hours after acknowledgement after notifying the SOC, CISO and Annex COR.

   b. Provide continued support and status until the incident is resolved.

G. Protect all sensitive information in accordance with NPR 2810.7, Controlled Unclassified Information.

H. Encrypt sensitive information (e.g., SBU/CUI, PII, Export Control) at the file and electronic mail levels using a Government-approved solution.

I. The contractor shall ensure that all products, platforms, services, and communications delivered as part of this work statement that are Information and Communication Technology (ICT) or contain ICT, conform to the Revised Section 508 of the Rehabilitation Act Standards, 36 C.F.R. § 1194.1 and Apps. A, C and D. The Standards may be found at https://www.access-board.gov/ict/.

J. Comply with NPR 2810.2, Possession and Use of NASA Information and Information Systems Outside of the United States, by getting OCIO approval before taking any electronic devices outside the U.S. and Territories, including any personal devices that includes NASA data.

K. Comply with NPD 2540.1, Acceptable use of Government Furnished Information Technology Equipment, Services, and Resources. The Government will provide the end user devices needed in the performance of this contract through NASA's mandatory End User Device contract, as identified in the NFS Companion Guide, Enterprise Procurement Strategies, PSL A.102-2, IT Services.

L. Comply with the Use of the Personally Owned Device memorandum and ensure that all IT devices have an approved Authorization to Operate (ATO) from a NASA Authorizing Official (AO) prior to the use of the IT device to store, process, or transmit NASA data. A Personally Owned Device includes but is not limited to a mobile phone, tablet, computer, Universal Serial Bus (USB) drive, external drives, Internet of Things (IoT) device, wearable technology, or any other device that is capable of connecting to a NASA's network or systems, or storing or processing NASA data and does not have a valid ATO from a NASA AO, regardless of who provided or owns the device

M. For a FIS that uses Internet Protocol, the contractor shall provide full feature functionality in both dual stack (IPv4 and IPv6) and IPv6-only environments in compliance with the NIST USGv6 Testing Program as described in NIST SP-500-267, NIST SP-500-273, and NIST SP-500-281.

N. The contractor shall integrate records management and preservation considerations into the design, development, enhancement, and implementation of electronic information systems in accordance with NPR 1441.1, NASA Records Management Program Requirements.

O. Use of Artificial Intelligence (AI) During Contract Performance

1. The contractor must disclose any potential or intended use of Artificial Intelligence (AI) technologies, tools, or systems in the performance of this contract. If it is unknown at the time of contract award whether AI will be used, the contractor must provide written notice to the Government prior to the deployment of any AI systems during contract performance. If AI technologies are introduced after the commencement of contract performance, the contractor must notify the contracting officer in writing prior to the release or deployment of any AI component, capability, or system in the NASA environment.

2. The Government reserves the right to review, approve, or disapprove the proposed use of AI technology in the performance of this contract. The contractor must obtain written approval from the contracting officer before implementing AI systems.

3. If any subcontractor intends to use AI technologies in the performance of work under this contract, the contractor must ensure that similar notification and disclosure requirements apply to all subcontractors. The contractor is responsible for collecting the notification and disclosure requirements from subcontractors and submitting them to the Government.

1.7. Records Management

The Contractor shall:

A. Maintain all records created for Government use or created in the course of performing the contract and/or delivered to, or under the legal control of the Government and must be managed in accordance with Federal law, including but not limited to, the Federal Records Act (44 U.S.C. Chapters. 21, 29, 31, 33), NARA regulations at 36 CFR Chapter XII Subchapter B, as well as NASA records policies (NPD 1440.6, NASA Records Management Program, and NPR 1441.1, NASA Records Management Program Requirements).

B. Ensure that NASA-owned/Contractor-held records are segregated from contractor-owned records and from non-record materials and report holdings of NASA records.

C. Immediately notify the CO Annex CO and NASA Records Officer upon discovery of any inadvertent or unauthorized removal, defacing, alteration, or destruction of Federal records. Destruction of Federal Records is expressly prohibited unless in accordance with records retention schedules or as directed by the CO and Annex CO.

D. All Contractor employees assigned to this contract who create, work with, or otherwise handle Federal Records are required to complete mandatory NASA-provided records management training. Ensure that training has been completed according to agency policies, including initial training and any required annual or refresher training.

E. Incorporate the substance of this clause, its terms and requirements including this paragraph, in all subcontracts under this contract, and require written subcontractor acknowledgment of same.

F. Develop, implement, and maintain a Records Management Program Plan in accordance with the following DRDs:

1. DRD 1.7-1, Records Management Program Plan

2. DRD 1.7-2, File Plan

3. DRD 1.7-3, Contract Records Closeout Plan

1.8. Vehicle Management

The Contractor shall:

A. Perform vehicle management functions in accordance with NPR 6200.1, NASA Transportation and General Traffic Management; NPD 6000.1, Transportation Management; Center requirements; and NASA Official Fleet Management Handbook.

B. Operate and maintain all General Services Administration (GSA) leased vehicles. There is no Government-furnished facility for maintaining the Contractor-provided vehicles.

C. Ensure all drivers have and maintain proper state licenses with applicable endorsements for equipment they operate and are insured under the Contractor's insurance for operating a motor vehicle for the duration of their employment.

D. Input the required fleet data into the Federal Automotive Statistical Tool (FAST) for any GSA-leased and Government-furnished vehicles annually, as scheduled by the NASA Agency Transportation Manager.

E. Comply with the vehicle manufacturer's normal service schedule for all Government furnished vehicles and take full advantage of manufacturer warranty repairs when applicable.

F. Provide a Vehicle Utilization Plan, in accordance with DRD 1.8-1, Vehicle Utilization Plan.

G. Reserved.

H. Provide gate vehicles, patrol vehicles, technical support vehicles, and other necessary vehicles to support the security requirements and conditions as required in the Annexes, to include, but not limited to the following: security patrols; locksmiths; electronic security support; perimeter fence inspections; K-9 and emergency response vehicles to provide services. All vehicles are to be properly marked and outfitted in accordance with the requirements of Appendix 05, Vehicle Requirements.

I. Vehicles (both Contractor owned and GSA) are authorized to go off NASA property while traversing to authorized locations or in an emergency. All GSA-leased and NASA-provided vehicles shall be used for official Government business only.

J. The Contractor is responsible for the fuel costs for all Contractor-provided vehicles unless noted in the Annex as Government provided.

K. Notify the Annex COR within one hour of any GSA-leased or NASA-provided or Contractor-provided vehicle that has been damaged or placed out of service for any reason.

L. Notify the Annex COR immediately when a traffic accident involves members of the Contractor staff. The Annex COR will advise the Contractor as to investigative responsibility.

2. INFOSEC AND COMSEC

INFOSEC and COMSEC concern the safeguarding and transmission of Classified National Security Information (CNSI) in accordance with Federal law, including but not limited to, EO 13526, Classified National Security Information; the National Industrial Security Program Operating Manual, Information Security Oversight Office; and NPR 1600.6, NASA Communication Security. Some of these tasks require a Top Secret/Sensitive Compartmented Information (TS/SCI) and COMSEC briefing

The Contractor shall:

A. Review and provide input for SATERN Security Education and Training courses for both clearance holders and non-clearance personnel at the individual Centers in accordance with NPR 1600.1, NASA Security Program Procedural Requirements and NPR 1600.2, NASA Classified National Security Information (CNSI). Required training/briefings include but are not limited to new employee initial security orientation, initial and refresher training for cleared personnel, classified custodian briefing, derivative classifier training, material/training to meet triennial security training for all non-cleared personnel, and security awareness information/products, as needed. Topics for briefings and/or training include, but are not limited to, classification management, CUI/SBU/FOUO and Special Access Programs. The Security Training Program shall meet NPR 2190.1, NASA Export Control Program.

B. Serve as the primary liaison for SATERN Security Education and Training courses, ensuring accurate training, and timely updates of training records for both clearance holders and non-clearance holders within the SATERN system. Maintain, review, and

provide input for the training program that ensures all personnel granted a security clearance are trained to comply with EO 13526 Classified National Security Information. Additionally, track the completion to ensure clearance holders remain in compliance with the training

C. Ensure the proper safeguarding and storage of all levels of classified documents and COMSEC materials in approved storage containers and devices, in full compliance with all applicable policies, procedures, and security directives.

D. Provide COMSEC services in accordance with Presidential Decision Directives and applicable Committee on National Security Systems (CNSS) Directives, Instructions, Manuals, Advisories, as well as NASA policies and procedures governing intelligence, security, technology protection, and operations security to support Annex requirements.

E. Support COMSEC voice and Secure Terminal Equipment (STE) or updated versions.

F. Review and provide input for the annual COMSEC training. Additionally, track, and administer for the training for both civil servants and participating contractors.

G. Report any COMSEC violations in writing to the NASA Central Office of Record within two hours.

H. Attend the annual NASA COMSEC Conference and NASA COMSEC Office of Record training and certification. If it is determined by the Annex COR that in-person attendance is required, travel will be processed through the TO funding review and approval process.

I. Provide COMSEC support for all dignitary/Very Important Person (VIP) visits and meetings, ensuring compliance with applicable security policies, procedures, and communication security requirements.

J. Ensure the destruction of CUI/SBU/For Official Use Only (FOUO) material used/ held by OPS, (this includes all forms of media and is not limited to paper, all types of film and memory storage devices) in accordance with NPR 2810.1, Security of Information and Information Systems, the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-88, Revision 1, Guidelines for Media Sanitization and National Archives and Records Administration (NARA) CUI Notice 2019-03, Destroying Controlled Unclassified Information (CUI).

    1. Provide destruction services for sensitive and classified waste in accordance with the applicable Annex SOP, including the secure pick-up, storage, transport, and destruction of all sensitive and classified documents.

K. Require SPOs to respond immediately to any alarm associated with a NASA Sensitive Compartmented Information Facility (SCIF) and conduct an initial assessment of the area to identify if penetration has occurred. Maintain a continuous presence until the SCIF custodian arrives to assess the situation. Ensure a response by the SCIF custodian

in accordance with Intelligence Community Directive (ICD) 705, Sensitive Compartmented Information Facilities and SOPs.

3. EMERGENCY MANAGEMENT

Emergency Management personnel shall operate under the following four tenets of Emergency Management framework as described below and in each annex: Emergency Preparedness, Emergency Operations, Continuity of Operations, and Test, Training and Exercise. Additionally, the Comprehensive Emergency Management Plan (CEMP) provides detailed guidance through its Annexes, describing the four phases of emergency management: preparedness, response, mitigation, and recovery. These frameworks ensure a holistic approach to emergency management, integrating proactive planning, operational readiness, continuity strategies, and rigorous testing and training to maintain organizational resilience.

The Contractor shall:

A. Provide a comprehensive emergency management service that complies with National Fire Protection Association (NFPA) 1660 Standard for Emergency, Continuity, and Crisis Management: Preparedness, Response, and Recovery; NFPA 1561 Standard on Emergency Services Incident Management System and Command Safety; NFPA 1550 Standard for Emergency Responder Health and Safety; NPR 8715.2, NASA Emergency Management Program Procedural Requirements; and Emergency Management Center plans.

B. Periodically review and provide recommendations to the EM for updates to the CEMP. The Plan shall be implemented within four hours of activation as directed by the OPS Emergency Manager (EM). Sustain the mission essential operations for up to 30 days utilizing existing and available field infrastructure where practical.

C. Upon request from Annex COR, send personnel to attend a local, state, or Federal emergency management conference, NASA emergency management meeting, and utilize the information obtained from the conference to update the training provided to NASA and other onsite contractors. Requests to send personnel to such a conference or training will be processed through the TO approval process.

D. Ensure all personnel supporting emergency management under this PWS obtain and maintain all required training and certifications.

E. Ensure Emergency Management personnel respond to emergencies not requiring activation of the Emergency Operations Center (EOC) activation.

F. Prepare and deliver comprehensive After-Action Reviews (AAR) for incidents when requested by the EM or Annex COR. Document all lessons learned in accordance with applicable guidance and reporting requirements. Provide mitigation recommendations for each of the lessons learned to support continuous improvement and enhanced operational readiness.

G. Provide recommendations for and implement a Lessons-Learned Program and Corrective Action Plan (CAP) consistent with best practices to identify shortfalls, weaknesses, and failures identified during the post-event evaluation, to be provided to the Emergency Manager within 10 business days following the event. A published, final report shall describe assessed performance and recommend corrective actions.

H. Provide oversight and operation of the Emergency Notification System (ENS), emergency communications systems, the NASA SAFE App, and any equivalent systems. Conduct quarterly tests of these systems, or when directed by the Annex EM or Annex COR, and report all test results, including any deficiencies and required repairs.

3.1. Emergency Preparedness

The Contractor shall:

A. Provide comprehensive planning in policy, procedures, directives, and all-hazard assessment requirements in accordance with the CEMP.

B. Implement applicable emergency preparedness policies and directives from NASA Headquarters, Federal, state, and local directives. Provide for an integrated and coordinated Federal, state, and local response consistent with the National Incident Management System (NIMS); the National Response Framework (NRF), NFPA 1660 Standard for Emergency, Continuity, and Crisis Management: Preparedness, Response, and Recovery; NFPA 1561 Standard on Emergency Services Incident Management System and Command Safety; NFPA 1550 Standard for Emergency Responder Health and Safety.

C. Implement protective measures and mitigation strategies in accordance with Annex directives to safeguard Government-Furnished Facilities (GFF) and Government-Furnished Property (GFP).

D. Conduct operational readiness checks of applicable Government-provided hand-held, mobile, and fixed communication devices (e.g., high frequency radios, ham radios, radios, cell phones, and satellite) in accordance with a contractor developed checklist approved by the Annex COR.

E. Conduct operational and process verification reviews of existing plans from Center employees, partners, visitors, and tenants to ensure all Annex EMP requirements are adequately addressed.

1. Review existing plans, procedures and other documents annually and as necessary to ensure these documents adequately address functional target capabilities, such as evacuations; post-disaster response and recovery operations; deployment of resources; interoperable communications, notifications, alerts and warning systems.

F. Regularly review all new or updated evacuation plans to ensure compliance and effectiveness. Coordinate and oversee evacuation drills as directed by the NASA Emergency Manager, ensuring proper execution and documentation of each exercise.

3.2. Emergency Operations

The Contractor shall:

A. Provide EOC management and support personnel, to activate staff, and operate the EOC, Incident Command Post, and any designated alternate facility under Continuity of Operations (COOP) plan. Personnel shall support activities including, but not limited to, operating computer systems and software, communications equipment, and related operational systems; managing interoperable communications processes and systems; conducting damage assessments; and facilitating interagency coordination, and mutual aid coordination during upon EOC activation. The EOC shall be activated when deemed necessary by the Center EM, Annex COR or CCPS. Examples of incidents that may require EOC activation include, but are not limited to, major emergencies, situations in which major emergencies are likely to occur, interagency emergency operations, and other events requiring coordinated responses activities. Coordinate Center emergency activities with Center Emergency Support Functions (ESF) staff.

1. The EOC shall be activated when deemed necessary by the Center EM, Annex COR or CCPS. EOC shall be activated within 30 minutes of notice during business hours and activate EOC within two hours during non-business hours.

2. If an emergency requires continuous (24/7) EOC operation, provide additional staffing outside normal operating hours, when requested as an IDIQ task

B. Ensure the operability of all emergency equipment in the EOC. Perform and weekly operational weekly tests shall be performed on all EOC equipment and document results. Notify the NASA Emergency Manager of any maintenance needs and submit a work order to initiate repairs. Ensure all weather-tracking equipment is current and provide informed recommendations when newer or more capable systems are required.

C. Support damage assessment and recovery operations in coordination with NASA, other Government agencies, and other contractor personnel, in accordance with Center Damage Assessment and Recovery plans. Provide support for an operational pre-brief for each event to ensure effective integration, situational awareness, and readiness of all responding organizations.

D. Conduct emergency operations and recovery actions in accordance with the CEMP.

E. Comply with the NIMS when deploying mitigation, preparedness, response, and recovery actions associated with emergency management.

F. Train the ESF staff in accordance with NIMS and maintain training records.

3.3. Continuity Of Operations (COOP)

The Contractor shall:

A. Maintain, implement, and periodically review the COOP to ensure alignment with current and anticipated operations. Verify that all identified COOP capabilities are in place and functioning as intended. Document findings and provide recommended updates to the NASA Emergency Manager for review and action.

B. Ensure a level of readiness and consistency in the outcomes directed by Federal Continuity Directive-1 (FCD-1) and Federal Continuity Directive-2 (FCD-2), Federal Executive Branch National Continuity Program and Requirements; EO 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions; EO 12656, Assignment of Emergency Preparedness Responsibility; and when applicable, comply with Memorandum of Understanding (MOU) or Mutual Aid Agreements (MAA) with Federal, state, and local counterparts engaged in continuity of operations activities such as shared facilities and systems.

3.4. Test, Training and Exercise (TT&E)

The Contractor shall:

A. Maintain, and administer a comprehensive TT&E program in accordance with standards and requirements outlined in NIMS, FCD-1, the Homeland Security Exercise and Evaluation Program (HSEEP) and NPR 8715.2, NASA Emergency Management Program Procedural Requirements. Provide recommendations on TT&E activities to the Center EM. Support, participate in, and coordinate TT&E activities with NASA; Federal, state, and local emergency management officials; other Government agencies; tenants and partner organizations; and adjacent military installations

B. Ensure that testing of the alert, notification, and activation procedures and systems are accomplished in accordance with FCD-1 and HSEEP.

C. Conduct and participate in annual exercises to demonstrate the capability to:

1. Execute emergency response plans using first response force (including active shooter exercises).

2. Activate the EOC (all ESFs).

3. Activate the Alternate EOC.

4. Support COOP operations.

5. Activate Emergency Management Support Team.

6. Interoperate with established MOUs/Memorandums of Agreement (MOA).

7. Assist and participate in annual statewide severe weather drill(s).

D. Develop and administer a Lessons-Learned Program and CAP 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 no later than 45 workdays following an exercise in accordance with DRD 3.0-2, Contingency and Emergency Plan.

E. Ensure emergency management activities such as training, exercises, reviews, response to emergencies, and accident/incidents requiring emergency response activities are documented and available in a shared file system.

F. Promote, administer, and manage the Independent Study Training courses offered by the Emergency Management Institute (EMI), Federal Emergency Management Agency (FEMA) for all personnel that support this PWS. Document the completion of the subject training courses.

G. Develop additional training courses at the direction of the NASA Emergency Manager.

4. PSCC

The Contractor shall:

A. Ensure all personnel working in the PSCC meet the requirements of Association of Public Safety Communications Officials (APCO) American National Standard (ANS) 3.103.3-2025, Minimum Training Standards for Public Safety Telecommunicators and complete National Incident Management System (NIMS) ICS-100 (Introduction to the Incident Command System), ICS-700 (National Incident Management System, An Introduction), and ICS-800 (National Response Framework, An Introduction).

B. Ensure all personnel working in the PSCC with responsibilities to perform call taking and dispatching for fire and emergency medical services shall meet the certification requirements established by National Fire Protection Association (NFPA) Standard 1225 (2025 Edition) for Public Safety Telecommunicator I and II.

C. All personnel working in the PSCC with responsibilities to perform call taking and dispatching for law enforcement or security matters shall complete the APCO Institute's Law Enforcement Communications Course. Additionally, they shall be certified to operate the National Criminal Information Center (NCIC) and State Criminal Justice Information Systems in accordance with Federal and state requirements.

D. Ensure personnel with responsibilities for supervision of PSAP personnel meet the certification requirements established by NFPA 1225 for Public Safety Communications Supervisor by completing the APCO Institute's Communications Center Supervisor Course or the National Emergency Number Association (NENA) 9-1-1 Center Supervisor Program.

E. Ensure that all personnel with responsibilities for call taking and call processing of medical emergencies, as designated on the position table, shall be certified through the APCO Institute's Emergency Medical Dispatch (EMD) Program, or an equivalent EMD program.

F. Ensure personnel training PSCC personnel meet the certification requirements established by NFPA 1225 for Public Safety Communications Training Officer by completing the APCO Institute's Communications Training Officer Course or the NENA Center Training Officer (CTO) Program.

G. Ensure individual(s) responsible for the overall management of the PSAP meet the certification requirements established by NFPA 1225 for Public Safety Communications Center Manager/Director by completing the APCO Institute's Communications Center Manager Program or the NENA Center Manager Certification Program (CMCP).

H. Utilize NFPA 1225, Chapter 15 and APCO ANS 1.113.2-2024 (Public Safety Communications Incident Handling Process) as the primary guides for developing key performance indicators (KPIs) for call handling, triaging, and dispatching of emergency response resources. KPIs will be provided to the government for approval and benchmarking. Approved KPIs will be documented in the Standard Operating Procedures (SOP), and Emergency Action Checklists (EAC) for all PSCC equipment, as well as response policies for routine and emergency events.

I. Establish a Quality Assurance and Quality Improvement (QA/QI) Program that complies with the requirements established by APCO/NENA ANS 1.107.2-2025.

J. Provide response data to the Annex COR as requested including but not limited to fire and Emergency Medical Services (EMS) responses, alarms activations, audio dispatch recordings.

K. Provide fully certified personnel, in accordance with Appendix 01, Position Table, to operate the Public Safety Command Center (PSCC) on a continuous 24 hours per day, 7 days per week basis.

L. Ensure that PSCC personnel possess all training and certifications required to operate all emergency and administrative communications, security, and monitoring systems assigned to the Annex PSCC, including but not limited to: emergency and administrative telephones; point to point telephones; Telecommunications Device for the Deaf (TDD) operations; radio systems; access control systems; fire and security alarm systems; Video Surveillance Systems (VSS); radio bridging equipment; emergency notification systems; recording systems; National Crime Information Center (NCIC) terminal; State Criminal Justice Information Systems (CJIS); and all additional systems identified in the Annex.

M. PSCC personnel perform a wide range of dispatch procedures and functions, (not an exhaustive list), call processing, and communications functions, including medical, fire, security, law enforcement, and hazard alarm operations; emergency (911) and non-

emergency call handling; emergency and non-emergency text and paging operations; conference call coordination; protective services radio operations; TDD operations; and intercom operations

N. Ensure PSCC operators: monitor and dispatch security personnel to investigate designated alarms, including those related to doors, environmental monitoring, and personal duress. They must also monitor network video cameras for suspicious activity and to provide real-time assessment of alarms. The PSCC shall promptly place a work order for all alarm and video surveillance system components that are not functioning correctly, or outages that are identified

O. Ensure PSCC personnel provide accurate and timely information to emergency response elements; monitor and track responder status; maintain a complete, chronological log of all activities occurring during each shift; and ensure that all critical information is relayed in a manner that supports effective decision making throughout an incident.

P. Maintain an up-to-date list of emergency contact telephone numbers, including: the Center OPS, Center management, after-hours response points of contacts, mutual-aid contacts, Federal and local law enforcement agencies, local emergency management, and fire departments. The Contractor shall reconcile all contact list monthly.

Q. Promptly place work orders and/or report facility safety issues that are identified/reported by security personnel.

R. Immediately utilize an alternate communications system (e.g., handheld radios, phones) in the event of a radio failure at the PSCC. Dispatchers shall inform the security supervisor, fire supervisor, and appropriate repair personnel of radio failures without delay.

S. Maintain readiness and conduct quarterly tests to ensure the ability to activate the alternate PSCC location.

T. Ensure PSCC personnel dispatch first responders to all emergency calls within NFPA time requirements.

U. Ensure PSCC personnel answer all phone calls by the third ring. However, 911 and emergency phone lines take priority.

V. Immediately acknowledge all radio traffic upon receipt.

W. During emergency operations, support the EOC by providing periodic updates of information and Protective Services force deployment status.

5. PHYSICAL SECURITY SUPPORT

The Contractor shall:

A. In accordance with NPR 1620.3, Physical Security Requirements for NASA Facilities and Property, promote the safeguarding of NASA personnel, information, and property by reducing the opportunity for theft, sabotage, terrorism, and workplace violence. Crime prevention shall be reinforced by ensuring everyone safeguards Government property. This is accomplished through the implementation of a comprehensive resource protection plan, physical security plan, vulnerability and threat assessments, and the identification and protection of NASA Critical Infrastructure, in accordance with DRD 5.0-1, Physical Security Assessment Plan.

B. Provide comprehensive and integrated systems that combine qualified personnel and approved equipment to safeguard personnel, physical assets, information, and mission-critical operations. Protection shall include, but is not limited to, NASA Priority and Critical Resources, Space Launch Systems, payload systems, aircraft, command and control systems, events, and all associated Government, tenant, and commercial partner facilities and activities.

C. As directed by the Annex COR, evaluate installation security needs, identify vulnerabilities, and report on protection requirements based on current and emerging threat conditions. These assessments shall support the implementation of a comprehensive physical security program consistent with NPR 1620.3B, including physical security planning, vulnerability and threat analysis, and the safeguarding of NASA Critical Infrastructure.

D. Execute and sustain a comprehensive physical security protection program that utilizes physical, procedural, and technological measures to safeguard personnel; prevent unauthorized access to facilities, equipment, materials, and documents; and protect Government resources against damage, loss, and unauthorized disclosure. The Contractor shall conduct security studies; evaluate and analyze statistical data; perform Facility Security Assessments (FSA); provide recommended countermeasures; review and analyze proposed construction and renovation projects; respond to user inquiries; and implement additional or enhanced security measures during periods of elevated threat. Provide formal reports with comments, observations, justifications, and where appropriate, citations of security compliance or reference documents. Respond to user requests and evaluate statistical data. Attend preconstruction meetings. All activities, assessments, and suggestions shall comply with NPR 1620.2A, NPR 1620.3B, and NPR 1600.1A.

E. Conduct physical security inspections, audits, key audits, and facility assessments to identify weaknesses, vulnerabilities, and non-compliance with applicable Federal and NASA physical security requirements. The Contractor shall develop and submit to the Annex COR a planned approach for conducting inspections in accordance with NPR 1620.3B and shall not implement the plan until formal concurrence is received from Annex OPS. Recommended countermeasures and identified deficiencies shall be documented and reported in accordance with program requirements.

F. Conduct risk assessment and studies in accordance with NPR 1620.2, Facility Security Assessments, and NPR 1620.3, Physical Security Requirements for NASA Facilities and Property.

G. Maintain, review, recommend revisions to all security procedures, program security plans, facility security plans, site security plans, contingency plans, and operational security plans. Distribute these documents as directed by the Annex COR.

H. Maintain continuous cognizance of all current and emerging resource protection requirements, physical security requirements, protective services issues, trends, and technologies, as well as all proposed and implemented changes to applicable laws, regulations, policies, directives, and other compliance documents. The Contractor shall identify and promptly notify the Annex COR of any impacts such changes may have on Contractor requirements, operational processes, or established practices. Based on the best available information and technology, the Contractor shall provide recommendations to the Annex COR for meeting new or evolving requirements and shall advise the Government on tradeoffs or alternative approaches to avoid unnecessary cost impacts while ensuring full compliance with Federal and NASA directive.

I. Conduct Design-Basis Threat analysis for formulating terrorism counteraction measures.

J. Manage, review plans, and operate the physical, mechanical, and electronic/IT systems used to control access to installations, areas, and facilities. The Contractor shall adhere to IT policy contained in NPR 2810.1, Security of Information and Information Systems. In accordance with NPR 1620.3, Physical Security Requirements for NASA Facilities and Property, review and test the physical, mechanical, electronic, and IT systems used to control access to installations, areas, and facilities using the EPACS. This includes, but is not limited to, walls, fences, gates, doors, electronic and mechanical locks, turnstiles, and bollards. Submit deficiencies to Annex COR.

K. Evaluate and recommend to Annex OPS installation protection needs and requirements based on National Terrorism Advisory System or local threat changes.

L. Support the NASA Critical Infrastructure (NCI) Program by managing the designation, tracking, documentation, and access control of all NCI assets. This shall include, but is not limited to, conducting evaluations to determine whether an area, facility, or portion of a facility meets NCI designation criteria; performing NCI surveys and inspections; and developing, maintaining, and safeguarding comprehensive NCI records and reports.

M. Provide priority attention and enhanced physical protection to all designated NCI assets and conduct Facility Security Assessments (FSA) in accordance with NPR 1620.2, Facility Security Level Determinations, and NPR 1620.3, Physical Security Requirements for NASA Facilities and Property. The Contractor shall submit to the Annex COR an annual review of the Continuity of Operations Plan (COOP), including

recommendations regarding the relocation or protection of NCI assets, when necessary, to ensure mission continuity.

N. Maintain, review, and recommend improvements to contingency exercises, plans, and operational procedures. Provide support and conduct evaluations for a broad range of emergency, contingency, and threat-based scenarios, including (not an exhaustive list):

1. Anti-hijack, anti-robbery, and anti-terrorist measures.

2. Bombings or bomb threats, and hostage or barricaded subject incidents.

3. NCI facilities and mission critical operations.

4. Mass casualty incidents, mobility operations, and Non-Nuclear Munitions Storage Areas.

5. Work stoppages, walkouts, strikes and demonstrations.

6. Natural disasters and severe weather events.

7. Civil disturbance or riot threatening priority or critical resources.

8. Overt attack on a restricted or critical area.

9. The need to deploy or obtain augment security forces.

10. Arrival of military or commercial aircraft requiring protective support.

11. The Department of Energy (DOE) nuclear shipments and associated security measures.

5.1. Locksmith Services

The Contractor shall:

A. Comply with NPR 1600.2, NASA Classified National Security Information (CNSI), NPR 1620.3, Physical Security Requirements for NASA Facilities and Property, and DoDM 5200.01, Volume 3, The DoD Information Security Program, Protection of Classified Information. Provide comprehensive locksmith services, including (not an exhaustive list), lock and key management, data control, installation and repair of mechanical and electronic locks and locking devices, emergency openings of safes and vaults, combination setting and changes, fabricating and issuing keys, issuing and controlling padlocks, and maintaining work order information. Ensure that personnel performing locksmith duties under this PWS maintain all required manufacturer's certifications for installation, operation, maintenance, troubleshooting, and repair of installed locking systems.

B. Furnish (excluding new construction and major renovations), install, repair, and re-key all lock cylinder cores as needed. Additionally, construct, maintain, evaluate, remove,

replace, and repair door locks as required. All key locks shall be compatible with the existing Center master key system.

C. Evaluate, maintain, certify, force open, and repair security containers, safes, vaults, vault doors and locks in accordance with FED-STD-809E, Federal Standard Inspection, Maintenance, Neutralization and Repair of GSA Approved Containers, Lock Extensions and Vault Doors.

D. Respond to all emergency work orders, as designated by the Annex COR, within one hour during normal business hours. Additionally, maintain the capability to respond to emergency work orders after normal working hours within four hours of notification.

E. Set and change combination locks on GSA-approved safes, security containers, and vaults. All combinations shall be changed on safes and vaults annually, or when an individual's access is removed, or upon re-issuance. Record changes on Standard Form 700 and filing combinations immediately.

1. Personnel performing these tasks must be trained and proficient in the X-series lock, and other emerging electronic/mechanical locking devices.

F. Install, service, remove, and provide annual preventative maintenance on mechanical and electromechanical locks for safes and vaults. Confirm all safes are in compliance with requirements prior to being reused. Safes that are not compliance shall be referred to the Annex COR for direction.

G. Manage the Center's GSA approved security container inventory and maintain a current database reflecting the location, condition, make and model. Conduct an annual inventory of all containers and provide a copy of the inventory to the Annex COR, in accordance with DRD 5.1-1, Security Container Inventory.

H. Ensure operability of equipment and tools to manufacture specifications, safely operate tools and machinery in the locksmith shop, and report any deficiencies to the Annex COR.

I. Make duplicate keys within two business days of receiving request.

J. Advise and consult with maintenance, operations, engineering, and Physical Security Specialist 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 facility design engineers, attend other meetings and briefings when necessary.

K. Develop training and provide presentations for new lock/key mechanisms or those that are not common.

L. Maintain current inventory levels of spare parts, such as, (not an exhaustive list) padlocks, pins, cores, combination locks, chains, keys, and components documented as GFP, required for locksmith assignments and duties.

M. Conduct annual inventories of keys, locks, padlocks, bench stock, and locksmith equipment, in accordance with DRD 5.1-2, Locksmith Inventory.

N. Assist in evaluating and tracking lost key incidents, and reviewing investigations involving all locking systems, and provide recommendations to the Annex COR.

O. Ensure locksmiths are proficient in all aspects of required services and maintain required certifications in accordance with Appendix 01, Position Table.

P. Maintain a database inventory of security locks and keys and keep it current to track and control all locks, keys, and lock combinations.

Q. Ensure locking cores are rekeyed to restrict access on doors in which electronic access control has been installed.

R. Maintain accurate service records and documentation.

S. Control and issue keys, padlocks, and other related material.

T. Ensure that only authorized individuals receive keys, and that issued keys only permit access to authorized areas, facilities, buildings, and rooms.

U. Track and manage work order information for locksmith services. Process all authorized requests for lock installations, locking devices, lock repairs, safes, locking security (GSA certified) containers, and other related locking devices. Work orders shall be completed within 5 business days of submission.

V. Maintain a master safe in the lock shop office.

5.2. Electronic Security System (ESS) Services

The support service functions include installation and sustainment of existing Lenel access control systems, as well as operation, end of line maintenance, repair, and periodic maintenance of all Enterprise Physical Access Control System (EPACS), electronic security systems, intrusion detection systems, alarms, Video Surveillance System (VSS), and physical access controls. These include but are not limited to physical, mechanical, electronic and IT-based systems, used to control physical access to operational facilities and areas, (i.e., walls, fences, gates, doors, electronic and mechanical locks, turnstiles, and traffic controls).

The Contractor shall:

A. Install, maintain, provide maintenance, test, and document ESS as directed in the Annex SOP's, for all devices such as, (not an exhaustive list); intrusion alarms, network video systems, access control systems, electronic locking devices, gate

controls, active bollards, turnstiles and other security barriers (including turnstiles), audio alarms, duress/panic alarms, body cameras, and mobile patrol video cameras and recording equipment. All systems are to be installed and maintained according to all applicable state and federal regulations. Follow all industry and manufacturer installation standards and guidelines in accordance with NIST SP 800-53/53-A, Security and Privacy Controls for Information Systems and Organizations

B. Maintain and operate Center-wide ESS. Provide user-level operation, maintenance, programming, management, and monitoring of the ESS. Coordinate activities with all supporting service Contractors involved in ESS functions, including locksmiths, Network Services, Lenel Regional Administrators, System Administrators, Facilities Division Support Services personnel, other vendors as required, OPS Physical Security Lead, and Annex COR.

C. ESS personnel provide written input to OPS on all security related ESS services, integration, construction, planning, planning, design, installation, maintenance, and maintain the necessary records, drawings, and schematics for these systems. Ensure all SOPs, checklists, design reviews, drawings and plans associated with specific job functions are submitted to the Annex COR for review and approval before implementation.

D. Provide service within two hours of receiving notice/work order during normal business hours. Provide service within four hours of receiving notice of an emergency work order during non-business hours, as directed/approved by the Annex COR.

E. Prepare an estimate for installations of ESS equipment; coordinate with appropriate organizations for smooth, efficient, timely, and complete installations (installations will be requested in an IDIQ task) of ESS equipment and components. Quotes shall be provided within 14 days of the request.

F. Furnish all tools and equipment necessary to successfully support ESS operations, unless specified as GFP in the Annex.

G. Replacement parts for the ESS will be supplied as GFP or under terms of the system and component warranties.

H. Maintain accurate records, drawings, and diagrams of the wiring, installations, and other ESS-related data directly involved with in maintaining ESS; establish schedules for and perform preventive maintenance; prepare and produce system reports for program audits, reviews and assessments as needed and directed by Annex COR.

I. Provide support and oversight to any outside vendors who may be contracted to install ESS for projects in ensuring system configuration requirements meet NASA requirements and ensure the installation meets the manufacturers defined specifications.

J. Conduct Performance Verification Testing of the ESS components before declaring the system is fully operational and turned over to the Government. Additionally, conduct

ongoing performance testing of all ESS components in accordance with NPR, SOP, manufacturer, and Annex requirements.

6. SECURITY OPERATIONS

The Contractors authority to carry weapons and effect arrests is derived from 51 U.S. Code § 20133, Permission to carry firearms and 51 U.S.C. § 20134, Arrest Authority and 14 CFR Part 1203(b), Security Programs; Arrest Authority and Use of Force by NASA Security Force Personnel as implemented by NPR 1600.1, NASA Security Program Procedural Requirements. Contractors granted authority to carry weapons and make arrests may exercise such authority only while guarding and protecting people and property owned or leased by, or under the control of NASA.

The Contractor shall:

A. Conduct security operations to perform tasks such as, (not an exhaustive list):

1. Respond to and investigate administrative violations, suspicious activities, and criminal conduct.

2. Respond to alarms, emergencies, and actual or threatened acts of violence.

3. Enforce federal law and regulations, NPDs, NPRs, all applicable Procedural Requirements.

4. Conduct searches, checks, and inspections of personnel, parcels, vehicles, and facilities in accordance with approved procedures.

5. Enforce perimeter and facility access control measures.

6. Perform crowd management and crowd control operations.

7. Enforce parking regulations and perform traffic control and traffic enforcement duties.

8. Conduct foot and vehicle patrols of public areas, Government property, facilities, and roadways in accordance with approved SOPs to support security, law enforcement, and safety operations. During all patrol activities, officers shall actively observe, identify, and immediately report to the PSCC any suspicious activities, persons, or conditions; fires; water leaks; environmental hazards; unsafe or potentially unsafe conditions, procedures, or activities; unsecured areas; or any situation requiring immediate attention. Patrol personnel shall also perform random interior and exterior security checks of facilities to ensure they are properly secured, including periodic walk-through inspections to verify compliance with security requirements, such as checks of controlled or limited access areas, gates, bollards, docks, offices, and classified security containers. Officers shall remain vigilant for abnormalities involving any Center infrastructure and take appropriate action consistent with established procedures.

9. Establish roadblocks, checkpoints, and other access restrictions as required

10. Lock and unlock facilities, secured areas, and individual rooms in accordance with approved procedures.

11. Perform flag protocol responsibilities in accordance with established requirements.

12. Safeguard NASA aircraft and other sensitive, mission critical, or high-value assets.

13. Provide motorist assistance, including safety-related support to stranded or distressed drivers.

14. Escort equipment, outside emergency services, and VIP personnel, and authorized visitors as required.

15. Collect, process, inventory, secure, preserve, and store evidence in accordance with Annex SOP and applicable chain-of-custody procedures.

B. Respond expeditiously to all requests for assistance, emergencies, alarm activations in accordance with OPS approved SOPs. This includes, but is not limited to, responses to electronic security system alarms, unsecured area alarms, duress alarms, credit union alarms, fire alarms, environmental and oxygen sensor alarms, hazardous incidents, medical emergencies, and facility unlock requests.

C. Report all serious or potentially serious situations, including but not limited to; traffic stops, incident response, emergency response, alarms, suspicious conditions to PSCC dispatch prior to responding, or as soon as it is safe to do so.

D. Notify the Annex COR in advance of all work-related court appearances including those requiring testimony or evidentiary support.

E. Guard and maintain the legal and physical integrity of all evidence, ensuring it is protected from destruction, tampering, contamination, or loss. Only personnel explicitly authorized by the Annex COR shall be permitted access to the evidence room. All evidence shall be safeguarded, processed, stored, and secured in strict accordance with established SOPs and chain of custody requirements.

F. Support Denial-of-Access (DNA), watchlist, and Be-On-the-Lookout (BOLO) actions by ensuring that required information is accurately entered into designated electronic databases in accordance with SOPs and as directed by the Annex COR.

G. Provide support for lost-and-found operations, including the processing, documentation, storage, release, and authorized destruction of items in accordance with SOPs and any direction provided by the Annex COR.

6.1. Security and Security Police Services

The Contractor shall:

A. Provide a professionally managed, comprehensive security and law enforcement services program compliant with NPR 1600.1A, NASA Security Program Procedural Requirements; applicable Center security directives; and all OPS approved Standard Operating Procedures (SOPs).

B. Execute security police duties, including detaining and arresting individuals for violations of Federal law, including offenses under the Assimilated Crimes Act (18 U.S.C. § 13). Such enforcement actions shall be limited to those necessary to protect persons, property, and information.

C. Notify the Annex COR as soon as feasible of all significant incidents, including events with potential for violence, felony arrests, counterintelligence indicators, suspicious circumstances, or any situation likely to involve media attention.

D. Document all incidents in the Annex-specific crime information and reporting system, including offense reports, traffic reports, incident reports, citations, field interviews, photographs, and related documentation.

E. Provide armed officers to safeguard personnel, facilities, and material resources on NASA property. All mobile and fixed posts shall be staffed as designated in Appendix 01, Position Table. Deviations or temporary reassignments, such as redirecting mobile units to support a fixed post at the airfield for aircraft protection while on a flight line, shall occur only at the direction of the Annex COR.

F. Conduct formal shift formation prior to personnel deploying to post, including roll call, uniform inspection, weapons checks, intelligence and safety briefings, and other briefs as necessary.

G. Ensure all patrols and other specialty units are equipped with vehicles that meet the specifications outlined in the Appendix 05, Vehicle Requirements.

H. Establish extended restricted areas to preclude entry of unauthorized persons into the expanded temporary restricted or critical areas as outlined in plans approved by Annex COR to support special operations (e.g. Launch, Hazardous Operations or other operations).

I. Provide convoy or escort services for movements such as (not an exhaustive list) hazardous, sensitive, oversized, or security critical movements, including payloads, flight hardware, VIPs, and other designated operations, as directed by the Annex COR.

J. Control ingress and egress at designated entry control points in accordance with Appendix 01, Position Table, Post Orders, applicable Center directives, and SOPs, or as directed by Annex COR.

K. Perform random inspections of vehicles entering and exiting NASA property in accordance with the Random Vehicle Inspections SOP.

L. Investigate incidents and offenses, enforce traffic regulations, investigate traffic accidents, direct traffic, and issue citations. Provide the initial incident report and/or traffic accident report within four hours of clearing the incident scene.

M. Establish Incident Command when required and operate in accordance with established incident management protocols.

N. Maintain and control access to incident scenes including but not limited to safety hazards, fires, workplace violence, natural disaster, or other emergencies as directed by the Incident Commander.

O. Conduct roving patrols of the Center roadways at various times to avoid patterns of predictable behavior. Patrol's primary function is to participate in maintaining a secure facility (e.g., to prevent and detect break-ins, vandalism, Center and facility breaches, security violations, criminal conduct). While patrolling, remain alert for potential crimes of opportunity and initiate positive control actions to deter or prevent criminal activity.

1. Identify suspicious packages, items, or conditions, and immediately notify the PSCC to dispatch additional resources for further investigation into determination if they are potential hazardous devices.

2. Establish and secure perimeters for an area or facility if a package or items are determined to be a potential threat.

3. Respond to, investigate, and recognize potential hazardous devices. Examples are a bomb, improvised explosive device, commercial explosives, illegal fireworks, suspicious packages, or ordnance.

P. Detain individuals for identification and conduct field interviews for investigative or security purposes.

Q. Conduct Random Anti-Terrorism Measures (RAMs) to include special activities such as badge checks upon entry to or exit from specific locations, areas, or facilities on Center. Utilize a COR-approved, randomly generated system to produce the schedule. RAM activities will be performed in lieu of routine patrol activities using on-duty assets as directed by the Annex COR. Officers shall check to ensure that badges are properly displayed and ensure that only properly badged personnel enter NASA buildings.

R. Escort individuals from the Center when directed by the Annex COR or appropriate authority.

S. Make appropriate warning notifications and evacuations as necessary to ensure safety of people.

T. Ensure that all armed personnel performing under this PWS complete the Casualty Rescue Team (CRT) training course. This course integrates law enforcement, fire, and rescue personnel into a unified taskforce designed to extract injured individuals from mass casualty events, such as active shooter incidents, for immediate medical care once the threat has been neutralized or contained. If a joint training exercise with the fire department is not feasible, CRT concepts shall be delivered through classroom instruction. CRT training must be completed within one year of Annex Task Order start.

U. Develop and provide NASA required in-service and on-the-job site-specific training or remedial SO/SPO training to correct identified deficiencies.

V. Respond to all emergency calls, alarm activations or other situations where life or property is endangered within the time limits stated in the Annexes. Arrive on-scene for all non-emergency calls within the time limits stated in the Annexes.

W. Perform protection of VIP and dignitary visits as required.

6.1.1. Emergency Response Team (ERT) and K9 Operations

The ERT and K9 units are highly specialized teams that have training in special weapons and tactics and are capable of immediate response to many types of threat or security emergencies.

The Contractor shall:

A. Provide an ERT unit.

B. Provide a K9 unit.

6.1.2. Traffic Enforcement

Traffic Enforcement Units are dedicated to keeping the roadways safe. These units conduct specialized operations in problem areas during critical times using marked and unmarked patrol vehicles.

The Contractor shall:

A. Provide traffic enforcement services, ensuring the safe and orderly movement of vehicles and pedestrians throughout the Center in accordance with 14 C.F.R. § 1204.1101 as required or directed by Annex COR.

B. Enforce traffic laws and regulations; respond to traffic violations; conduct selective enforcement operations; perform vehicle stops; direct traffic; investigate traffic crashes; prepare and submit traffic and incident reports; and issue citations in accordance with established procedures.

C. Provide crime detection and prevention activities; make lawful arrests; respond to emergencies; conduct traffic control operations; establish roadblocks when required; and ensure roadway safety across all Government property.

D. Provide and utilize in-car audio, video, and body camera systems. Cameras shall be activated for all traffic stops and other atypical or potentially adversarial interactions with employees, contractors, visitors, or the public. Equipment specifications and usage standards shall comply with Appendices 04, Uniforms, Equipment, and Grooming Requirements, and 05, Vehicle Requirements.

E. Safeguard individuals in custody, maintain positive control during all interactions, and transport detainees to an approved detention facility, when necessary, in accordance with applicable law and SOPs.

F. Provide support for emergency responses operations by providing traffic control, scene security, and roadway safety measures as required by first responders or directed by the Annex COR.

G. Track points, disposition, and account for all citations to include appeals.

    1. Send notices using the established process and systems in place, which shall be completed within three business days.

H. Operate speed radar check points as directed by the Annex COR. Speed detection within sensitive or restricted areas shall be coordinated with the Annex COR. Notify the PSCC of any unusual or unsafe or hazardous traffic, roadway, or weather conditions, and deploy traffic control or safety devices when necessary to prevent access to unsafe areas.

I. Will deploy GFP mobile/temporary traffic control devices and signs and coordinate related activities with the Facilities contractor. The Contractor is also responsible for coordinating maintenance of these devices as directed by the Annex COR.

6.1.3. Criminal Violation Enforcement

In performing the security functions described in this PWS, the Contractor will encounter criminal activity. Certain Centers use the Federal Magistrate Program (FMP) to prosecute individuals observed committing various criminal acts. All personnel who are required to utilize FMP must obtain specialized training in the Federal magistrate process and the Central Violation Bureau process and are authorized to issue District Court Violation Notices. SPOs must be trained in Center processes for handling misdemeanors and felonies.

Where the FMP is applicable, and as may be detailed in the relevant annex, the Contractor shall:

A. Enforce Federal law, assimilated state law, and NASA regulations; conduct vehicle stops; direct traffic; make arrests; issue citations; write reports; transport suspects; and testify in court.

B. Comply with local policies when responding to subpoenas, and coordinate with the Annex COR to manage civil and criminal processes, including the collection and submission of evidence requested for court proceedings.

6.1.4. Investigations

The Contractor shall:

A. Provide qualified SPOs to conduct initial investigations of lost or stolen property, suspicious activity, suspicious mail, workplace violence related incidents, and other reportable events. Initial investigations shall be conducted promptly, and a preliminary written report shall be submitted to the Annex COR within four hours of clearing the incident scene.

B. Provide investigative support to conduct internal, special, or follow-on investigations as directed by the Annex COR.

C. Preliminary investigations shall be followed by a detailed, comprehensive investigation completed in a timely manner, with final documentation provided in accordance with Annex specific reporting requirements.

D. Provide documentation and reports generated from all investigations. The reports shall be complete, concise, accurate, and provided in a timely manner.

E. Maintain files for all investigative documents and materials. As directed by the Annex COR, the Contractor shall collect, preserve, and provide incident video footage, photographs, witness statements, diagrams, and copies of reports prepared by external agencies.

F. Provide aid, assistance, and operational support in all aspects of preventing, investigating, and responding to threats or incidents of workplace violence.

    1. Ensure this assistance and support includes (not an exhaustive list), providing specific tailored education and training for employees and managers concerning the identification and proper response to threatening behavior; providing an appropriate security presence during any employee meeting where there is a potential for disruption or violence; and participating in meetings of the workplace violence Threat Assessment Advisory Group.

G. Provide support to the OPS Physical Security program as directed by the Annex COR.

6.2. Weapons Storage Areas (Security Armory)

This section encompasses the operations and maintenance of the Armory for the purpose of storage and issue of weapons, ammunition, and other necessary equipment.

The Contractor shall:

A. In accordance with 1620.3, Physical Security Requirements for NASA Facilities and Property, utilize and maintain a compliant weapons storage area (armory) for safe storage, maintenance, repair, accountability, issuance, and receipt of weapons, ammunition, and other necessary equipment. Only authorized personnel shall access these areas. The Contractor shall ensure full accountability of all weapons, ammunition, and shift equipment in accordance with NPR 1620.3B requirements.

   1. Ensure the armory security systems are tested and recorded, at a minimum frequency of monthly, or as directed by the Annex COR.

   2. Weapons issued for on-duty use, such as rifles and shotguns, will be secured in Annex COR approved storage containers when not carried on the officer's person.

B. Utilize only firearms and magazines provided as GFP.

C. Provide a manufacturer-certified armorer to service all GFP OPS weapons, including those issued to OPS Special Agents. The armorer shall maintain valid manufacturer certifications for each weapon platform serviced.

D. Ensure all weapons and shift equipment are accounted for at the start and end of each shift. Weapons storage, handling, and inventory management, shall be in accordance with NPR 1620.3, Physical Security Requirements for NASA Facilities and Property. Inventory reports shall be provided to the Annex COR upon request.

E. Immediately notify the Annex COR of any lost, damaged, or missing weapons, ammunition, or equipment. An investigation shall be initiated without delay, and a written report shall be submitted to the Annex COR.

F. Immediately notify the Annex COR of any negligent discharges or close call incidents involving firearms.

G. Ensure government-issued weapon clearing barrels are used and strictly follow NASA-approved procedures for issuance and turn-in. The NASA-approved clearing procedures are to be posted in the armory and at each clearing barrel.

   1. Weapons will only be exchanged in the approved armory.

H. Remove any unserviceable weapons from service and notify the Annex COR. Upon authorization, repairs shall be performed by a manufacturer-certified armorer.

   1. Ensure the safety, serviceability, and proper maintenance of all GFP (firearms) and related equipment.

   2. Conduct function checks on all assigned weapons; repaired firearms shall be test fired before being returned to service.

   3. Provide environmentally safe and manufacturer recommended cleaning supplies.

4. Ensure all firearm modifications or accessory additions receive prior written approval from the Annex COR, before any modification is initiated or installed.

6.3. Flag Protocol

The OPS provides instruction on handling flags including the raising and lowering of flags and replacement of worn flags on designated poles, half-staff notifications to tenant organizations, flag procurement, and storage.

The Contractor shall:

A. Comply with the Center Flag Policy, all applicable chapter rules, and Federal regulations governing flag protocol, including requirements for the display, handling, and ceremonial treatment of the U.S. Flag.

B. Raise and lower flags on designated poles as required for routine operations, replacement of worn or unserviceable flags, and official half-staff directives. Only uniformed personnel shall render honors to the U.S. Flag and shall properly fold, unfurl, hoist, lower, and safeguard the flag from disgrace or dishonor.

   1. Patrol Officers will raise the flags no later than 6:30 AM and lower at 5:00 PM or sunset (whichever occurs first), daily, unless otherwise directed by the Annex COR.

C. Maintain and securely store a sufficient supply of GFP flags, both new and previously flown, to ensure uninterrupted compliance with flag display requirements.

D. Initiate work orders and support service requests when maintenance is needed on designated flagpoles, including illumination fixtures where installed.

E. Periodically inspect all displayed flags for signs of fading, fraying, or other damage. Flags deemed unserviceable by Center OPS shall be removed promptly, secured, and held pending disposition instructions from the Annex COR. Disposal of U.S. Flags shall comply with Center policy for worn or unserviceable flags.

6.4. Internal Security Education and Training

The Contractor shall:

A. Develop and implement a Security Education and Training Program Plan at each Center in accordance with DRD 1.2-8, Training Plan. The plan shall address all required training, timelines, administration, and certification requirement.

B. Provide a two week (80 Hrs.) “site-specific” training program, including classroom instruction and On the Job Training (OJT), for all newly hired armed Contractor personnel unless otherwise specified in the Annex. Personnel completing NBTS shall not be permitted to work any post until all required OJT is completed. All training

materials and lesson plans shall be submitted to the Annex COR for approval prior to use.

C. Ensure the safe operation and oversight of firearms ranges and shall provide properly trained and certified firearms instructors, and range safety officers to conduct all scheduled weapons qualifications. All firearms qualification activities shall comply with NPR 1600.1 and applicable NASA safety and firearms training standards.

D. Provide instruction for firearms proficiency, less-lethal weapons, judgmental shooting drills, low light firing, shoot-house operations, force-on-force training scenarios, and "Active Shooter" responses.

E. Provide and support security education training such as but not limited to Surviving and Armed Violent Encounter (SAVE) for both NASA personnel and tenants, as required.

F. Provide eight hours of annual CE training to Security Officers, Security Police Officers, and NASA Special Agents. All armed personnel and Special Agents must complete CE requirements within the NPSTA training calendar year (January 1 through December 31). NPSTA will distribute the CE curriculum.

G. Ensure Annex Security Police Protection Force Training and Development Officer / Center Trainer(s) attend the NPSTA annual instructor five-day workshop.

H. Ensure that all armed personnel performing under this PWS complete the Casualty Rescue Team (CRT) training course. This course integrates law enforcement, fire, and rescue personnel into a unified taskforce designed to extract injured individuals from mass casualty events, such as active shooter incidents, for immediate medical care once the threat has been neutralized or contained. If a joint training exercise with the fire department is not feasible, CRT concepts shall be delivered through classroom instruction. CRT training must be completed within one year of Annex Task Order start.

I. Ensure that all officers (including NBTS graduates) are trained and maintain certification in Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED) use, First Aid, Stop the Bleed, and the guidelines and procedures governing naloxone use. Naloxone training is required for all personnel authorized to carry weapons.

J. Maintain records for all OPS (Contractor and civil servant) personnel certified to carry firearms, qualifying scores, rounds fired, and all other pertinent data. Current firearm data shall be maintained and made available to Annex COR upon request. Records for all personnel who qualified with a weapon and any NASA required training shall be maintained in accordance with NPR 1600.1, NASA Security Program Procedural Requirements, and annotated in the Training Resource Automation Center (TRAC).

K. Provide ECD training to Security Police and Security Officers, that are designated to carry the weapon.

L. Extend invitations to the CO, COR, CCPS, or any designated representative of the CCPS, for any training sponsored or provided by the Contractor.

6.5. NASA Physical Agility Standards for Armed Personnel

Reference Appendix 03, Screening Standards for Armed Personnel, for more information.

7. ICAM

ICAM encompasses but is not limited to the issuance and control of identification badges, temporary passes, area permits, special badges, and Center-specific badges and serves as the centralized location for identification management at the center.

The Contractor shall:

A. Provide ICAM badging at each Center, as prescribed in Attachment DXX, Position Table.

B. Staff and operate the badging office, in accordance with the Annex, to fabricate, issue, maintain, and manage all required passes and credentials, including but not limited to:

1. Visitor (Temporary) passes
2. Center-Specific (Local) badges
3. Agency Smart Badges (ASB)
4. NASA Personal Identification Verification (PIV) credentials
5. Permanent Area Access (PAA) and Temporary Area Authorizations (TAA)
6. Badges for Certified escorts of foreign nationals

Note: Badging System software and hardware are GFP. The Contractor shall utilize Government-furnished services for the maintenance of the badging systems software and hardware.

C. Coordinate and schedule maintenance of the badging equipment such as identity, enrollment workstations and credential printing stations. Immediately notify the Annex COR of any outages.

D. Provide only NASA-approved ancillary badge material such as non-PIV cardstock, access cards, electromagnetically opaque sleeves, printing ribbons, transfer film, laminate, holders, pouches, lanyards, and clips. All materials shall comply with NPR 1600.4, ICAM and FIPS 201-3, Personal Identity Verification (PIV) of Federal Employees and Contractors.

E. Utilize only NASA-approved systems and databases including EPACS, Card Management System (CMS), Enterprise Visitor Access Management System

(EVAMS), Identity Management and Account Exchange (IdMAX) to issue, manage, and record badges and facility access credentials for employees, contractors, and visitors.

F. Process, ship, track, receive, and maintain accountability of all PIV/ASB cardstock, fingerprint cards, and related materials.

1. Maintain and update status changes for individuals. Upon receipt of a PIV badge from the printing vendor, ensure all required access permissions are accurately and completely replicated to the credential.

2. Utilize a scheduling system to coordinate the issuance of credentials.

G. Process and secure all returned badges associated with separation, termination, suspension, or as otherwise directed. Credentials shall be accounted for, destroyed, and removed from all applicable systems. The Contractor shall comply with NASA badge deactivation procedures and deactivate NASA badges in IdMAX within one hour of notification in accordance with NPR 1600.4.

H. Inventory and maintain accountability of all PIV/ASB credentials received from the printing vendor. Blank cardstock shall be managed as GFP, and quarterly inventories shall be conducted and reconciled.

I. Perform identity enrollments using the IdMAX system. This includes capturing electronic fingerprints using Government provided systems, as well as traditional inking systems, taking photographs, scanning NASA approved identity source documents, and recording signatures in accordance with NPR 1600.4 and all ICAM requirements. The Contractor shall support the integration of future biometric solutions.

1. Fingerprints must be collected in accordance with NASA ICAM requirements.

J. Ensure participation by subject matter experts in ICAM teleconferences, and at the direction of the Annex COR, attend annual ICAM conference. Travel will be processed through the Task Order review and approval process, if travel is deemed necessary.

K. Perform background checks using National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS), and local law enforcement system as directed in Annex.

L. Process and issue credentials for foreign nationals, foreign representatives, dignitaries, and guests, in accordance with NPR 1600.4, ICAM.

M. Perform compliance checks and all associated tasks in support of the administration of the Foreign National Access Management Program to include Department of Homeland Security's SAVE and Visual Compliance checks.

1. Support the NASA foreign visitor program. Review, administer and conduct periodic compliance reviews of Access Control Plans (ACPs).

2. Support the International Visits Coordinator (IVC) by performing identity vetting, credential issuance, records management, and required briefings.

N. All ICAM Support Specialists shall be cross-trained and rotate through all functional areas of the badging station to maintain proficiency and ensure continuity of operations.

O. ICAM Support Specialists are expected to maintain awareness of the level of activity in the badging office and make positional adjustments to support surges. Perform scheduled requests within 15 minutes of the customers scheduled time. Perform unscheduled requests within 60 minutes of the customer's arrival.

8. Reserved