

NASA Headquarters Protective Services Contract

**NASA HEADQUARTERS PROTECTIVE SERVICES
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1. General.

1.1 Location. Contractor personnel occupying any and all protective services positions may be required to perform work on an occasional basis at other locations within the Washington, DC, Metropolitan commuting area or other NASA facilities as directed by the Contracting Officer Representative (COR).

1.1.1. Contractor personnel regardless of position or title working under this contract core and Indefinite Delivery Indefinite Quantity (IDIQ) components shall be cleared to at least the *SECRET* level. Some personnel, depending upon post assignment or specific position, will be required by the Contracting Officer (CO) or the COR to have a higher clearance.

1.1.2. All requirements contained within this Statement of Work (SOW) are considered to be within the day-to-day baseline effort, with the exception of the Unplanned Events paragraph below and those requirements specifically identified in this SOW to be provided under IDIQ Task Orders, or as directed by the CO through CO Task Orders or contract modifications.

1.1.3. The Contractor shall allow sufficient relief for meal and rest breaks for all positions and/or posts requiring continuous coverage. The Contractor shall ensure that all such positions and/or posts have continuous coverage during breaks and any absences. The Project Manager, Supervisors, or any other Contractor employee assigned to another "fixed" post may not be used for this purpose. Security Officers assigned to roving posts may be used to assist in covering meal and relief breaks for fixed post locations. The Contractor shall provide a replacement or substitute staffing (e.g., equally trained, certified, and/or cross-trained as "back-up" personnel) to continue full operational, administrative, or technical services required at all times such positions are to be staffed.

1.2. Coordination between Contractor and NASA.

1.2.1. Regular business or performance meetings shall be held twice a month between representatives of NASA and the Contractor. NASA attendees may include the Headquarters Chief of Security (CS), the COR, the CO, and/or other NASA or government officials.

1.2.2. The Contractor may request a meeting with the CO and/or the COR when the Contractor considers such a meeting is necessary to discuss or resolve business or performance matters.

1.2.3. The Contractor shall attend and participate in meetings to discuss business, operational, and performance issues at the request of the COR or CO.

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1.2.4. The Contractor shall provide to the COR a written weekly report containing: badges processed, incidents responded to, investigations processed, and attendance figures (hours lost due to absent personnel).

1.2.5. The Contractor shall ensure compliance with all documents listed in section 22.1 of this SOW.

1.3. Installation Accountable Government Property.

1.3.1. NASA HQ will provide Installation Accountable Government Property (IAGP) to the Contractor in performance of this contract. Equipment includes but not limited to, Glock 9MM pistols, Mossberg 12 gage Shotguns, Inspection Mirrors, Non-Lethal Weapons (TASERS model X-26), Handheld Radios, Radio Batteries, Radio Chargers, Radio Base Station, Radio Maintenance, Radio Licenses, and Radio Frequencies. Contractor shall conduct a 100% inventory within 14 business days of contract award and quarterly thereafter. The COR shall be notified immediately of any discrepancies. A complete listing of IAGP is included within the contract.

1.4. Post Orders and General Orders.

1.4.1. Post Orders and General Orders are specific detailed instructions for contract personnel while performing under this contract. Each post position on this contract shall have assigned Post Orders drafted by the CS detailing specific requirements. Compliance is mandatory with published Post and General Orders.

1.5. NASA Vehicles. Contractor personnel shall be authorized to operate NASA vehicles as needed to support specific efforts described within this SOW. Tasks shall be accomplished during personnel's normal duty hours and vehicle operation will be within the Washington, DC metropolitan area. The Project Manager shall notify the COR three (3) business days in advance of requirements.

1.6. Safety. Any incidents involving personnel safety and health while on NASA property shall be reported to the COR within one day in writing. The Contractor shall comply with reporting requirements as specified by NPR 8621.1B, NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating and Recordkeeping w/ Change 7, as required by the NASA HQ Safety Officer.

1.7. Contract Security Classification Specification DD Form 254.

1.7.1. NASA HQ shall sponsor the Contractor for a TOP SECRET facility clearance. Performance of this contract will involve possible access, receipt, and storage of classified information at the NASA HQ facility. Only U.S. citizens granted a final personnel security clearance are eligible for access to classified material. The Contractor shall meet and comply with the facility clearance requirements for TOP SECRET and the industrial security requirements for access to classified information at the TOP SECRET level in accordance with the National Industrial Security Program

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Operating Manual, DOD 5220.22-M, dated February 28, 2006 and NPR1600.1A. Classified Automated Data Processing (ADP) shall be involved; however, classified information shall not be entered into any ADP system, word processing system, or other electrical systems unless approved by the appropriate NASA official as requisite standards. Requests concerning clarification or interpretation regarding security requirements under this contract shall be directed to the NASA HQ Security Office.

1.8. Technical Standards: e-CFR

1.8.1. The following Electronic Code of Federal Regulations Part 1194, dated April 27, 2016 standards shall apply to this effort:

Subpart B — Technical Standards

§1194.21 Software applications and operating systems.

§1194.22 Web-based intranet and internet information and applications.

§1194.23 Telecommunications products.

§1194.24 Video and multimedia products.

§1194.25 Self-contained, closed products.

§1194.26 Desktop and portable computers.

1.9. Emergency Preparedness and Response.

1.9.1. The Contractor's obligation may include resolution of unusual or emergency situations. The Contractor may be required to support NASA, within the general scope of work, but in currently unidentified ways, in preparation for, or in response to emergencies. Obligations under this requirement shall only arise when one or more of the criteria in Federal Acquisition Regulations (FAR) 18.001, enabling NASA to utilize "Emergency Acquisition Flexibilities", are met. If the emergency preparedness and response requirements result in changes to the contract, all contract adjustments shall be processed in accordance with the Changes clause of the contract.

1.10. Indefinite Delivery / Indefinite Quantity (ID/IQ) Task Orders.

1.10.1. The following requirements shall be accomplished through the issuance of individual task orders by the CO under the ID/IQ component of the contract:

1.10.2. The Contractor may be required to procure parts and equipment for repair and upgrade of NASA HQ systems or infrastructure through established vendor relationships in accordance with the FAR and NASA FAR guidelines.

1.10.3. Planned Special Events. The Contractor shall provide protective services for Planned Special Events. Examples of Planned Special Events include open-house events, executive conferences, employee social events, and VIP visits. The Contractor shall be required to provide timely and responsive support for such events.

1.11. Unplanned Events. The Contractor shall provide protective services for Unplanned Events outside of the core effort, as directed by the CO.

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1.11.1. The Contractor shall be required to provide timely and responsive support for unplanned events. Examples of Unplanned Events are visits by domestic and/or senior foreign dignitaries, natural disasters, new programmatic requirements, or significant changes in the level of protection required as the result of increased threat levels. Unplanned events may require contract personnel to work off-site from NASA HQ.

1.11.2. At NASA HQ, the Contractor shall maintain a capability to provide additional staffing to respond to such contingencies as emergencies, heightened threat situations, and visits by dignitaries.

1.11.3. The Contractor may be required to procure services to support the NASA HQ security program that are outside the capabilities of normal staffing, such as major system upgrading or major equipment installation.

1.11.4. The Contractor maybe required to provide personnel for tasks that are outside the National Capital Region to support exercises or actual events connected to NASA HQ Contingency of Operations Plan (COOP). Travel costs shall be reimbursed in accordance with Federal Travel Regulations.

1.11.5. The Contractor shall perform administrative and technical security support services as needed by the Government to the Office of Protective Services (OPS) to perform security related activities.

1.11.6. The Contractor may provide National Security Adjudication related technical and administrative support services in support of NASA OPS.

1.11.7. Contractor personnel performing administrative and technical security services in support of the OPS under IDIQ Task Orders may require travel. Travel costs shall be reimbursed in accordance with Federal Travel Regulations.

1.12. Union Activities. During the normal business hours of working employee's. No Union officials or employees shall: solicit membership, receive applications, hold meetings of any kind for the transaction of Union business, or conduct any Union business, or conduct any Union activity other than the handling of grievances.

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2. Physical Security

2.1. The Contractor shall execute and sustain a comprehensive physical security protection program utilizing physical measures designed to safeguard people, prevent unauthorized access to equipment, facilities, material, and documents, and to safeguard them against damage and loss. Requirements are located in NASA Procedural Requirement (NPR) 1600.1A, 1620.2A and 1620.3A.

2.2. The Contractor shall submit in writing to the COR and CS no later than the first day of each month, a report of system security activity including but not limited to: new Electronic Physical Access Control Systems (EPACS) installations, EPACS repairs, EPACS preventive maintenance, security container combination changes, completed locksmith work orders etc..

2.3. The Contractor shall conduct an annual comprehensive security assessment of NASA HQs using the methodology outlined in NPR 1620.2A and 1620.3A. The annual assessment shall be submitted in writing to the COR by September 30th of each contract year.

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3. Contract Management and Oversight. The Contractor shall ensure a qualified Project Manager is on site during normal duty hours and as required during unplanned events. This position is designated as a key personnel position.

3.1. Project Manager Requirements.

3.1.1. Top Secret security clearance.

3.1.2. Two years minimum experience in supervising and managing a major facility security contract.

3.1.3. The COR shall review individual's qualifications and approve potential Project Managers prior to them performing under this contract.

3.2. Project Manager Responsibilities.

3.2.1. Notify the COR and the CS within one (1) hour of any incident reported to the duty officer.

3.2.2. Respond to emergency situations and direct and coordinate the functions of the security force. Ensure that the COR and the CS are kept apprised of action being taken.

3.2.3. Check attendance to ensure that each post is manned as required by the Guard Post Assignment Record. Report posts manned to the COR and the CS via email by 08:30 daily.

3.2.4. Ensure that all Post Orders, General Orders and specific instructions issued by the CS and the COR are being enforced and affected Shift Supervisors notified.

3.2.5. Review all Special Orders and Officers Duty Books. Ensure all required changes and/or revisions are made in an expeditious manner. Ensure that all Shift Supervisors are aware of any approved memorandums signed by the CS.

3.3. Safety and Health Plan. Contractor shall develop a safety and health plan as required. Safety and Health Plan shall be submitted to the COR and NASA HQ Safety and Occupational Health Specialist 30 days after award of contract.

3.4. Quality Assurance and Quality Control.

3.4.1. Contractor shall develop a Quality Assurance / Quality Control (QA/QC) plan that addresses the specific requirements set forth within this SOW.

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4. Uniformed Operations. The Contractor shall provide uniformed security officers to perform tasks such as: responding to emergencies; enforcing NASA regulations; conducting personnel, vehicular, building and facility checks and inspections; access control; package and parcel inspection; crowd control; parking and traffic control; patrolling public areas; staffing gates; observing and reporting fires, water leaks, environmental threats, and other hazards; locking and unlocking buildings and rooms; safeguarding other sensitive/available assets; and escorting persons and equipment.

4.1 Specific Responsibilities.

4.1.1. The Contractor shall ensure that all Headquarters Security Officers have and maintain weapons qualification as required by NPR 1600.1A prior to assuming any duties associated with this contract.

4.1.2. All personnel associated with this contract shall hold, at a minimum, a SECRET security clearance. The Contractor shall ensure that all General, Post and Special Orders are current and followed by security personnel on duty; ensure that every post/position is staffed in accordance with the requirements of this SOW; ensure that, in the event of a Contractor personnel absence, a qualified replacement is assigned to fill the post or position within one hour.

4.1.3. The Contractor shall staff the 24-hour Security Control Center (SCC). The SCC shall be manned by an armed security officer who will act as on-duty Security Dispatcher(s). The SCC contains the NASA HQ Video Surveillance and Alarm Monitoring functions. The Dispatch personnel shall maintain radio communication with on-duty Security Officers and shall direct the response of Security Officers to incidents, alarms, and emergencies under the guidance of the on-duty Security Supervisor. Dispatch personnel will contact and coordinate with outside emergency responding agencies. Dispatch personnel will maintain an Operational Log of events. Dispatch personnel will advise the NASA HQ Incident Commander of security activities within five (5) minutes of an emergency situation.

4.1.4. The Contractor shall provide a central lost and found service for HQ personnel from 7:00 AM to 7:00 PM. This will be a function of the on-duty Shift Supervisor.

4.1.5. The Contractor shall ensure all personnel obtain and maintain NASA network accounts.

4.1.6. All armed Contractor personnel shall be qualified with the Glock 9mm Model 17. These weapons shall be furnished by NASA.

4.1.7. Contractor shall ensure all supervisors receive familiarization training (including firing) the Mossberg 12 gauge shotgun.

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4.1.8. Every armed security officer shall be issued and shall be required to wear Ballistic Protection Level III-A external body armor in a color appropriate to the duty uniform, while armed for duty or training. Ballistic Protection Level III-A external body armor shall be furnished and maintained by the Contractor.

4.2. Un-Armed Security Receptionist.

4.2.1. The Contractor shall provide an un-armed Security Receptionist to man the NASA Headquarters Visitor Control Station. The Security Receptionist shall be responsible for:

4.2.2. Maintaining daily visitor lists

4.2.3. Greeting Visitors, verifying access requirements, checking credentials, making log entries, and support in contacting their sponsors

4.2.4. Ensure requirements for entry by Foreign Nationals are strictly enforced

4.3. Security Receptionist Qualifications.

4.3.1. Experience using standard office computer applications

4.3.2. Experience in a customer service environment

4.3.3. Experience in processing visitors into facilities

4.3.4. Able to communicate effectively verbally and in writing with customers and government staff.

4.4. Contractor Furnished Equipment.

4.4.1. The Contractor shall provide supplies and equipment used directly by Contractor personnel. This includes any hardware and software associated with the Contractor's Security Management Software and Database. Other items are but not limited to; uniforms, handcuffs, security wands (minimum of 4); handheld cameras; office supplies; and computer software specific to the Contractor's business activities, and handheld microphones or cancelable microphones (used with radios). Contractor shall replace these microphones if they are damaged or no longer functioning. The Contractor shall provide belts, holsters, magazine pouches and other associated personal gear worn with contractor supplied uniforms. Supplies to clean, maintain, and repair firearms.

4.4.2. The Contractor shall provide all 9mm duty ammunition as well as for qualification and requalification. Contractor shall provide 12 gage shotgun number six (6) birdshot ammunition for shotgun familiarization. Contractor shall provide all active and training cartridges for Taser model X-26.

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5. Electronic Physical Access Control Systems (EPACS).

5.1. EPACS Specific Responsibilities. The Contractor shall manage and operate the physical, mechanical and electronic/IT systems used to control access throughout NASA HQ.

5.1.1. The Contractor shall maintain, and install as directed, Electronic Physical Access Control Systems (EPACS) to include all components associated with the Intrusion Detection System (IDS), Digital Video, access control systems, electronic locking devices, bollards and other security barriers, audio alarms, X-ray screening systems, magnetometers, emergency phones and all equipment associated with two-way radio operations.

5.1.2. Security system maintenance performed by the Contractor shall include quarterly preventive maintenance, initial troubleshooting, and (as required) the replacement of defective parts.

5.1.3. Repairs or upgrades that cannot be performed on site or are beyond the capabilities of the Contractors' technician shall be accomplished by a separate task order. The Contractor shall present cost estimates outlining specific repairs and parts required to the COR and CO for approval prior to commencement of work.

5.1.4. The Contractor shall perform support and services for EPACS, including assistance in developing system security plans, certification and accreditation packages. The Contractor shall, as required, support acquiring, installing, maintaining and repairing items related to the EPACS. The majority of work shall be performed at NASA HQ; however, some work may be performed on an intermittent basis within the Washington, D.C. Metropolitan area. The Contractor shall provide data entry in support of the HQ building(s) access system(s).

5.2. Security System Technician.

5.2.1. The Contractor shall provide onsite support with a Security Technician for electronic technology and will provide service, repairs, and installations, routine and preventive maintenance to the NASA Headquarters EPACS system. The Security Technician will "troubleshoot" and solve problems that arise within EPACS. The Technician will be available twenty-four (24) hours a day and must be able to respond to NASA HQ day or night, weekends and holidays within four (4) hours of being contacted. The Security Technician and/or any alternate will work in conjunction with the LENEL Regional Administrator in maintaining and operating EPACS. The Security Technician must be LENEL trained and certified with the following areas of concentration:

- Access - Training on access control installations, including enterprise systems, biometrics and wireless lock products

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- Intrusion - Training on intrusion detection installations using Access Series LENEL hardware
- Video - Training on IP and analog video surveillance solutions

5.2.2. LENEL certificates must not be more than twelve (12) months old prior to the first day of the contract. The Contractor shall ensure the Technician maintains certifications in accordance with all LENEL standards.

5.2.3. The Contractor shall maintain the capability to expand existing electronic security systems as new requirements develop. Electronic security systems that are IT based shall adhere to the IT Security policies set forth in NPR 2810.1A.

5.2.4. The Contractor shall coordinate with appropriate officials within NASA HQ Information Technology and Communications Division or designated Contractor representatives any changes, upgrades, or additions to the EPACS that involve equipment or services connected to or utilizing NASA HQ computer or communications network resources before any work is accomplished.

5.3. LENEL Regional System Administrator (RSA).

5.3.1. The Contractor shall provide an RSA to manage and operate the physical, mechanical and electronic/IT systems used to control access to installations, areas, and facilities. The RSA shall be able to obtain Administrator privileges (AA Account) in order to maintain Agency Consolidated End-User Services (ACES) and non-ACES workstations for HQ EPACS systems.

5.3.1.2. The RSA shall be available 24/7 and must be able to work occasional weekends to support Agency planned operations. The employee shall serve as a LENEL technical resource in handling the configuration of new and existing EPACS hardware; assist a Value Added Resellers and the on-site Security Technician on new EPACS hardware installations and existing EPACS reconfigurations and maintenance. The RSA may plan installations and assist in scheduling of daily activities for maintenance and installations. The RSA will follow all industry and manufacturer installation standards and guidelines IAW NIST SP 800-53/53-A.

5.4. RSA Responsibilities.

5.4.1. The RSA shall support, configure and maintain EPACS managed workstations and servers

5.4.2. Provide weekly updates to the appropriate governing authority on the "State of the System"; including, but not limited to, any concerns or suggestions as well as any open action items for EPACS at NASA HQ

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5.4.3. Maintain accurate records of all maintenance work and or installations performed on EPACS at NASA HQ IAW NIST SP 800-53/53-A

5.4.4. Create and maintain an inventory of all government furnished equipment for EPACS at NASA HQ IAW NIST SP800-53, 53-A

5.4.5. Manage standard software loads and Operating Systems (OS)'s on all EPACS managed workstations

5.4.6. Maintain the IT Security Plan and all related functions to maintain Authority to Operate; and

5.4.7. Coordinate with appropriate officials within the NASA HQ Information Technology and Communications Division or designated contracting representatives of any changes, upgrades, or additions to EPACS that involve equipment or services connected to or utilizing NASA HQ computers or communications network resources before any work is accomplished.

5.4.8. The LENEL Core curriculum is the new requirement. At a minimum, the RSA must complete the following courses:

- Access - Training on access control installations, including enterprise systems, biometrics and wireless lock products
- Database - Training on incorporating technical specifications into advanced security installations through direct or indirect manipulation of the OnGuard® database
- Intrusion - Training on intrusion detection installations using Access Series LENEL hardware and/or Security Series NGP hardware
- Video - Training on IP and analog video surveillance solutions including PRISM®

The Contractor shall ensure the RSA maintains certification in accordance with all LENEL requirements. All requirements, subject to change, must be approved by the COR.

5.4.9. The RSA must have and maintain a TOP SECRET Security Clearance.

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6. Locksmith

6.1. The Contractor shall provide a full range of locksmith services including lock and key management, data control, installation, and repair of locks and locking devices both mechanical and electronic, performing emergency openings, setting and changing combinations, fabricating and issuing keys, issuing and controlling padlocks, and maintaining work order information.

6.1.1. The Locksmith shall hold a TOP SECRET security clearance. The Locksmith shall, at a minimum, have completed the GSA Lock and Vault Technician Training and Certification.

6.1.2. The Locksmith shall be on a twenty-four hour (24) on call basis in order to respond to requirements and emergencies that require locksmith services. The Locksmith shall maintain a computer database of all work orders involving keys, locks, combinations, doors and any other repairs completed. The records contained in the database shall be made available for review by the COR or other designated NASA official appointed by the CO, upon request.

6.2. The Contractor shall conduct all locksmith services, including the installation of locks, setting combination locks, providing duplicate keys, installing and maintaining high-security locking systems, and emergency opening of all locks, in accordance with DoD 5220.22, "National Industrial Security Program Operating Manual" (NISPOM).

6.2.1. The Contractor shall issue security keys and maintain the existing data base inventory of security locks and keys. The Contractor shall manage the annual lock and key accountability inventory.

6.2.2. All data base information shall be accurate and be updated within two (2) business days of completion of work. The records contained in the database shall be made available for review by the COR or other designated NASA official appointed by the CO, upon request.

6.3. The Contractor shall complete all locksmith work orders and key requests within 72 hours of receipt, and all emergency requests shall be responded to within 24 hours of receipt.

6.4. The Locksmith shall provide quarterly preventative maintenance on all GSA approved electronic locking devices and safes. The Contractor shall be able to open and repair malfunctioning security containers.

6.5. The locksmith shall change all vault and security container combinations when first placed in service and then as required when a person knowing the combination is transferred, terminated or is no longer authorized access.

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6.6. All items used by the Locksmith in performance of work at NASA Headquarters, acquired either by direct government purchase or by IDIQ task orders, shall be considered government property.

6.7. Such items include locking devices and secure containers for use or change out; locks, lock cylinders, cipher locks, digital locks, and electromechanical locks; and keys embossed with NASA or other government identification. All lock related items, secure containers and/or safes shall be General Services Administration and/or Department of Defense approved and shall meet Federal Specification FF-L-2890-B.

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7. Identity Management.

7.1. Identity Management Process's. The Contractor shall manage and operate systems used to identify, maintain and issue PIV credentials and or local access badges to employees, Contractors, and visitors at NASA HQ. These systems include the NASA Identity Management and Account Exchange (IdMAX) system, the NASA Card Management and LENEL Access Control systems. The records contained in these databases shall be made available for review by the COR or other designated NASA official appointed by the CO upon request.

7.1.2. The Contractor shall adhere to the requirements of Homeland Security Presidential Directive 12 (HSPD-12) and Federal Information Processing Standards (FIPS) 201-2 in relation to protection of Personally Identifiable information (PII).

7.1.3. The Government will provide Blank Personal Identity Verification (PIV) class card stock. Ancillary badge material such as non-PIV class card stock, PIV holders, lanyards and clips shall be procured by the Contractor, in accordance with the FAR, and in compliance with FIPS 201-2 through ID/IQ task orders.

7.1.4. The Contractor shall recover identification credentials from Security personnel upon termination of employment or as directed by the COR.

7.1.5. The Contractor shall ensure all terminated Security contract personnel system identities are terminated within IdMAX or LENEL within 24 hours of termination.

7.1.6. The Contractor shall ensure visit cancelation notices are sent to NASA HQ Security Office for all terminated Security contract personnel within 24 hours of termination.

7.2. Credential Management.

7.2.1. The Contractor shall provide on-site support with a Badging Officer to provide day-to-day operation for NASA HQ Badging Office. This will include issuing and configuring badges within the LENEL System; enrolling personnel for smart cards using the Universal Registration Client; configuring smart cards using the Card Management System; and creating and disabling NASA Identities within IdMAX.

7.2.2. The Contractor shall be responsible for having a trained backup Badging Officer capable of completing all the duties required by this position. Training at a minimum shall be a LENEL on-line familiarization course. The NASA HQ LENEL Regional Administrator will ensure the Badging Officer is sufficiently trained for the required tasks.

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8. Dispatchers.

8.1. The Contractor shall provide personnel to operate the HQ SCC which contains emergency and administrative telephones, point-to-point telephones, access control systems, fire and security alarm systems, Digital Video Systems, 2-way radio base stations with multi-net/bridging capabilities, and emergency warning systems.

8.2. The Contractor shall operate the HQ SCC and is responsible for dispatching emergency personnel to the scene of emergencies and or security incidents and to notify appropriate NASA officials as instructed in Post Orders. Alarm and response times shall be noted in the post and special orders.

8.2.1. The Contractor shall conduct "no notice" alarm response exercises of responding on-duty Security Officers on a monthly basis to gauge proficiency at handling emergencies. The Contractor shall provide the results of these exercises and any remedial action plans as appropriate to the COR in writing within 24 hours of exercise completion.

8.2.2. All components of the alarm system shall be tested monthly to ensure correct operation. Results of these tests shall be provided to the COR within 5 business days of test completion and corrective actions/repairs completed if necessary. All responses to alarms shall be made in five (5) minutes or less.

8.3. The Contractor shall maintain and update written procedures for equipment operation as well as response to routine and emergency events as operational changes occur and within 5 business days once operational changes occur.

8.4. During an incident, the SCC operators shall provide the NASA HQ Incident Command Post with updated information vital to decision making as the information is forwarded by responding Security Officers to the SCC.

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9. Records Management.

9.1. The Contractor shall furnish security management software capable of maintaining a security database and producing reports for tracking investigative and incident reports created by the Investigator/Trainer or other Contractor employees performing under this contract. The database shall be able to track, manage, and report incidents; track certified and registered mail and mail receipts; keep control of classified material; and maintain activity blotters, access rosters, lock and key requests, key issue and key return, and lost and found items. The software shall be approved by NASA HQ Information Technology and Communications Division (ITCD). The required security management software (if approved) shall be used on stand-alone Government furnished workstations. The records contained in the database shall be made available for review by the COR or other designated NASA official appointed by the CO, as requested.

9.2. Any records produced by Contractor personnel performing services under this contract inherently become the sole property of NASA HQ. The Contractor shall not copy, reproduce, electronically share or otherwise destroy any records without prior approval from the CO, COTR, or the CS.

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10. Reporting and Monitoring.

10.1. The Contractor shall report to the Headquarters CS, the CO, the COR, and other designated NASA officials, any security incident occurring at NASA HQ. Security incidents are to be interpreted to include, but not limited to, any type of threat situation, access or information security breaches, situations involving property damage, accidents, injuries, deaths, and anything that a Security Officer considers to be suspicious (people, items, vehicles, situations, etc.).

10.2. Serious incidents involving injury or death, catastrophes, major accidents, fires, apparent crimes, terrorist incidents, or incidents which involve a serious breach of security, or other incidents that the Government will designate to the Contractor, require a preliminary verbal report to the HQ CS, CO, and COR within five (5) minutes of the Contractor being notified or otherwise becoming aware of such a serious incident. A written report of these incidents shall be delivered to the HQ CS, CO, and COR by the end of the shift on which the incident occurs, but not more than 24 hours after the incident occurred.

10.3. "Routine" incident Reports and/or Reports of Inquiry shall be delivered in writing to the HQ CS and COR within 24 hours after the incident occurred or the Contractor was notified to begin an inquiry.

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11. Security Administration.

11.1. Security Administration Duties. The Contractor shall provide Security Specialists and Security Assistants at NASA HQ to perform the following:

11.1.1 Support in initiating and processing background investigations, security clearances, and visit requests for Contractors, foreign nationals, consultants, Intergovernmental Personnel Act assignees, and any other position authorized by an appropriate Headquarters Security official;

11.1.2. Review, analyze, file, and assess investigative forms and information. This includes supporting with personnel adjudication document handling and records tracking;

11.1.3. Perform fingerprint, biometrics, photographic, badge processing, and other identification or credential support and manufacturing related activities. Conduct National Crime Information Center checks;

11.1.4. Participate in emergency preparedness exercises and activities to test the response capability at Headquarters.

11.2. Security Records Management.

11.2.1. The Contractor shall maintain and operate the following systems of records in accordance with the NASA Records Retention Schedule NPD 1440.6I NASA Records Management:

11.2.2. Pre-employment screenings, excluding civil servants;

11.2.3. Internal access control records;

11.2.4. National Security clearance records;

11.2.5. Title 5 and HSPD-12 related records.

11.3. Foreign National Processing.

11.3.1. The Contractor shall process foreign nationals, foreign representatives, foreign dignitaries and guests according to current NASA NPR 1600.4A requirements.

11.3.2. The Contractor shall support the fabrication and issuance of temporary badges, picture badges/credentials, area permits and temporary area authorizations as needed for new construction areas and special events.

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11.3.3. The Contractor shall enter all pertinent information required in the NASA Identity Management Access System (IdMAX) and support Headquarters personnel who require assistance with entering visit information in IdMAX.

11.4. Personnel Security.

11.4.1. The Contractor shall maintain the NASA IdMAX database denoting type of background investigation and clearance information.

11.4.2. The Contractor shall ensure Security Specialists and Security Assistants maintain access to the Office of Personnel Management (OPM), FBI, and NASA systems necessary to perform work.

11.5. Electronic Questionnaires for Investigations Processing: (e-QIP).

11.5.1. The Contractor shall initiate, review and release background investigations utilizing e-QIP.

11.5.2. The Contractor shall provide assistance to all NASA Headquarters personnel, regardless of affiliation with the initiation and processing of background investigations to the OPM and other Government agencies as required. The submission shall be by manual and/or electronic means with follow-up actions as required.

11.6. Adjudications.

11.6.1. The Contractor shall conduct, document and provide administrative support to the adjudicative process for suitability, fitness/access determinations using standards found in NPR 1600.4A.

11.7. Classified National Security Information (CNSI)/Suitability Investigations.

11.7.1. The Contractor shall support the Personnel Security Specialist at NASA HQ in the identification of the type of personnel investigation required for each position, including updating or upgrading requirements. The type of investigation to be conducted is a product of the risk level designation of a position.

11.8. Inquiries. The Contractor shall conduct inquiries with personnel during the processing of security background investigations.

11.9. Records Checks. The Contractor shall conduct law enforcement records checks to collect criminal and security information.

11.10. Position Risk/Sensitivity Determinations. The Contractor shall provide support to process appropriate background investigations as determined by level of risk/sensitivity determination.

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11.11. Fingerprinting. The Contractor shall process electronic fingerprints and associated data inputs for Headquarters access and Security Background Investigations.

11.12. Hours. The Contractor shall ensure that the Contractor Security Administration staff is on site 8:00 AM – 4:00 PM, Monday through Friday.

11.13. Qualifications. The Contractor shall ensure that employee's staffed for Security Administrative functions, both core and IDIQ components, meet the following minimum qualifications:

11.14. Security Specialist. The Security Specialist shall have a Top Secret security clearance and have a minimum of two (2) years of experience in evaluating and making security determinations pertaining to HSPD-12 / FIPS 201-2. Security Specialist shall have certification of adjudication prior to commencing performance under contract.

11.14.1 Shall have a minimum of two years' experience in utilizing the automated clearance request systems or Personnel Investigation Portal System (PIPS), Electronic Questionnaire for Investigation Processing (e-QIP), and the Clearance Verification System (CVS). Must be able to provide guidance to personnel on completing PIPs and e-QIP. If derogatory information exists, must obtain reports from other Federal investigative agencies. Determines the adequacy and completeness of the investigation; evaluates the authenticity, veracity, and pertinence of the data to the case at hand; and requests additional investigations or develops other information if needed. As required, conducts interviews to determine / validate information submitted. Makes determinations in accordance with policies as to whether applicant meets the requirements and recommends whether to grant, deny, revoke, suspend, or restrict security fitness eligibility.

11.14.2. For ID/IQ positions in support of the NASA Central Adjudication Facility, experience shall include a minimum of two years specialized experience in National Security Adjudications. Specialized National Security Adjudications experience is considered resolving background investigation cases and making determinations about national security risks of potential applicants.

11.14.3. Security Specialist experience (including ID/IQ positions in support of the NASA Central Adjudication Facility) shall include: case file review for essential information and completeness, identify potential sources of required information, analyze security concerns against adjudicative standards and determine severity of security concerns, and identification of mitigating factors of conditions that could raise a disqualifying Security concern(s) associated with appropriate adjudication guidelines.

11.14.4. Shall have attended National Criminal Information Check training within 90 days of commencing performance under contract.

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11.14.5. Shall attend a Personnel Security (or other security related) training class once a year to maintain knowledge of current and new national level policies and procedures pertaining to the NASA Personnel Security Program and other NASA security programs. The Contractor shall backfill for this individual employee or employees during any absences. Backfill personnel shall have the same qualifications / certifications.

11.15. Security Assistant. Security assistant shall have a Secret security clearance and have a minimum of two (2) years of experience using Office of Personnel Management (OPM) applications, such as e-QIP, PIPS/CVS, or other federal applications pertaining to HSPD-12/FIPS 201-2.

11.15.1. Shall have the National Criminal Information Check training within 90 days of commencing performance under this contract.

11.15.2. Shall have a minimum of two years of experience using standard office productivity computer applications such as Microsoft Office.

11.15.3. Shall have a minimum of two years of experience in a customer service office environment.

11.15.4. Shall have a minimum of two years of experience in government security administrative functions such as processing personnel security applications, and processing visitors to facilities.

11.15.5. Shall be able to communicate effectively both verbally and in writing with customers and government staff.

11.15.6. Shall attend a Personnel Security (or other security related) training class once a year to maintain knowledge of current and new national level policies and procedures pertaining to the NASA Personnel Security Program and other NASA security programs. The Contractor shall backfill for this individual employee or employees during any absences. Backfill personnel shall have the same qualifications / certifications.

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12. Information Security.

12.1. Document Destruction.

12.1.1 The Contractor shall support the proper destruction of documents and media of various classification levels, from unclassified through Top Secret. This shall entail use of government supplied shredders and transportation of material to local government destruction facilities. A Government Vehicle will be provided to the Contractor for the transportation of classified documents to the destruction facility.

12.2. Document Storage and Accounting.

12.2.1. The Contractor shall be responsible for storing various levels of sensitive but unclassified and classified documents in government storage containers according to NPR 1600.1A.

12.2.2. Some documents will have special accountability requirements, therefore, the Contractor shall develop and maintain accountability and check-out procedures that ensures only appropriately cleared personnel with a confirmed need-to-know, and if required, proper program briefings, may check out these documents.

12.2.3. The Contractor shall be responsible for annual auditing of NASA HQ security containers to verify that all accountable documents can be verified to be in the possession of the proper individual, holding inventories are up to date, documents stored in a proper manner, documents meet declassification standards, and all container documentation is in accordance with NPR 1600.1A.

12.2.4. The Contractor shall maintain a listing of all security containers, vaults, and safes within NASA HQ.

12.2.5. The Contractor shall conduct investigations of all possible compromises of classified or sensitive information. A Report of Investigation shall be provided in writing to the CS and the COR within three (3) business days of the reported incident.

12.2.6. The Contractor shall conduct indoctrination training for all personnel needing access to classified information. This training will be one-on-one conducted by the Investigator/Trainer as required when new personnel enter into a position requiring access.

12.2.7. The Contractor shall prepare and issue classified courier cards.

12.2.8. The Contractor shall support NASA personnel in the preparation of classified material for transport.

12.2.9. The Contractor shall accomplish the transport of classified materials to off-site destruction centers as needed.

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12.3. Classification Management.

12.3.1. The Contractor shall support the identifying national interest information, either obtained or created by NASA and its various Contractors, that requires protection; the type protection required; and duration of protection in accordance with NPR 1600.2.

12.4. Sensitive but Unclassified (SBU), For Official Use Only (FOUO), Administratively Controlled Information (ACI), and Successor Terminology.

12.4.1. The Contractor shall comply with the Computer Security Act of 1987, Public Law 100-235. PL 100-235 defines "sensitive information" as "any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest or the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act) but which has not been specifically authorized under criteria established by an executive order or an act of Congress to be kept secret in the interest of national defense or foreign policy." NASA previously identified this information as "For Official Use Only" with a subsequent change to the term "Administratively Controlled Information" for added clarity. However, recent attempts to provide uniform markings across the government have led NASA to utilize the term "Sensitive but Unclassified" (SBU).

12.5. Mandatory Training (Executive Order 13526).

12.5.1. The Contractor shall comply with Executive Order (E.O.) 13526. E.O. 13526 prescribes a uniform system for classifying, safeguarding, and declassifying national security information.

12.5.2. The Contractor shall develop and implement a program to ensure that all personnel granted a security clearance are trained to comply with E.O. 13526 and are aware of the penalties associated with non-compliance.

12.5.3. The Contractor shall store the signed acknowledgements for durations consistent with the NASA Records Retention Schedule.

12.6. Inventory of Classified Container.

12.6.1. The Contractor shall perform an annual inventory of all classified containers within NASA HQ to include a review of items contained in the containers to determine need, in consultation with the responsible container custodians, and all declassification rules apply in accordance with NPR 1600.2.

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13. Investigation. The Contractor shall provide in-depth fact-finding capability using the disciplined, logical, and intuitive tools of the investigative arts, including interviewing, interrogation, documents analysis, and a thorough understanding of State, local and Federal rules of criminal procedure, to identify offenders, acquire and control evidence, and document activities.

13.1. Investigator/Trainer: The Contractor shall provide, on-site, a qualified Investigator/Trainer and shall provide security related investigative and training support and services. Services shall include the frequent preparation and presentation of security awareness information and briefings, crime prevention activities, and other security related training, briefings, and education services. The Investigator/Trainer shall be responsible for conducting investigations, security awareness training, briefings, administrative support and central mail registry support for the Headquarters Physical, Personnel, and Information Security Programs.

13.1.2. Shall conduct investigations regarding matters involving security violations and/or criminal activity. Shall provide all investigative reports and those requiring adjudication to the Chief of Security or his deputy. The Contractor shall coordinate as necessary with the Federal Protective Service and other area law enforcement authorities as required.

13.1.3. "Provide law enforcement incidental to performing security duties, to temporarily detain and arrest persons based on probable cause by taking into custody for violations of federal law." Immediately notify the Security Office of all significant incidents (e.g., potential for violence, arrests, investigations, potential counterintelligence matters, and media involvement).

13.2. Security Awareness Training. Training is conducted annually primarily by NASA online systems however, the Investigator/Trainer shall provide annual classroom training for those without computer access.

13.3. Investigator/Trainer qualifications:

13.3.1. Must hold a Top Secret security clearance

13.3.2. Must have at least two years of experience in:

13.3.3. Criminal and administrative investigations;

13.3.4. Control of classified information;

13.3.5. Conducting security inspections and surveys;

13.3.6. Preparing and conducting security education briefing;

13.3.7. Drafting security education material;

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13.3.8. Pass the Basic Protective Services Physical Efficiency Battery (BPSPEB) and the Federal Arrest Authority Bridge Course.

13.3.9. Experience using standard office productivity computer applications, such as word processing and electronic spreadsheets.

13.3.10. Be able to communicate effectively verbally and in writing with customers and government staff.

13.4. Criminal Incident Reports/Records. The Contractor shall provide complete reports on criminal incidents reported. Maintain records of crime and criminal information in accordance with NASA Records Retention Schedule. The Contractor shall prepare and forward quarterly statistics, in accordance with NPR 1600.1A, to the COR.

13.4.1. Testify in Court/Other Official Hearings. The Contractor shall give direct evidence in the form of sworn testimony, to identify legal issues, establish facts, and identify procedures in judicial and non-judicial settings.

13.5. Evidence Collection & Storage.

13.5.1. The Contractor shall identify, protect, and retain evidence in criminal and administrative matters and maintain integrity and to establish chain of custody for a period of time as provided by the COR.

13.5.2. The Contractor shall apply federal rules of criminal procedure to maintain the legal value of items identified as evidence related to the identity of the perpetrator, fruits of the crime, or evidence of a crime, contraband or other items illegally possessed.

13.6. Standard Operations Log.

13.6.1. The Contractor shall create a daily Operations Log of events associated with criminal incidents, life safety, and general security. An electronic version of the previous days log shall be forwarded to persons identified by the COR. A paper copy of Operations Log shall be retained by the Contractor for three years.

13.7. Federal, State & Local Liaison.

13.7.1. The Contractor shall establish and maintain a cordial and professional working relationship with various levels of Federal, State and local law enforcement agencies, whose jurisdictions include, but, impinge or are excluded from specific areas of operation.

13.8. Crime Scene Protection.

13.8.1. The Contractor shall respond to and protect the physical area associated with criminal activity likely to provide valuable information to the investigative process.

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

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14. Training Requirements, Mandatory Skill and Performance Levels.

14.1. NASA Protective Services Training Academy (NPSTA). All security officers at NASA HQ shall meet the training standards of the NASA Basic Training Course at the NASA Protective Services Training Academy (NPSTA).

14.1.1. All shift supervisors shall attend a NPSTA class in order to be certified for federal arrest authority under Section 304(f) of the National Aeronautics and Space Act of 1958, as amended and 14 CFR Part 1203b--Security Programs.

14.1.2. Supervisors shall be certified before being posted as a supervisor and must maintain their certification to remain a supervisor.

14.2. NASA Basic Training Standard (NBTS).

14.2.1. The Contractor shall have on staff a NPSTA certified instructor to train and certify officers. The instructor shall comply with all guidance and standards for officer training and certification as published by NASA OPS.

14.2.2. Security Officers shall not be posted to work at NASA HQ before being NASA Basic Course certified.

14.2.3. All officers shall complete NPTSA Basic Training Course refresher every three (3) years.

14.3. Federal Arrest Authority (FAA).

14.3.1 Once implemented, the FAA course will replace the NASA Basic Training Course also known as the Security Officers Fundamentals Certification Course (SOFCC). Once implemented, all security officers performing duties under this contract shall be required to attend the Federal Arrest Authority course prior to assuming any duties at NASA HQs. Certification is required and must be maintained by attending a recertification course every two (2) years.

14.4. NASA HQ Local Orientation Training.

14.4.1. In addition to the NASA Basic Training Course certification, all officers shall receive 24 hours of training orienting them to local HQ procedures, environment, and equipment. This onetime only 24 hours of training shall be accomplished before a security officer is posted. Training shall be provided by the Contractor with prior approval of the orientation curriculum by the COR.

14.5. Firearms Training and Weapons Maintenance.

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14.5.1. The Contractor shall provide firearms range operations as necessary to maintain the required qualification and proficiency of the workforce, and support of NASA civil servant training requirements.

14.5.2. Annual training and testing in judgmental shooting using an approved firearms training simulator are required after certification. Personnel shall receive training and testing in judgmental shooting through NASA's current firearms training simulator.

14.5.3. Range operations may be conducted on NASA facilities or on non-NASA facilities where appropriate. At NASA HQ, there is no firearms range facility. The Contractor shall coordinate the use of range facilities to conduct qualification, re-qualification, and other firearms training related activities. The Contractor is not allowed to take firearms offsite while working a post; however the Contractor is allowed to take firearms offsite with the COR's or CS's approval for firearms training only. NASA will provide a weapons safe and weapons clearing barrel for Contractors use. The Contractor is responsible for the storage, issuing, and return of weapons and ammunition for all on duty employees.

14.5.4. The Contractor shall ensure the safety of range operations and shall conduct lead monitoring and other operational or safety reviews as may be necessary.

14.5.5. The Contractor shall ensure the safety, serviceability and proper maintenance of all firearms, ammunition and related equipment utilized by the Contractor.

14.5.6. The Contractor shall be responsible for providing all ammunition, weapons cleaning materials and supplies, firearms parts and repairs costs, range fees, and other costs associated with Security Officer's firearms qualification, re-qualification and carrying of the firearms. Contractor personnel are responsible for their own transportation to and from the range training site. Government transportation will be provided for the transport of weapons and ammunition to the training site. All transportation requests shall be coordinated with the COR two (2) weeks in advance. The Contractor shall be responsible for all maintenance, repair, and cleaning of Government provided firearms. The Contractor shall only clean weapons and store cleaning fluids and solvents at an approved location.

14.5.7. Firearms maintenance shall be conducted by a qualified armorer. The armorer shall have completed a recognized Gunsmith course – military, law enforcement, or private industry - with the qualifications approved by the COR.

14.5.8. The Contractor shall maintain a record of all firearms and ammunition. Periodic inventory shall be performed as required. Weapons and ammunition removed from NASA HQ must be signed out and approved by the CS. The Contractor shall be held accountable for all ammunition and weapons.

14.6. Quality Control.

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14.6.1. All uniformed officers shall be reviewed annually by Contractor Quality Control staff concerning information contained in Post and General Orders, proficiency in specific duty tasks, general security officer skills, and items covered during the NASA Basic Course training. The results of reviews shall be provided to the COR within 5 business days of each occurrence. The Contractor shall maintain and update to remain current a statistical record of pass and fail items utilizing the Training Resource Automation Center (TRAC II), which is the official NASA record keeping system for recording security training.

14.7. Non-lethal Weapons.

14.7.1. The Contractor shall ensure that all uniformed personnel have been trained and certified on the use of an electroshock incapacitate weapon (TASER). NASA will supply each officer with the single shot law enforcement Taser Model X-26. Contractor shall be responsible for replacing duty and training cartridges if they are damaged or discharged. Contractor shall provide to, and train all uniformed personnel with the baton model ASP Friction Lock 21”.

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15. Security Education, Briefings and Orientations.

15.1. Specific Training Requirements. The Contractor shall provide security education, annual and periodic security briefings to both internal and external personnel. Examples include classification management training, SBU training, annual or periodic security briefings for those with access to various categories of classified information or Special Access Programs, and annual workplace violence training.

15.1.2. The Contractor shall generally provide security education support or administration, briefing, and training media for external programs for which they administer.

15.1.3. The Contractor shall conduct crime prevention training for the general NASA population. Training may include but is not limited to such topics as locking offices and security containers, use and control of keys and security systems, and general loss prevention topics.

15.1.4. Cardio-Pulmonary Resuscitation and Automated External Defibrillator certification shall be maintained as required to remain current. The certification or training program shall be based on the current national evidence-based emergency cardiovascular care guidelines for cardiopulmonary resuscitation and the use of an automated external defibrillator, such as a program developed by the American Heart Association or the American Red Cross.

15.2. Emergency Management Training.

15.2.1. The Contractor shall participate in Emergency Management training for the general population as required by NPR 8715.2B, NASA Emergency Preparedness Plan Procedural Requirements, HQPR 8710.1A, Emergency Preparedness Plan, and other requirements.

15.2.2. 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 1600; and NFPA 1561.

15.2.3. The Contractor shall support comprehensive drills, tests and exercises annually. The Contractor shall support efforts associated with the COOP, to include significant support of COOP drills and exercises.

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16. Staffing Configuration.

16.1 Staffing Requirements.

16.1.1 The schedule below shall be used as the minimum staffing requirements for NASA Headquarters protective services positions:

Post	Type Employee	Description and Location	Time	Hrs./ Day	Days / Week
Post 1	Security Receptionist Un-armed	Fixed, Main Desk, West Lobby, Ground Floor, Access/Egress Control	0700-1500	8	Mon-Fri (Except Federal Holidays)
Post 1-A	Security Officer Armed	Fixed, Main Desk, West Lobby Ground Floor, Access/Egress Control	1500-0700	16	Monday-Friday
Post 1-B	Security Officer Armed	Fixed, Main Desk, West Lobby Ground Floor, Access/Egress Control	0000-2400	24	Saturday-Sunday
Post 2	Security Officer Armed	Fixed, West Lobby, Ground Floor, Access/Egress Control	0700-2300	16	Monday-Sunday
Post 3	Security Officer Armed	Fixed, West Lobby, Ground Floor, Access/Egress Control	0700-1500	8	Mon-Fri (Except Federal Holidays)
Post 4	Security Officer Armed	Fixed, East Lobby Security Desk, Ground Floor, Access/Egress Control	0600-1900	13	Mon-Fri (Except Federal Holidays)
Post 5	Security Officer Armed	Fixed, East Lobby, Standing, Ground Floor, Access/Egress Control	0700-1500	8	Mon-Fri (Except Federal Holidays)
Post 6	Security Officer Armed	Fixed, Loading Dock, Access/Egress Control	0800-1630	8.5	Mon-Fri (Except Federal Holidays)
Post 7	Security Officer Armed	Fixed, Garage Entrance	0530-1900	13.5	Mon-Fri (Except Federal Holidays)
Post 8	Security Officer Armed	Fixed, Alley Entrance	0600-1700	0	Mon-Fri (Except Federal Holidays)
Post 9	Security Officer Armed	Supervisor, Roving, Entire Building	0000-2400	24	Monday-Sunday
Post 10	Security Officer Armed	Captain, Entire Building	0700-1500	8	Mon-Fri (Except Federal Holidays)
Post 11	Security Officer-Armed	On-site Project Manager, Entire Building	0800-1600	8	Mon-Fri (Except Federal Holidays)

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Post	Type Employee	Description and Location	Time	Hrs./ Day	Days / Week
Post 12	Security Investigator/Trainer-Armed	Investigator/Trainer, Ground Floor, Security Office, Entire Building	0800-1600	8	Mon-Fri (Except Federal Holidays)
Rover 1	Security Officer Armed	Rover	0400-2400	20	Monday-Sunday
Rover 2	Security Officer Armed	Rover	0400-2400	20	Monday-Sunday
Rover 3	Security Officer Armed	Rover	0600-1900	13	Mon-Fri (Except Federal Holidays)
Rover 4	Security Officer Armed	Rover	0700-1500	0	Mon-Fri (Except Federal Holidays)
SCC	Security Officer Armed	Fixed, Security Command Center	0000-2400	24	Monday-Sunday
SCC-A	Security Officer Armed	Fixed, Security Command Center	0800-1600	8	Mon-Fri (Except Federal Holidays)
	Security Specialist	Security Office	0800-1600	8	Mon-Fri (Except Federal Holidays)
	Security Assistant	Security Office	0800-1600	8	Mon-Fri (Except Federal Holidays)
	Security Assistant	Security Office	0800-1600	8	Mon-Fri (Except Federal Holidays)
	Badging Technician	Security Office	0800-1600	8	Mon-Fri (Except Federal Holidays)
	Locksmith	Security Office	0800-1600	8	Mon-Fri (Except Federal Holidays)
	Security System Technician	Security Office	0630-1430	8	Mon-Fri (Except Federal Holidays)
	LENEL Regional Administrator	Security Office	0800-1600	8	Mon-Fri (Except Federal Holidays)

16.1.2. The Project Manager and the Investigator/Trainer are not required to be armed but may be at the direction of the CS. The Project Manager and the Investigator / Trainer shall maintain weapons qualifications and be assigned a weapon for issue during emergency situations.

16.1.3. The Contractor shall ensure that all positions are manned with fully qualified personnel. The COR shall be immediately notified in writing of manning shortfalls. The Contractor shall not be paid for unmanned posts and an adjustment of the monthly invoice shall be made.

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17. Physical Fitness Requirement.

17.1. The Contractor shall adequately train their personnel to meet the rigors of the protective services. The Contractor shall provide the COR with written records indicating compliance of fitness standards detailed below for new and existing personnel annually.

17.2. NASA requires completion as a minimum standard the annual BPSPEB. The standard applies to Security Officers, Investigators, and all authorized armed personnel. Standards superior to those set out in the BPSPEB shall be evaluated for acceptability.

17.3. All of the items in the BPSPEB listed below must be accomplished in sequence within seven (7) minutes started from a seated position:

Complete 220 yard run;
Navigate an obstacle course [40 inch wall, three hurdles (24 inch, 12 inch, 18 inch high), serpentine pylon maneuver, low crawl) - total length 115 feet];
Complete 50 foot sprint;
Drag 150 pound dummy 100 feet;
Repeat obstacle course;
Repeat 220 yard run; and
Return to a seated position.

17.4. The BPSPEB shall be administered to all personnel referenced in 17.2 and successfully completed prior to being assigned a duty position/post. Personnel shall be recertified annually thereafter.

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18. Qualifications.

18.1. Citizenship. All officers shall be United States citizens.

18.2. Personal Traits. Sworn Officers shall; 1) Exercise good judgment, 2) Interact with people in a professional manner, 3) Maintain a high level of performance, and 4) Maintain poise and self-control under stress.

18.3. Education and Experience.

18.3.1. The Contractor shall certify that sworn officers have as a minimum;

18.3.2. A high school diploma or General Equivalency Diploma (GED);

18.3.3. Possess and maintain a valid state driver's license;

18.3.4. The ability to read, write, and speak the English language, understand, and apply written rules, detailed orders, instructions and training material. Shall be able to write clear, concise, accurate and detailed reports;

18.3.5. Shall have basic user level computer skills operating standard word processing programs;

18.4. Age Qualifications. The Contractor shall ensure that, at the time of employment, each security officer is 21 years of age.

18.5. Pre-Employment Investigation:

18.5.1. The Contractor shall ensure that no security officer/employee has a felony conviction;

18.5.2. Armed personnel shall not have a misdemeanor conviction that reflects on the individual's suitability;

18.5.3. Persons convicted of or under indictment for a misdemeanor crime of domestic violence are prohibited from employment as an armed security officer/police;

18.5.4. All personnel must meet the requirement of position risk determination and NASA access suitability in NPR 1600.1A and HSPD-12.

18.5.5. The Contractor shall conduct or have conducted a pre-employment suitability investigation for each individual. The investigation shall include the following:

18.5.6. Search of police files in the area of residence for a period of five (5) years;

18.5.7. Inquiries of former employers for a period of five (5) years;

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18.5.8. Information that may reflect on the suitability of the security officer/police to perform security duties under this contract;

18.5.9. The Contractor shall provide the results of the investigative reports for each officer to the NASA Chief of Security not later than 7 days prior to beginning duty. This shall be in the form of Visit Letter as stipulated in the NISPOM.

18.6. Standards of Conduct.

18.6.1. The Contractor shall provide a standard operating procedure "Standards of Conduct for Officers" that specifically addresses the behavior and conduct of uniformed and non-uniformed officers that are members of the Contractor's security force representing NASA protective services.

18.6.2. Each Contractor employee shall adhere to general standards of conduct that reflect creditably upon themselves, their employer, NASA, and the Federal Government.

18.6.3. The Contractor shall remove any Contractor employee for failure to comply with the general standards of conduct.

18.7. Fitness for Duty.

18.7.1. Contractor personnel shall at all times, while performing under the contract, be determined fit for duty. A determination of unfitness is to be made in the event of violation of any rule or regulation applicable under this contract or other misconduct or delinquencies including but not limited to the items, examples, activities, or behaviors listed in 18.7.2 as well as meeting and maintaining all qualifications for employment itself.

18.7.2. The Contractor shall take all necessary actions when a Contractor employee is unfit for duty based upon violation of any rule or regulation applicable under this contract, or other misconduct or delinquency. Examples of such unfitness, misconduct and/or delinquencies include (listed without regard to the order of importance or priority), but are not limited to:

18.7.2.1. Violation of the Rules and Regulations for Government Public Buildings and Grounds Federal Property Management Regulation (FPMR) 10120.3;

18.7.2.2. Neglect of duty, including, but not unlimited to; sleeping while on duty, watching personal televisions, conducting personal phone calls, surfing the internet on personal devices, unreasonable delays or failures to carry out assigned tasks, conducting personal affairs during official time, refusing to render protective services or safety related assistance to persons at NASA HQ locations, or refusing to obey lawful orders and instructions given by supervisors and/or contained in post orders for performing the duties and responsibilities of this contract;

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18.7.2.3. Falsification or unlawful concealment, removal, mutilation or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records;

18.7.2.4. Disorderly conduct, use of abusive or offensive language, quarrelling, intimidation by words or actions, or fighting. Also, participation in disruptive activities which interfere with the normal and efficient operations of NASA;

18.7.2.5. Theft, vandalism, immoral conduct, or any other unethical or criminal actions;

18.7.2.6. Selling, consuming, possessing, or being under the influence of intoxicants, drugs, or substances which produce similar effects, while on duty. (The use of prescription drugs has requirements.) Contractor personnel using properly authorized prescription drugs shall notify the Project Manager or his/her Supervisor of the name, type, and known reactions of the prescription drug prior to assuming any post or position. The Project Manager or Supervisor shall make a determination whether the prescription drug will impair the abilities and judgment of the Contractor employee prior to the Contractor employee being permitted to assume his/her post or duties;

18.7.2.7. Unethical or improper use of official authority or credentials;

18.7.2.8. Unauthorized use of communications equipment or Government property;

18.7.2.9. Violations of security procedures or regulations; and

18.7.2.10. Recurring tardiness or failure to appear for duty.

18.7.3. The Contractor shall be required to obtain all investigative forms in accordance with the National Industrial Security Program and forward the completed forms to Defense Industrial Security Clearance Office for submission of the investigation. Upon favorable completion of the investigation receipt of Defense Industrial Security Clearance Office Form 560, Letter of Consent, the Contractor shall submit a clearance letter to the COR and the Headquarters CS validating that the employee has a valid Secret or Top Secret security clearance. Upon receipt of the clearance verification, the employee shall then be eligible to work on this contract and a commencement date may be established.

18.7.4. On a case by case basis, NASA (at the direction of the CS) may grant personnel temporary access to facilities while normal security clearance processes are being conducted. **The granting of temporary access is the exception, not the rule, and any decision to accept such a request from the Contractor is the prerogative of NASA and not the right of the Contractor.**

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Refusal on the part of NASA to approve any employee for access exemption shall not be an excuse for the Contractor's failure to perform. NASA's granting of temporary access to any Contractor employee shall not be considered as any assurance that full clearance will follow. The granting of either temporary or full clearance shall in no way prevent, preclude or bar the withdrawal or termination of any such clearance or access by NASA.

18.7.5. The Contractor and its personnel shall be required to cooperate with any investigation, drug detection and screening procedures as may be required and requested by NASA.

18.7.6. In the event an applicant has served in the military services, discharge from past service tenure must be honorable. A copy of the Honorable Discharge certificate and the applicant's Form DD-214 shall be made available to the Contractor and NASA or other government officials for inspection.

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19. Uniform and Support Equipment Standards.

19.1. Security Officer.

19.1.1. The Contractor shall provide and issue standard, complete, adjusted for climate, appropriate uniforms to all uniformed officers to be worn at all times when on duty or as directed. Every armed security officer shall be issued and shall be required to wear Threat Level IIIA external body armor (T-Shirt Style) in a color appropriate to the duty uniform, while armed for duty or training.

19.1.2. Every Armed Security Officer at NASA HQ shall be attired and equipped to a single standard. The Contractor shall:

Issue standard, high quality, traditional styling uniforms that shall provide for superior appearance, comfort, durability, stain resistance, safety and performance. Uniforms shall consist of:

Dark blue or navy blue shirt and trousers.

Polyester or polyester – cotton blend material

Button down epaulets on shoulders

Traditional 5 crease “sewn in” creases on shirt

Wrinkle resistant

Badge Tab on shirts

2 button adjustable cuffs on shirt

Permanent collar stays¹⁹ of the SOW.

Machine washable and wrinkle resistant

Trousers - 4 pocket with stretch waistband construction with shirt grip and double hooks for front closure

Note: Sample Uniforms

- [Galls Poly Cotton Shirt](#) (Midnight blue)
- [Galls Poly Cotton Trousers](#) (Midnight Blue)
- [Quartermaster Polyester Trousers](#) (Navy)
- [Quartermaster Polyester Shirt](#) (Midnight Navy)



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Utilize standard uniform patch on right shoulder and Embroidered US Flag Patch on left shoulder 3-1/2" W x 2" H:



Utilize standard shields:



Issue to and ensure that every armed Security Officer and Security Police Officers wear National Institute of Justice (NIJ) Threat Level IIIA external body armor in a color appropriate to the duty uniform, while armed for duty or training.

19.1.3. Sufficient quantities of uniforms shall be issued to provide officers with clean serviceable uniforms for daily use.

19.2. Non-Uniformed Personnel.

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19.2.1. Ensure non-uniformed officers wear professional attire that meets the needs of the mission and complies with the provisions of this attachment in color scheme and readily identifies the wearer as Security Staff. Contractor identification on civilian attire is not authorized when civilian clothing is worn in lieu of a uniform.

19.2.2. Ensure any proposed changes or modifications to the standard uniform are approved by the COR.

19.3. Uniformed Personnel.

19.3.1. The uniform shall present a favorable public image and the appearance of uniforms shall fit well and be clean, neat, and well pressed.

19.3.2. Appropriate rank insignia worn on the collar or epaulet will designate supervisor status.

19.3.3. Ensure only approved shield and nametag, either metal or embroidered, identifying the wearer as a "Security Officer" and "Security Police Officer" shall be worn on the duty shirt, outer garment and hat.

19.3.4. Ensure that no Contractor identification, logo, or trademark, shall be worn or displayed on the uniform at any time.

19.3.5. Issue headgear that is a high quality baseball style cap and appropriate cold weather caps when necessary. The NASA PS patch will be worn on the front of the cap.

19.3.6. Utilize standard uniform duty V-neck sweaters that are black, military style, badge tab, shoulder epaulets.

19.3.7. Utilize standard uniform duty black shoes or boots. Athletic shoes are not acceptable. Foot ware shall be clean and polished at all times.

19.3.8. Utilize standard uniform duty gear that is plain black. All duty gear shall be fully serviceable and professional in appearance. Duty Gear shall include a duty belt, Level III retention holster, pants belt, belt keepers, reflective vest, magazine pouch with 2 magazine carriers, radio carrier, baton, baton holder, flashlight, flashlight carrier, handcuffs, handcuff pouch, nametag, appropriate rank insignia, and other items as approved by the COR.

19.3.9. Utilize hi-visibility rain suit and cold weather clothing; standard uniform duty coat, rain boots, gloves and cold weather parka and pants appropriate for cold climate conditions.

19.3.10. Issue patrol jacket with fluorescent yellow high visibility outside and dark blue reversible inside.

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19.3.11. Issue special (non-standard) Uniforms; K-9, tactical, vehicle inspection posts and other specialized details may be authorized by the COR.

This uniform shall be a Battle Dress Uniform (BDU) style tactical uniform, black or dark blue in color that meets the unique requirements of these assignments.

19.3.12. Inappropriate wear of the uniform while off duty is prohibited.

19.4. Non-uniformed officers.

19.4.1. Non-uniformed officers shall wear professional attire that meets the needs of the mission and complies with the provisions of this attachment in color scheme and readily identifies the wearer as Security Staff. Contractor identification on civilian attire is not authorized when civilian clothing is worn in lieu of a uniform.

19.5. Duty Gear and Weapons. The Contractor shall provide all duty gear to include non-lethal weapons. NASA will furnish handheld radios and firearms.

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20. Medical Requirements.

20.1. Medical Evaluation. The contract shall ensure all uniformed officers performing duties under this contract receive a medical evaluation to ensure they are able to perform the essential functions of the position.

20.1.1. Evaluation shall certify the individual's health and fitness (cardiovascular) to perform the physical fitness requirements as outlined in paragraph 17 of this SOW.

20.1.2. Examination shall include the dermatological system e.g. eyes, ears, nose, throat, and respiratory. Attention shall be paid to signs and symptoms suggestive of an inability to maintain mental alertness and control.

20.2. Drug Testing. The Contractor shall at a minimum, provide for pre-employment, reasonable suspicion, random, post-accident, and periodic recurring (follow-up) drug testing of Contractor personnel in sensitive positions for use, in violation of applicable law or Federal regulation, of alcohol or a controlled substance.

20.2.1. The Contractor's program shall conform to the "Mandatory Guidelines for Federal Workplace Drug Testing Programs" published by the Department of Health and Human Services (59 FR 29908, June 9, 1994) and the procedures in 49 CFR part 40, "Procedures for Transportation Workplace Drug Testing Programs" in which references to "DOT" shall be read as "NASA," and the split sample method of collection shall be used.

20.3. Psychiatric Evaluation. The Contractor shall ensure that uniformed officers have an initial psychiatric evaluation performed by a clinical psychologist. The evaluation will identify any disorders that could affect the ability to perform essential job functions. The Contractor shall use these findings to determine the applicant's suitability for employment.

20.3.1. When a uniformed officer's suitability is questioned (allegation), the Contractor shall remove them from all duties requiring the carrying of a firearm pending the outcome of the investigation or inquiry (Lautenberg Amendment).

20.4. Drug-Free Workplace. The Contractor shall comply with federal policies on "drug- and alcohol-free" work places. The Contractor shall institute and submit a Drug and Alcohol plan to the CO and COR for approval.

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21. Greenhouse Gas Emission Reporting.

As set forth in section 15 of Executive Order 13693, dated March 25, 2015, and to encourage both the management and the reduction of greenhouse gas (GHG) emissions, the contractor shall:

1. Calculate its annual corporate GHG emissions inventory using methodologies such as those defined by The Climate Registry (available at: <https://www.theclimateregistry.org/wp-content/uploads/2014/11/General-Reporting-Protocol-Version-2.1.pdf>), the Greenhouse Gas Protocol Corporate Standard (available at: <http://www.ghgprotocol.org/standards/corporate-standard>), or equivalent.
2. Report and identify the URL of its annual corporate GHG emissions inventory on a publicly accessible website or to third-party reporting entities such as:
 - CDP (formally the Carbon Disclosure Project) —www.cdp.net, a centralized annual questionnaire and data warehouse of corporate practices related to GHG management and climate risk.
 - The Climate Registry — www.theclimateRegistry.org, a data warehouse for GHG inventories that includes both public and private sector entities.
 - GRI (Global Reporting Initiative) www.globalreporting.org, system for tagging and organizing content of corporate sustainability reports.

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22. Documents.

22.1. Compliance Documents:

Number	Title
EO 12472	Assignment of National Security and Emergency Preparedness Telecommunications Functions
EO 12656	Assignment of Emergency Preparedness Responsibilities
EO 13526	Classified National Security Information
HQPR 1040.1A	Headquarters Continuity of Operations (COOP) Plan
HQPR 8710.1A	Emergency Preparedness Plan
HSPD-12	Policy for a Common Identification Standard for Federal Employees and Contractors
NPD 1040.4B	NASA Continuity of Operations (COOP) Revalidated with Change 1, March 31, 2015
NPD 1440.6I	NASA Records Management
NPD 1600.2E	NASA Security Policy (Revalidated on 4/2/2015 w/Change 1)
NPD 8710.1D	Emergency Management Program (Revalidated September 13, 2016)
NPR 1040.1	NASA Continuity of Operations (COOP) Planning Procedural Requirements (Revalidated with Change 3, 9/13/2012)
NPR 1600.1A	NASA Security Program Procedural Requirements
NPR 1600.4A	Identity and Credential Management
NPR 1620.2A	Facility Security Assessments
NPR 1620.3A	Physical Security Requirements for NASA Facilities and Property
NPR 1660.1C	NASA Counterintelligence and Counterterrorism w/Change 1, May 28, 2015
NPR 2190.1B	NASA Export Control Program
NPR 2810.1A	Security of Information Technology (Revalidated with Change 1, dated May 19, 2011)
NPR 8621.1C	NASA Procedural Requirements for Mishap and Close Call Reporting, Investigating, and Recordkeeping
NPR 8715.2B	NASA Emergency Management Program Procedural Requirements

22.2. Reference Documents:

5 U.S.C 7301 Presidential regulations
E-Government Act of 2002, P.L. 107-347
Federal Information Processing Standards (FIPS) Pub 201-2 (8-2013)
Federal Preparedness Circular-65, Federal Executive Branch Continuity of Operations
HSPD-5 Management of Domestic Incidents
HSPD-7 Critical Infrastructure, Prioritization, and Protection
HSPD-8 National Preparedness
National Incident Management System (NIMS)
National Industrial Security Program Operating Manual (NISPOM) (dated 3/28/2013)

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NFPA Codes and Standards
Public Law 100-235, Computer Security Act
NPD 1000.0B NASA Governance and Strategic Management Handbook
NPD 1371.5B Coordination and Authorization of Access by Foreign Nationals and Foreign Representatives to NASA (Revalidated 12/21/2010)
NPD 1382.17H NASA Privacy Policy
NPD 1400.1G NASA Directives and Charters Procedural Requirements
NPD 1420.1A NASA Forms Management
NPR 1800.1C NASA Occupational Health Program Procedures w/Change 2 (05/17/2013)
NPD 2110.1 Foreign Access to NASA Technology Transfer Materials
NPD 2200.1C Management of NASA Scientific and Technical Information
NPD 2530.1G Monitoring or Recording of Telephone or Other Conversations
NPD 2800.1B Managing Information Technology
NPD 2810.1A Security of Information Technology
NPD 2810.1E NASA Information Security Policy
NPD 4100.1C Supply Support and Material Management Policy
NPD 4200.1C Equipment Management
NPD 4300.1C NASA Personal Property Disposal Policy
NPD 7410.3J Performance of Commercial Activities
NPD 7410.5 Approval of Early Payment to Contractors under the Prompt Payment Act
NPD 7500.1D Program and Project Life-Cycle Logistics Support Policy
NPD 8700.1E NASA Policy for Safety and Mission Success
NPD 8715.1A NASA Occupational Safety and Health Programs

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23. Appendix A.

Washington D.C. Metropolitan area: The Washington D.C. metropolitan area is defined as an area within a 25 mile radius drawn from the US Capitol building.