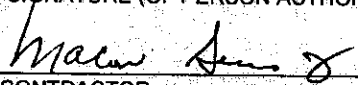
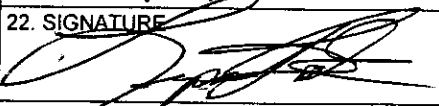


CONTRACT - SECURITY

NASA	Blanket Purchase Agreement	1. DPAS DO-C2	2. PPC GF	3. INIT.OFC. N/A	4. PAGE 1 of 42
5. CONTRACT NO. NAS3-03063		6. EFFECTIVE DATE 01/Jan/03		7. PROCUREMENT REQUEST NO. 3-SECURITY	
9. ISSUED BY NASA Glenn Research Center Services & Construction Branch [MS 500-312] 21000 Brookpark Road Cleveland, Ohio 44135		COD 0616		10. CONTRACTOR NAME AND ADDRESS Knight Protective Services, Inc. 8507 Edgeworth Drive Capital Heights, MD 20743	
11. ADMINISTERED BY SEE BLOCK NINE (09) ABOVE		COD N/A		12. PAYMENT WILL BE MADE BY NASA Glenn Research Center Financial Management Division [Mail Stop 500-303] 21000 Brookpark Road Cleveland, Ohio 44135	
13. SUBMIT INVOICES TO (4 Copies unless otherwise specified) Paying Office - see Item 12		COD N/A		14. ACCOUNTING AND APPROPRIATIONS DATA 4200001975 / Line Item One (01) Obligate: \$10,000. (GF)(19)	
15A. CONTRACT TYPE Fixed Price, Firm				15B. INCREMENTAL FUNDING <input type="checkbox"/>	
16. TABLE OF CONTENTS					
SECTION DESCRIPTION		PAGE		SECTION DESCRIPTION	
Contract Cover Page		01		Attachment C - Government Furnished Property	
Clauses		13			
Attachment A - Statement Of Work		16			
Attachment B - List of Deliverables		03			
17. ITEMS AWARDED UNDER THIS CONTRACT					
SECURITY SERVICES AT THE NASA GLENN RESEARCH CENTER					
Contractor's proposal dated June 12, 2002 as revised August 12, 2002, is incorporated by reference and made a part hereof.					
18A. DISCOUNT TERMS NET 30 DAYS			18B. TOTAL AMOUNT OF CONTRACT \$ 3,331,344.		
19. NAME AND TITLE (TYPE OR PRINT) Macon Sims / President			20. NAME OF CONTRACTING OFFICER Lupson, Erick N. / Contracting Officer		
21. SIGNATURE (OF PERSON AUTHORIZED TO SIGN)  12-20-02			22. SIGNATURE  20/02/02		
CONTRACTOR		DATE		UNITED STATES OF AMERICA	
				DATE	

CONTRACT - SECURITY

1. BLANKET PURCHASE AGREEMENT.

Pursuant to the GSA Federal Supply contract number GS-07F-0266K , the contractor hereby agrees to the following terms and conditions exclusively with the NASA Glenn Research Center. For the purposes of this document, use of the terms Contract and Blanket Purchase Agreement in the following text is considered to be synonymous.

[End Of Text]

2. SUPPLIES AND/OR SERVICES TO BE FURNISHED (NASA 18-52.210-72)(DEC 1988)

The contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) necessary to furnish the items below in accordance with the Statement of Work.

BASE PERIOD - YEAR ONE

A. FIRM FIXED PRICE PHASE-IN \$10,000.

B. FIRM FIXED PRICE for all work specified in the contract except for work specifically identified as being included in the Indefinite Quantity portion of the contract.

1 month	<u>\$277,612.</u>
12 months	<u>\$3,331,344.</u>

C. FIRM FIXED PRICE FOR THE FOLLOWING FORCE PROTECTION LEVELS for a Two Week period:

Force Protection ALPHA:	<u>\$ -0-</u>
Force Protection BRAVO:	<u>\$4,476.24</u>
Force Protection CHARLIE:	<u>\$7,430.25</u>
Force Protection DELTA:	<u>\$7,430.25</u>

D. INDEFINITE QUANTITY WORK as defined in the Statement of Work, item 7.0.

Post Hour Rate \$See Figures 4,4a, & 8 of Cost Proposal
(A post hour is defined as one guard assigned to one post for one hour)

OPTION

E. FIRM FIXED PRICE for Federal Arrest Authority as defined in the Statement of Work, item 8.0(OPTION WORK)

12 months	<u>\$53,880.58</u>
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CONTRACT - SECURITY

OPTION ONE PERIOD - YEAR TWO

The contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) necessary to furnish the items below in accordance with the Statement of Work

A. FIRM FIXED PRICE for all work specified in the contract except for work specifically identified as being included in the Indefinite Quantity portion of the contract.

1 month	<u>\$281,304</u>
12 months	<u>\$3,375,648</u>

B. FIRM FIXED PRICE FOR THE FOLLOWING FORCE PROTECTION LEVELS for a Two Week period:

Force Protection ALPHA:	<u>\$ -0-</u>
Force Protection BRAVO:	<u>\$4,568.26</u>
Force Protection CHARLIE:	<u>\$7,625.72</u>
Force Protection DELTA:	<u>\$7,625.72</u>

C. INDEFINITE QUANTITY WORK as defined in the Statement of Work, item 7.0.

Post Hour Rate \$See Figures 4.4a, & 8 of Cost Proposal
(A post hour is defined as one guard assigned to one post for one hour)

OPTION

D. FIRM FIXED PRICE for Federal Arrest Authority as defined in the Statement of Work, item 8.0(OPTION WORK)

12 months	<u>\$32,343.74</u>
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CONTRACT - SECURITY

OPTION TWO PERIOD - YEAR THREE

The contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) necessary to furnish the items below in accordance with the Statement of Work.

A. FIRM FIXED PRICE for all work specified in the contract except for work specifically identified as being included in the Indefinite Quantity portion of the contract.

1 month	<u>\$284,140.</u>
12 months	<u>\$3,409,680.</u>

B. FIRM FIXED PRICE FOR THE FOLLOWING FORCE PROTECTION LEVELS for a Two Week period:

Force Protection ALPHA:	<u>\$ -0-</u>
Force Protection BRAVO:	<u>\$4,568.26</u>
Force Protection CHARLIE:	<u>\$7,625.72</u>
Force Protection DELTA:	<u>\$7,625.72</u>

C. INDEFINITE QUANTITY WORK as defined in the Statement of Work, item 7.0.

Post Hour Rate \$See Figures 4, 4a, & 8 of Cost Proposal
(A post hour is defined as one guard assigned to one post for one hour)

OPTION

D. FIRM FIXED PRICE for Federal Arrest Authority as defined in the Statement of Work, item 8.0 (Option Work)

12 months	<u>\$32,224.89</u>
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CONTRACT - SECURITY

OPTION THREE PERIOD - YEAR FOUR

The contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) necessary to furnish the items below in accordance with the Statement of Work.

A. FIRM FIXED PRICE for all work specified in the contract except for work specifically identified as being included in the Indefinite Quantity portion of the contract.

1 month	<u>\$287,020.</u>
12 months	<u>\$3,444,240.</u>

B. FIRM FIXED PRICE FOR THE FOLLOWING FORCE PROTECTION LEVELS for a Two Week period:

Force Protection ALPHA:	<u>\$ -0-</u>
Force Protection BRAVO:	<u>\$4,568.26</u>
Force Protection CHARLIE:	<u>\$7,625.72</u>
Force Protection DELTA:	<u>\$7,625.72</u>

C. INDEFINITE QUANTITY WORK as defined in the Statement of Work, item 7.0.

Post Hour Rate \$See Figures 4,4a, & 8 of Cost Proposal
(A post hour is defined as one guard assigned to one post for one hour)

OPTION

D. FIRM FIXED PRICE for Federal Arrest Authority as defined in the Statement of Work, item 8.0(OPTION)

12 months	<u>\$32,224.89</u>
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CONTRACT - SECURITY

OPTION FOUR PERIOD - YEAR FIVE

The contractor shall provide all resources (except as may be expressly stated in this contract as furnished by the Government) necessary to furnish the items below in accordance with the Statement of Work.

A. FIRM FIXED PRICE for all work specified in the contract except for work specifically identified as being included in the Indefinite Quantity portion of the contract.

1 month	<u>\$290,049</u>
12 months	<u>\$3,480,588.</u>

B. FIRM FIXED PRICE FOR THE FOLLOWING FORCE PROTECTION LEVELS for a Two Week period:

Force Protection ALPHA:	<u>\$ -0-</u>
Force Protection BRAVO:	<u>\$4,568.26</u>
Force Protection CHARLIE:	<u>\$7,625.72</u>
Force Protection DELTA:	<u>\$7,625.72</u>

C. INDEFINITE QUANTITY WORK as defined in the Statement of Work, item 7.0.

Post Hour Rate \$See Figures 4, 4a, & 8 of Cost Proposal
(A post hour is defined as one guard assigned to one post for one hour)

OPTION

D. FIRM FIXED PRICE for Federal Arrest Authority as defined in the Statement of Work, item 8.0 (Option)

12 months \$32,224.89

{End Of Text}

CONTRACT - SECURITY

3. CONTRACT DISCREPANCIES

Contract Discrepancies, as describe below, is an occurrence of performance discrepancies by the Contractor. The Government reserves the right to impose a contract price deduction for each occurrence. The following methods will be used by the Government to determine any discrepancies: physical surveillance, contract monitoring of requirements, or customer reports/inputs.

1. Major Discrepancies

A major discrepancy is defined in accordance with FAR 18.52.223-76 Major Breach of Safety or Security.

The deduction for a Major Discrepancy is \$10,000.00 for each offense.

2. Minor Discrepancies

A minor discrepancy is defined consistent with the intent of FAR 1852.223-76 Major Breach of Safety of Security but is considered to be any (1) repetitive unauthorized entry onto GRC physical grounds of facilities, (2) minor injury (loss time accident) to a Center employee, (3) an occurrence as described in FAR 1852.225-18(a) of less than \$1M or paragraph (b) of less than \$250,000 or (4) disruptions to Center-wide operations.

The deduction for a Minor Discrepancy is \$5,000.00 for each offense.

3. Minimum Performance Standard Discrepancy

A minimum performance discrepancy is defined as any instance that does not meet the minimum performance standard as provided in the SOW.

The deduction for the Minimum performance Standard is \$2,500.00 for each offense

[End Of Text]

4. TERM OF CONTRACT

The period of this contract shall be twelve (12) months from the award date of this contract. Four one-year periods are available and shall be exercised solely at the discretion to the Government. FAR52.217-9 Option To Extend The Term Of The Contract is also available for a period of up to 6 months, and may be exercised in one - month intervals.

[End Of Text]

5. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR) (GRC 52.242-92) (SEP 1988)

A Contracting Officer's Technical Representative (COTR) will be delegated under this contract pursuant to the clause at 18-52.242-70 entitled "Technical Direction". The contractor will receive a copy of this delegation at the time of award of any contract or shortly thereafter. This delegation will take place on a NASA Form 1634 and will list not only the COTR delegated, but also his/her duties and responsibilities. Throughout this solicitation/contract there may be references made to a variety of different titles, including "NASA Project Manager", "NASA Technical Monitor", and "NASA Contract Monitor"; unless specifically stated otherwise, these refer to the COTR.

[End Of Text]

CONTRACT - SECURITY

6. SECURITY CLASSIFICATION REQUIREMENTS (NASA 1852.204-75) (SEP1989)

Performance under this contract will involve access to and/or generation of classified information, work in a security area, or both, up to the level of **TOP SECRET**. See Federal Acquisition Regulation clause 52.204-2 in this contract and DD Form 254, Contract Security Classification Specification.

[End of Text]

7. OMBUDSMAN (NFS 1852.215-84) (JUN 2000) (ALTERNATE I)(JUN 2000)

(a) An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and contractors during the preaward and post-award phases of this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of the concern. The existence of the ombudsman is not to diminish the authority of the contracting officer, the Source Evaluation Board, or the selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of formal contract disputes. Therefore, before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution.

(b) If resolution cannot be made by the contracting officer, interested parties may contact the installation ombudsman, Dr. Sunil Dutta, NASA Glenn Research Center 21000 Brookpark Road, Mail Stop 3-9 Cleveland, OH 44135-3191: Telephone: (216) 433-8844 FAX: (216) 433-2946 e-mail: Sunil.Dutta@lgrc.nasa.gov

Concerns, issues, disagreements, and recommendations which cannot be resolved at the installation may be referred to the NASA ombudsman, the Director of the Contract Management Division, at 202-358-0422, facsimile 202-358-3083, e-mail sthoms1@hq.nasa.gov. Please do not contact the ombudsman to request copies of the solicitation, verify offer due date, or clarify technical requirements. Such inquiries shall be directed to the contracting officer or as specified elsewhere in this document.

(c) If this is a task or delivery order contract, the ombudsman shall review complaints from contractors and ensure they are afforded a fair opportunity to be considered, consistent with the procedures of the contract.

[End of Text]

8. CONTRACTORS' DUTIES AND RESPONSIBILITIES ON-SITE (GRC 52.209-90) (SEP 2002)

I. BADGES

All Contractor personnel having a need to enter areas of the Glenn Research Center or Plum Brook Station shall have an identification badge or pass. This badge or pass shall be obtained at the entrance of the Glenn Research Center or Plum Brook Station. In addition to the requirements contained herein, the Contractor shall comply with Glenn Procedures and Guidelines GLPG 3730.1, Managing Conduct and Other Employee Issues, incorporated herein by reference and made a part hereof.

Resident Contractors (employees with picture badges)

1. The on-site company supervisor shall notify the Main Gate Badge Clerk at PABX 3-2206 when a new employee is reporting to work. The Badge Clerk shall give the company supervisor specific instructions as to how the new employee shall be badged, photographed, fingerprinted, etc.

2. When an employee terminates and/or resigns employment, the company shall issue to the employee NASA Form C-10087, Non-NASA Separation Clearance Record. The company shall be responsible for making an inquiry of all offices listed on the form to see if the employee has any outstanding Government items. The employee shall then take this form to all offices that list he/she has outstanding items. The employee's last stop is for the return of their Government issued I.D. badge.

CONTRACT - SECURITY

3. The Company shall ensure that the terminated and/or resigned employee has returned his/her badge to the Main Gate Badge Clerk. Final clearance of a Contractor upon completion of a contract will depend in part upon accounting for all badges issued to employees during the performance of the contract. It should be recognized that security badges are Government property and any alteration or misuse of these badges may be prosecuted as a violation of Section 499, Title 18, and U.S. Code.

Non-Resident Contractors (employees with non-picture badges)

1. The Contractor's on-site manager shall comply with the Badge and Property Regulations (NASA Form C-421) a copy of which will be given the Contractor's supervisors at the time of the Construction Site Showing. The Badge and Property Regulations are quoted below:

A. The following regulations have been adopted governing the control of Contractor's Badges at the Glenn Research Center.

1. Ensure that each company employee is in possession of NASA Form C-9975 prior to reporting to work for badging purposes. Employees not in possession of the above mentioned for will be delayed at the gate until such time as the company supervisor/foreman or his representative reports to the Main Gate with the appropriate paperwork for badging.

2. Report lost badges immediately.

3. Upon termination of duties, each employee's badge will be collected and returned to the Main Gate by the Contractor. Final clearance of a Contractor upon completion of a contract will depend in part upon the accounting for all badges issued to employees during the performance of the contract. It should be recognized that security badges are Government property and any alteration or misuse of these badges may be prosecuted as a violation of Section 499, Title 18, and U.S. Code.

II. NASA-OWNED PROPERTY

1. The term "NASA-Owned Property" refers to all controlled (tagged) and non-tagged equipment, library property, security badges, computer passwords and other property furnished by the Government during the course of the contract.

2. The Contractor shall ensure that all NASA-Owned property issued to its employees is returned and in satisfactory condition upon termination of an employee's duties. In cases where accountability for the property is transferred from one employee to another, the NASA Equipment Management System (NEMS) Control office of the Logistics Management Division shall be notified. At the completion of the Government contract, all property will be returned, and the contract value will be adjusted for any property not accounted for.

3. When access to Federal computer systems has been granted, the Contractor shall ensure that its employees comply with the clause of the contract entitled "SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION RESOURCES (NFS 1852.204-76)".

III. EMERGENCIES

1. The Contractor shall ensure that its employees are informed that Emergency, Fire, Medical, Safety, and Security assistance can be summoned by Dialing "911" on the Center's PABX telephone system. Emergencies are defined as incidents involving serious personal injury or damage that causes a possible hazardous condition, or any incidents that require immediate attention of the Plant Protection Department or Security. All other medical treatment is the responsibility of the Contractor.

2. For incidents not classified as an emergency, contractor personnel shall be instructed to immediately notify the Contracting Officer's Technical Representative (COTR)(rather than dialing "911") in the event of an accident involving either personal injury or damage to property whether public or private, including damage to motor vehicles. They shall cooperate fully with the Government Accident Investigator and the Center Accident Investigation Board. This cooperation shall include interviews at the accident site and/or at a Board meeting.

CONTRACT - SECURITY

3. The Chairman of the appropriate Accident Investigation Board will notify the Contractor through the COTR as to the date and time and location of the Board meeting. The Board meetings will be held between the hours of 8:15 a.m. and 4:45 p.m. regular workdays Monday through Friday.

4. For Contractor duties where continuous manning of posts is mandatory during a work shift, the Contractor shall provide substitute personnel as required for manning these posts during the meeting of the Accident Investigation Boards.

IV. TRAFFIC

1. The Contractor agrees to comply, and agrees to require that all of its personnel will comply with all posted traffic signs, signals and instructions of personnel assigned for traffic control and parking purposes and with the provisions of NPD 1600.2 and NHB 1620.1 incorporated herein by reference and made a part hereof.

2. The Government reserves the right to bar from the Glenn Research Center any Contractor employee who has failed to comply with such signs, signals, instructions and the provisions of NPD 1600.2 and NHB 1620.1. The period of the bar shall be as determined appropriate by the Contracting Officer subject to the provisions of NPD 1600.2 and NHB 1620.1. The Contracting Officer will notify the Contractor in writing, setting forth the name(s) of the affected employees(s) and the time period(s) of the bar(s). No action by the Government in barring any Contractor employee from the Glenn Research Center shall be the basis for any claim whatever by the Contractor under this contract, nor shall it excuse the Contractor from complying with any provision of this contract.

V. ON-SITE STANDARDS OF CONDUCT

1. The Contractor's entry onto the Center shall be pursuant to fulfilling its contractual obligations, and any related activities thereto. Contractor personnel gaining access to Glenn facilities are required to certify that they meet the minimum ethical standards for entry onto a Government facility. Falsification of this certification could lead to criminal prosecution.

2. The Contractor agrees to comply, and agrees to require that all of its personnel will comply with all applicable Federal and State statutes and regulations, NASA policy and guidance documents, Glenn policy and guidance documents, and other regulations pertaining to personal conduct while on-site. Any conduct prejudicial to the efficient operation of the Center shall be cause for removal from the Center.

VI. PROHIBITION OF FIREARMS

Firearms or weapons of any kind are strictly prohibited at the Glenn Research Center.

VII. SECURITY INCIDENTS

Theft of Property, Bomb threats, malicious damage and any other threat or violent situations shall be immediately reported to the Security Office.

VIII. PROPERTY PASSES

A Contractor Property Pass (NASA Form C-702) is required for the removal of all Contractor owned property and equipment and must be presented to the gate guard upon exit. This form can be obtained from the COTR (or designee) or the Glenn employee responsible for the Contractor's presence at the Center. This form must contain a complete description of the material/equipment being removed and should be signed by the authorized Government employee. Material relating to a specific contract or purchase order must be identified by insertion of the appropriate contract/purchase order number on the pass by the COTR or designee.

IX. AFTER-HOUR ACCESS

During normal working hours, 7:00 a.m. to 5:30 p.m. Monday through Friday, the guards at the gates will permit your entrance and departure. At any other time (other than normal hours), advance clearance is required, and may be obtained through the Glenn/Plum Brook COTR or Inspector who will then make the request to the Main

CONTRACT - SECURITY

Gate Sergeant PABX 3-2204 at Glenn and 3-3221 at Plum Brook. After-hour clearances as approved by the COTR Inspector are certification to the guards as authority for admittance of a contractor during off hours, including Saturdays, Sundays, and Holidays.

X. CONTRACTOR IDENTIFICATION

To avoid situations whereby the actions of onsite contractor employees can be construed as that of Government officials, the onsite contractor shall take the following actions:

- (1) Insure that employees properly display their badge at all times.
- (2) Institute a policy whereby employees who, in their normal course of duties, answer telephone inquiries, participate in meetings with Government and other contractor personnel or deal with the general public appropriately identify themselves so their actions cannot be construed as that of Government officials.
- (3) Institute a policy whereby business correspondence, including emails and memoranda, includes the name of the company in the signature line. Use company letterhead for internal company matters and letters/memos signed by company personnel.
- (4) For onsite office space primarily occupied by company personnel, clearly indicate on the exterior of the office space the company name.

(End of text)

9. USE OF THE MEDICAL/HEALTH SERVICES FACILITIES

The Contractor can be seen in the Occupational Medicine Services Office for EMERGENCY MEDICAL PROBLEMS and ON THE JOB INJURIES. Appropriate medical treatment and follow-up deemed necessary by the OMS physician or practitioner will be provided. Referrals to tertiary care centers and/or private physicians will be made in cases requiring long-term follow-up, or when specific services required are unavailable at Occupational Medicine Services.

Examples of emergency medical problems and on the job injuries include: Lacerations; Eye injuries; Acute chemical exposures from spill or splash; falls or accidents that occur on Glenn property which incur injury.

In all instances of severe injury, or sudden life threatening illness (e.g. heart attack), the EMERGENCY MEDICAL TECHNICIAN SQUAD shall be summoned, without hesitation, by dialing 911.

For treatment of chronic, non-acute episodic medical care (colds, flu, allergies, etc.) the services of the contract employee's private physician should be utilized.

[End of Text]

10. CLAUSES INCORPORATED BY REFERENCE (FAR 52.252-2) (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://www.arnet.gov/far/>

<http://www.hq.nasa.gov/office/procurement/reqs/nfstoc.htm>

CONTRACT - SECURITY

I. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1)

CLAUSE NUMBER	DATE	TITLE
52.202-1	DEC 2001	DEFINITIONS
52.202-1	DEC 2001	DEFINITIONS (ALTERNATE I) (MAR 2001)
52.203-3	APR 1984	GRATUITIES
52.203-5	APR 1984	COVENANT AGAINST CONTINGENT FEES
52.203-6	JUL 1995	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT
52.203-7	JUL 1995	ANTI-KICKBACK PROCEDURES
52.203-8	JAN 1997	CANCELLATION, RESCISSION AND RECOVERY OF FUNDS FOR ILLEGAL OR IMPROPER ACTIVITY
52.203-10	JAN 1997	PRICE OR FEE ADJUSTMENT FOR ILLEGAL OR IMPROPER ACTIVITY
52.203-12	JUN 1997	LIMITATION ON PAYMENTS TO INFLUENCE CERTAIN FEDERAL TRANSACTIONS
52.204-2	AUG 1996	SECURITY REQUIREMENTS
52.204-4	AUG 2000	PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER
52.209-6	JUL 1995	PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT
52.216-18	OCT 1995	ORDERING
52.216-19	OCT 1995	Insert "Award Date" through "12 months" in paragraph (a). ORDER LIMITATIONS
52.216-22	OCT 1995	Insert "\$500.00", "\$1.0 Million", "\$1.0 million", "30 calendar" and "30 calendar" in paragraphs (a), (b)(1), (b)(2), (b)(3) and (d), respectively. INDEFINITE QUANTITY
52.217-8	NOV 1999	Insert "After the End Date of the Last Delivery Order Written" in paragraph (d). OPTION TO EXTEND SERVICES "30 calendar days"
52.217-9	MAR 2000	OPTION TO EXTEND THE TERM OF THE CONTRACT Insert "30 calendar days" and "60 calendar days", respectively, in paragraph (a). Insert "Five(5) years, Six(6) months" in paragraph (c).
52.219-8	OCT 2000	UTILIZATION OF SMALL BUSINESS CONCERNS
52.222-1	FEB 1997	NOTICE TO THE GOVERNMENT OF LABOR DISPUTES
52.222-41	MAY 1989	SERVICE CONTRACT ACT OF 1965, AS AMENDED
52.223-5	APR 1998	POLLUTION PREVENTION AND RIGHT- TO-KNOW INFORMATION
52.227-1	JUL 1995	AUTHORIZATION AND CONSENT
52.228-5	JAN 1997	INSURANCE--WORK ON A GOVERNMENT INSTALLATION
52.229-3	JAN 1991	FEDERAL, STATE, AND LOCAL TAXES
52.232-1	APR 1984	PAYMENTS
52.232-8	FEB 2002	DISCOUNTS FOR PROMPT PAYMENT
52.232-11	APR 1984	EXTRAS
52.232-24	JAN 1986	PROHIBITION OF ASSIGNMENT OF CLAIMS
52.233-3	AUG 1996	PROTEST AFTER AWARD
52.237-2	APR 1984	PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION
52.242-13	JUL 1995	BANKRUPTCY
52.242-14	APR 1984	SUSPENSION OF WORK
52.243-1	AUG 1987	CHANGES--FIXED PRICE (ALTERNATE I) (APR 1984)

CONTRACT - SECURITY

52.244-5	DEC 1996	COMPETITION IN SUBCONTRACTING
52.245-2	DEC 1989	GOVERNMENT PROPERTY (FIXED-PRICE CONTRACTS)
52.245-4	APR 1984	GOVERNMENT-FURNISHED PROPERTY (SHORT FORM)
52.246-4	AUG 1996	INSPECTION OF SERVICES--FIXED-PRICE
52.246-16	APR 1984	RESPONSIBILITY FOR SUPPLIES
52.247-34	NOV 1991	F.O.B. DESTINATION
52.249-1	APR 1984	TERMINATION FOR CONVENIENCE OF THE GOVERNMENT (FIXED-PRICE) (SHORT FORM)
52.249-2	SEP 1996	TERMINATION FOR CONVENIENCE OF THE GOVERNMENT (FIXED-PRICE)
52.249-8	APR 1984	DEFAULT (FIXED-PRICE SUPPLY AND SERVICE)

II. NASA FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

CLAUSE NUMBER	DATE	TITLE
1852.203-70	JUN 2001	DISPLAY OF INSPECTOR GENERAL HOTLINE POSTERS
1852.204-74	OCT 2001	CENTRAL CONTRACTOR REGISTRATION
1852.204-76	JUL 2001	SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES
		Insert "within 120 calendar days" in paragraph (c).
1852.216-80	OCT 1996	TASK ORDERING PROCEDURE
		Insert 15 calendar days in paragraph (c).
		Insert 5 calendar days in paragraph (e).
1852.219-74	SEP 1990	USE OF RURAL AREA SMALL BUSINESSES
1852.219-76	JUL 1997	NASA 8 PERCENT GOAL
1852.223-70	MAY 2001	SAFETY AND HEALTH
1852.223-74	MAR 1996	DRUG- AND ALCOHOL-FREE WORKFORCE
1852.223-75	FEB 2002	MJOR BREACH OF SAFETY AND SECURITY
1852.228-75	OCT 1988	MINIMUM INSURANCE COVERAGE
1852.242-70	SEP 1993	TECHNICAL DIRECTION Replace reference to Section C with "Statement of Work" in paragraph (a).
1852.242-72	AUG 1992	OBSERVANCE OF LEGAL HOLIDAYS
1852.245-71	JUN 1998	INSTALLATION—ACCOUNTABLE GOVERNMENT PROPERTY
		Insert in paragraph (a) "To notify the Government when Government Property is no longer usable"
1852.245-77	JUL 1997	LIST OF INSTALLATION—ACCOUNTABLE PROPERTY AND SERVICES
		Insert in (b)(1) "Attachment C", (f) "None"

ATTACHMENT A

National Aeronautics and
Space Administration

John H. Glenn Research Center
Lewis Field
Cleveland, OH 44135-3191



Statement of Work

Security Services for the Glenn Research Center

April 10, 2002

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1.0 Introduction

1.1 Purpose

This document describes the Security Services to be provided at the NASA Glenn Research Center (GRC), Cleveland, Ohio.

1.2 Scope

The Contractor shall furnish all labor, supervision, materials, equipment (except for the items listed in the Government-Furnished Property Clause), transportation, and management necessary to provide performance-based Security Services in accordance with the requirements specified herein. The Contractor shall provide Security Services to GRC on a twenty-four hour day, seven day a week basis. All services required by this Statement of Work (SOW) shall be performed in compliance with applicable Federal, State, and Local Laws, and in accordance with NASA security policy and procedural guidelines. (see the following web sites: www.firstgov.gov : www.nara.gov : www.nodis.gov : www.access.gpo.gov)

1.3 GRC Mission Statement

The Mission of GRC's Glenn Security Management Office (SMO) is to provide a safe and secure environment for individuals who work or visit GRC, and to ensure that physical assets and information are protected from theft, sabotage, malicious damage, espionage, and other threats or acts of violence. This Mission shall be accomplished by applying sound security principles at an affordable cost with appropriate quality standards.

2.0 General Information

2.1 General Requirements

The following general requirements shall act as the basis for effective contract performance of the required work effort. The Contractor shall:

- Ensure programs, policies and procedures are developed and effectively implemented to achieve the Mission of GRC's SMO.
- Effectively manage available resource to defend GRC personnel, property, and information against assault, sabotage, vandalism, theft, trespass, and compromise of sensitive and classified information.
- Focus on deterrence, detection, assessment, response, delay, and containment to mitigate acts of wrongdoing.
- Respond and report suspected incidents of inappropriate activity or criminal wrongdoing.
- Identify suspicious or hazardous situations and take necessary action to safely resolve these situations.
- Respond to increased security requirements in situations that represent a threat to life or property.
- Provide document administration for all SMO policies, procedures, instructions, handbooks, pamphlets, and related documents in accordance with GRC's Business Management System (BMS) Document and Data Control, GRC-P3.7.2, and other sections as applicable.

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- Ensure that all security sensor systems, CCTVs, security radio transmissions, and designated emergency phone lines are continuously monitored, and that appropriate security, police or emergency personnel are promptly notified and dispatched.
- Provide continuous audits, inspections, reviews, and assessments in accordance with the GRC Security Inspection Plan, and conduct evaluations to identify Security weaknesses and vulnerabilities and recommend appropriate corrective action to the COTR.
- Achieve a best-in-class standard of performance for all functions performed under the SOW.

2.2 Licensing and Certifications

At a minimum, the following license and certifications are required in the performance of this work activity:

- Contractor shall obtain a Class A license and comply with the provisions of the Ohio Revised Code (ORC) Chapter 4749.
- Security Officers shall be certified by the Ohio Peace Officer Training Commission (OPOTC).
- Security Officers shall be certified by the Red Cross in First Aid procedures according to the Occupational Safety and Health Administration (OSHA) standards.
- Locksmith(s) shall be certified or licensed by the State of Ohio.
- Dispatcher(s) shall be certified by the Association of Public-Safety communications Officials International, Inc. and ORC 4742.03.
- Personnel authorized to carry a firearm shall comply with all NASA and state firearms suitability, licensing, and permit requirements.
- Personnel authorized to carry firearms shall possess a valid NASA Form 699A or 699B, Certificate of Authority to Carry Firearms.

2.3 Cleveland Center Hours of Operation/Acres/Roads

The information below overviews the operation of GRC:

- | | | |
|-------------------------------------|---|-----|
| - Core operational hours | 8:00 a.m. till 4:30 p.m. | M-F |
| - Flex operational hours | 6:00 a.m. till 8:00 p.m. | M-F |
| - Main Gate hours | Twenty-four (24) hours a day/365 days a year. | |
| - Development Engineering Bldg. 500 | 6:00 a.m. till 10:00 p.m. | M-F |
| - West Gate hours | 5:30 a.m. till 8:00 p.m. | M-F |
| -Total number of site acres is: | 350 | |
| -Total number of road miles is: | 8 | |
| -Total number of buildings is: | 177 | |

3.0 Specific Work Requirements

3.1 Supervisory Requirements

The Contractor shall ensure each employee is familiar with their post, duties, and responsibilities to effectively perform their responsibilities. Supervisory personnel shall also be continuously available to receive and implement orders or special instructions from the COTR concerning matters, which affect the operation, protection, and Security of assigned areas. *Minimum Performance Standard: Post orders and written instructions are available at all posts and changes to requirements are transmitted at shift-change.*

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The Contractor shall provide onsite supervision of employees 24-hours a day. Supervisors in charge of work under this contract shall ensure that each post is manned as required; employees are properly uniformed and present a neat appearance, and have all the basic equipment available to successfully perform their responsibilities. A Project Manager or designee shall be available at all times during normal duty hours. *Minimum Performance Standard: No variance*

The Contractor's supervision shall include a "guard mount" at the start of each shift during which relief personnel shall be assembled for inspection, arming, announcements, and a general transfer of information from one shift's personnel to the next. This is in addition to the time required for posting and relief of personnel. *Minimum Performance Standard: No variance*

The Contractor shall certify in writing to the COTR that the employees have not been convicted of a "misdemeanor crime of domestic violence" as described in 18 U.S.C. 922, Section 658, entitled Gun Ban for Individuals Convicted of a Misdemeanor Crime of Domestic Violence. *Minimum Performance Standard: No variance*

3.2 Workplace and Equipment

The Contractor's workspace shall be inspected periodically for OSHA and GRC safety compliance. Abatement of violations shall be the responsibility of the Contractor or the Government as determined by the COTR. These spaces shall be maintained clean, neat, and orderly at all times. *Minimum Performance Standard: Violations addressed within 3 days.*

The Contractor shall submit to the COTR a full report of damage or loss of Government property and equipment by Contractor employees or others. All damage reports shall be submitted to the COTR within 24 hours of the occurrence. *Minimum Performance Standard: No variance.*

3.3 Master Training Plan

3.3.1 Center Training

The Contractor shall develop a Master Training Plan that shall facilitate the implementation of a Security Education, Awareness, and Training Program for Government and Contractor personnel working at GRC. The program shall be designed to educate the Center population on security issues and to provide security awareness. The Plan shall address as a minimum the following:

- Clearance holders
- Classified Computer users
- Computer Administrator(s)
- Contracting Officers and Project Managers (for classified contracts)
- Supervisors with security responsibilities
- Special Accesses
- Facility Security Representatives
- Security Area Representatives
- Safe Custodians
- Classified Document Handling
- Sponsors of foreign nationals, and foreign travelers
- Classified computer system users
- Threat to technology
- Secure communications
- Intelligence and terrorism threats to NASA administratively controlled, export controlled, proprietary, or classified information and technology

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The Plan shall be provided to the COTR within 75 days after contract award. Upon Government review, the Contractor shall incorporate revisions and implement the Plan within 90 calendar days after contract award. The IDIQ portion of the contract will cover any additional Centerwide training not stated above.

Minimum Performance Standard: Contractor submission of the Plan within 75 days after contract award; Contractor implementation of the Plan within 90 days after contract award; Contractor incorporation of any revisions to the Plan within 5 calendar days of such revision.

3.3.2 Security Training

The Contractor shall conduct training in accordance with the approved Master Training Plan. In the event of personnel turnover, new Contractor employees shall complete training under the Contractor's current Master Training Plan.

As a minimum, the following training of Security personnel is required:

- Ohio Peace Officer Training Commission Private Security Training Course (OPOTC) or equivalent. All security force personnel shall have a current valid certificate of course completion. In addition to the required OPOTC certifications, all security personnel shall have the following training:
 - Subject Control Techniques, which shall include: a) Knowledge of the Use Of Force Continuum; b) Controlling disorderly subjects; and c.) Handcuffing techniques.
 - Intermediate Weapons Training, which shall include: a) Baton, and b) Oleoresin Capsicum pepper spray (2 hours each).
 - Patrol Techniques, which shall include: a) Vehicle patrol techniques; b) Foot patrol; c) Responding to crimes in progress; d) Building Searches; and e) Stops and approaches.
 - Civil Disorders Training, which shall include: a) Control of nonviolent crowds; b) Confronting hostile crowds; c) Bombs and explosives; f) Terrorism; and g) Hazardous Materials.
 - Traffic Investigation Training, which shall include: a) traffic crash planning, factors, events; b) Traffic crash reporting; c) Interviewing and fact gathering; d) Diagramming and template; e) Collection of evidence; and f) Vehicle damage.
- Initial Orientation Training, which shall consist of an overview of NASA and GRC Missions, SMO operations and activities, and Standard Operation Procedures for assigned work area. All personnel shall receive this training with 5 workdays of commencing performance of assigned work.
- First Aid Training, which shall consist of the techniques to render basic first aid consistent with OSHA 1910.151 and blood borne pathogens in accordance with OSHA 1910.1030. All Security Force personnel shall receive this training within 30 calendar days of commencing performance of assigned work
- Security Force Supervisor Training, which shall emphasize the roll of the Security Supervisor in the NASA environment. All Security Force supervisors shall receive a minimum of 16 hours of supervisor training a year.
- Emergency Dispatch Operators: The Dispatcher(s) shall be trained, tested and certified as proficient in the performance of their dispatch duties. Dispatch Operators shall be certified within 90 calendar days of the contract.
- In-Service Training: All Security Force personnel will receive on-duty station training on designated subjects as part of their on-the-job training. The Contractor shall identify individuals who will receive NASA in-service training pursuant to the Master Training Plan

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- Firearms Training: All Security Force personnel shall have firearms training through OPOTC and successfully qualify with OPOTC as a prerequisite to employment. In addition to OPOTC firearms certification, NASA shall certify all Security Force personnel including supervisors in accordance with NASA Training requirements. Training shall include Glock 9mm pistol and 12 gauge Remington 870 shotgun qualification standards.
- Firearms Proficiency Training: The Contractor shall conduct refresher firearms qualification training on a semi and annual basis to meet both NASA and Ohio requirements. This training shall consist of qualifying/re-qualifying with the issued weapon using NASA NPG 1620.1, and the State of Ohio standards for carrying a firearm in the course of duty. A certified Ohio Peace Officers Training Academy (OPOTA) Instructor shall be required for firearms training. The maintenance of firearms proficiency and the ability to be armed is a condition of employment for all armed officers.
- The Contractor shall provide the same training and supply ammunition for up to five SMO Special Agents authorized to carry firearms.
- The Contractor shall arrange for firing range services, as necessary, to accomplish initial and proficiency training indicated above. Additionally, the Contractor is responsible for providing all ammunition expended for on-duty and training purposes.
- Judgmental Firearms Training: The Government shall provide a judgmental firearms system annually. The Contractor shall schedule all armed officers utilizing the system when available at GRC within 30 calendar days of notification from the COTR.
- Refresher Training: All armed Contractor personnel shall receive a minimum of 40 hours of annual refresher training. This training is in addition to firearms qualifications.
- Time Limits: Should the Contractor choose to hire the incumbent personnel, those individuals shall have one year to meet OPOTC certification requirements. *Minimum Performance Standard for all areas of training: No variance*

3.4 Physical Security

3.4.1 Requirements

The Contractor shall furnish all management and personnel necessary to provide Security Services in accordance with the requirements specified herein. As a minimum, all Security Force personnel shall have and maintain a Secret clearance. All uniformed personnel to include the Dispatcher shall be armed.

The Contractor shall comply with all Federal, NASA, and GRC policies noted in Standard Operating Procedures (SOP) governing Physical Security. These services shall include the following:

- Prevent unauthorized and unbadged individuals from entering the Center. Report in accordance with the SOP, all unauthorized personnel or unauthorized vehicular entry into GRC.
- Deter and report in accordance with the SOP the damage, pilferage, removal, secreting, misappropriation, misuse, larceny, theft, or other improper or unlawful threats to, or disposition of, Government or personal property or acts of espionage, sabotage, or wrongful destruction within GRC property.
- Deter malevolent acts and respond in accordance with the SOP for fires, explosions, collapses, and other catastrophes. Summon response forces and notify Government personnel as set forth in the SOP; and assist in restoring the area to a safe condition.
- Deter and report violations of GRC Security regulations, provide documentation and reports of all incidents and investigations as set forth in the SOP. Provide Shift, Incident and Investigative Reports

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detailing the events of each shift no later than 8:00 a.m., each workday. *Minimum Performance Standard: No variance*

- Apprehend persons who have committed criminal offenses on GRC property.
- Provide manning for fixed posts and roving patrols in accordance with SOP, and access control, intrusion detection, and CCTV monitoring. *Minimum Performance Standard: All posts are staffed with fully qualified personnel. No Variance*
- Inspect in accordance with the SOP entire GRC perimeter security fence, gates, barriers, security lighting on a monthly basis, and submit and track work orders on any damaged areas or equipment needing repairs. *Minimum Performance Standard: In no case shall complete perimeter surveillance take longer than 1 hour and 20 minutes.*
- Develop a Security Inspection Plan and conduct comprehensive security surveys, inspections, audits, and reviews in accordance with the Plan to evaluate the effectiveness of Security Program performance.
- Provide appropriate first aid and blood borne pathogen equipment, and respond on a 24X7 basis to render first aid as required to certified responders.
- Receive, receipt for, and secure contraband as well as lost and found articles pending appropriate disposition in accordance with the SOP.
- Provide Security guidance to Facility Security Representatives on updating Facility Security Operating Plans (FSOPs), and maintain a centralized repository of all updated FSOPs.
- Respond to traffic control issues with effective solutions consistent with the GRC Safety Manual, and enforce traffic and parking regulations as specified in Chapter 19, GRC Safety Manual.
- Operate an Airport Shuttle between the hours of 1700 – 0600 M-F, and all weekends and holidays. An average of 4300 round trips each year, a round trip consists of one-half hour.
- Provide a rapid response to crimes, emergency calls, alarms, and malevolent acts. The response time for the first responder is 3 minutes after notification. In no case shall dispatch notification time exceed 1 minute. In no case shall the arrival of backup exceed 5 minutes. *Minimum Performance Standard: No more than 5 minutes total.*
- Operate and maintain GRC Access Control System.
- Provide a roving patrol function with both foot and motorized patrols. Roving patrols shall be continuously on the alert for the occurrence of intruders, other violators of the law, fires, explosions, collapses, and other catastrophes by close and detailed observation of buildings, machinery, vehicles, equipment, other resources, and personnel. Unsafe or potentially unsafe conditions, procedures, or activities shall be identified and promptly corrected. Alternatively, the Contractor shall restrict admission to the unsafe area to minimize the risk and notify the proper authority so that repair or correction can be accomplished as soon as possible. *Minimum Performance Standard: Maintain written instructions detailing performance requirements of the post to include patrol sectors, areas to be checked and with what frequency, and details of these specific job-tasks for a rover. Comply with the documented requirements, maintain constant radio communication with dispatch, respond to emergencies and requests for service within designated response times, and take measures to stop and apprehend persons that have committed felonies.*

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- Conduct and document routine inquiries of Security incidents on GRC, and conduct surveillance of actual or suspected potential criminal activity in areas under the cognizance of SMO, as directed by the COTR. The Contractor is not authorized to conduct any of these investigative activities without COTR authorization. Responsibilities shall include:

- Collect, evaluate, analyze, and manage Security-related information involving violations of GRC Security policies.
- Coordinate investigative matters involving GRC staff or Contractors consistent with policies of SMO and the Security SOP.
- Collect, protect, store, control, and dispose of evidence in accordance with the Security SOP.
- Use, control, and maintain assigned surveillance equipment in accordance with the Security SOP.
- Document and testify in court or other appropriate forums regarding Security investigations, when required.
- Prepare and maintain written reports detailing all relevant information concerning any disturbance, crime, dangerous condition or incident.

All uniform Security Force personnel plus supervisors shall be trained, certified, and carry NASA issued side arms when in a duty status. Any exception to this requirement will be approved by the COTR.

The Government shall provide the firearms as identified in, "Attachment C, entitled GOVERNMENT FURNISHED EQUIPMENT (GFE)." The Contractor shall be responsible for maintaining control and accountability of all firearms issued by the Government. The Contractor shall safeguard this equipment against loss, theft, or misuse. The contractor shall maintain issued firearms to manufacturers' specifications, especially with regard to safety features. The Contractor shall maintain a record of all maintenance checks, service, and repairs. *Minimum Performance Standard: No variance*

The Government reserves the right to introduce new firearm systems not presently in the inventory "GOVERNMENT FURNISHED EQUIPMENT." New systems may require initial Security Force qualification and follow-on proficiency training. In this regard, the COTR will provide the Contractor with at least 30 days advance notice of additions, deletions, or other changes to firearms system. The Contractor shall modify the Contractor's training plan accordingly and submit these changes to the COTR for approval no later than 15 days prior to the Government effecting the firearm system change.

3.4.2 Minimum Staffing Requirements

POST	OFFICERS	DAYS	HOURS
Building 108, Main Gate	3 officers	M - F	0600 - 1800
	1 officer	M - F	1800 - 0600
	1 officer	S,S,H	24 hours
Main Gate Access Control	2 officers	M - F	0600 - 1800
Building 500	1 officer	M - F	0600 - 1800
Building 501	1 officer	M - F	0600 - 1800
West Gate	1 officer	M - F	0530 - 2000
Roving Patrols	4 officers	M - F	0700 - 1500

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	3 officers	M - F	1500 - 0700
	3 officers	S,S,H	24 hours
Dispatcher	1 officer	24/7	24 hours
Building 3	1 officer	M - F	0700 - 1530
Airport Shuttle	as required	M - F S,S,H	1700 - 0600 24 hours

3.4.3 Authority to make Arrests

Authority of Security Force Contractor personnel to detain and make arrests shall be that of private citizens as defined by the laws of the State of Ohio. Each member of the Security Force shall be under a duty, by virtue of their employment under this contract, to exercise that authority in the manner as specified in the SOP. Once the Security Force apprehends a suspect, they are only responsible for detaining the suspect until appropriate authorities (Office of the Inspector General (OIG), Federal Bureau Investigation (FBI), Brook Park or Fairview Police) arrive to affect the arrest.

Members of the Security Force shall be familiar with and comply with the limits of jurisdiction, as defined in the SOP.

3.4.4 Emergency Call-Up and Response Time.

The Contractor shall contact the COTR in the case of emergency conditions requiring immediate attention. The COTR may direct the Contractor's onsite supervisor to temporarily divert personnel from their normal duties to respond to the emergency conditions. Such employees shall return to their normally assigned duties when released from the emergency situation. Except for the emergency conditions described above and in the SOP, the Contractor shall not divert personnel from their prescribed schedules without prior approval of the COTR. *Minimum Performance Standard: No variance*

The Contractor shall arrive at the correct alarm site within 3 minutes. Response time begins when the alarm sounds. In accordance with SOP, take no more than 1 minute to pass alarm information and request assistance (police, fire, ambulance). Shift logs shall be annotated and reports filed in accordance with corresponding SOPs. *Minimum Performance Standard: No variance*

The Contractor employees shall know where the fire alarms are located and how to activate them. If required, the Contractor shall also assist in fire evacuation before Fire Department personnel arrive at the scene. Personnel shall be proficient in the use of fire extinguishers.

3.4.5 Locksmith and Key Control

The Contractors shall provide "locksmith" services as described below. Any individual performing these duties shall be certified or licensed.

- Set combination locks and padlocks.
- Receive, secure, issue, and account for all keys and safe/vault combinations issued.
- Change and log all safe/vault combinations.
- Service all GSA security containers.
- Drill or otherwise open security containers and locks whose combinations have been lost or keys missing.
- Maintain the master key system.

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- Receive, secure, make, issue, set up and pin locks, and account for all keys or combinations issued for access to buildings, offices, equipment, gates, etc.
- Sign a receipt for all keys and combinations issued by the Government.

Minimum Performance Standard: Ensure all work is completed within 2 working days of initial request. All emergency requests shall be responded to immediately. At least 50 requests per month.

The Contractor shall maintain records, to be made available to the COTR upon request, that show how many keys are in existence, in whose possession they are, and who has knowledge of and access to combinations. Keys shall not be duplicated without the approval of the COTR.

3.4.6 Flag Protocol

The Contractor shall raise and lower the National, Ohio, NASA, PoW/Missing in Action, Agency, and Mission flags/pennants in accordance with flag protocols, SOP, or as directed by the COTR. *Minimum Performance Standard: Flags and pennant changes shall be made within 20 minutes of notification of the Shift Supervisor.*

3.4.7 External Physical Security

Contractor shall comply with directions in the Emergency Preparedness Annex Plan during emergencies. The Contractor shall participate in Emergency Preparedness exercises held on GRC with GRC staff and other federal, state or local agencies as directed. These exercises occur at least four times a year. The Contractor shall operate and manage a 24-hour a day, 7-days a week, Emergency Dispatch operation. Maintain comprehensive and current instructions, procedures, and emergency contact lists at the Dispatch Center. Monitor all security sensor systems, CCTVs, security and emergency radio transmissions, and designated emergency phone lines. Answer 911 system and Environmental Health & Safety (EHS) Help Line and dispatch appropriate security and safety personnel. Contractor shall augment Dispatch staffing during emergencies if necessary, and monitor Emergency Dispatch Center, life safety, access control, intrusion detection, and CCTV systems. *Minimum Performance Standard: Ensure constant uninterrupted communications and monitoring of security systems is maintained 24-hours, 7-days/week. Ensure security systems are continuously monitored and that any system deficiencies are documented and submitted for corrective action. Ensure instructions, procedures, and notification listings are reviewed and updated every 60 days. Ensure complete audit trail of all security actions. Telephones shall be answered within 15 seconds of initial ring.*

3.4.8 Personnel Security/Visitor Control

The Contractor shall issue all permanent and temporary badges to onsite staff and visitors at GRC. This includes processing, production, issuance, distribution, and repair of passes and badges. Positive control and audit trail of badges shall be maintained. The Contractor shall operate onsite badging and fingerprinting systems. *Minimum Performance Standard: Badging time shall be no more than 5 minutes (10 minutes maximum) and positive control and records will be maintained.*

The Contractor shall provide additional administrative security support encompassing: security filing, fingerprinting and database maintenance, and other related duties.

3.4.9 Information Security/International Visitor Control

The Contractor shall process and control classified documents and materials in accordance with established NASA and National policy. The Contractor shall conduct and document annual reviews of classified document holdings, update a classified-safe database, and brief document holders of safeguarding responsibilities. Contractor personnel under Section 3.4.9 to 3.4.11 shall have a Top Secret clearance as a minimum.

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The Contractor shall conduct annual compliance reviews on the implementation of the Center Classified Document Control (CDC) program. This includes document marking, handling, storage, tracking declassification, and destruction of all controlled classified materials in accordance with GRC's CDC guidelines. *Minimum Performance Standard: Complete 100 percent inventory annually with no variance.*

The Contractor shall operate the Defense Courier Service account for incoming and outgoing classified material (at least 8 pieces per month supporting at least 10 sub-accounts in the Northeast Ohio area). This involves the transportation, receipting, storage, and notification to several regional corporate and government agencies of couriered materials.

The Contractor shall provide classified contract support to at least 18 classified contracts and related Industrial Security activities; maintain the DD254 classified contracts database; enter and maintain data in the NASA Virtual Private Network; coordinate distribution and documentation with the Defense Security Services Agency (DSS); and develop and assist project managers with the completion of security clauses for classified contracts.

The Contractor shall provide weekly reports of International Visitors and inspection results. Develop daily, periodic, and special threat products both classified and unclassified as well as open source threat information to the designated recipients. *Minimum Performance Standard: International visitors processed within 24 hours.*

The Contractor shall process foreign nationals for both short and long term access to GRC. Inspect and validate that foreign nationals are monitored and escorted in accordance with NASA policy. Enter foreign visitor requests into NASA's International Visitor Approval Network (IVAN) database. *Minimum Performance Standard: Technical support personnel shall maintain 100 percent compliance with NASA policy and maintain full documentation.*

The Contractor shall process visit certifications in accordance with NASA policy for cleared government employees traveling to and from GRC and other government and Contractor facilities and locations.

The Contractor shall staff the Intelligence Threat Operations Center (ITOC), during the hours of operation 0600-1800, M-F, (with no more than 30-minute intervals of unoccupied time during working hours without the approval of the cognizant government facility manager). Daily classified threat information shall be provided in written form and unclassified for electronic or hard copy distribution. All elements of the ITOC shall have back-up or overlapping responsibility. *Minimum Performance Standard: Threat information shall be analyzed and reported daily.*

The Contractor shall coordinate and schedule customer use of the Sensitive Compartmented Information Facility and Intelink-S system. The Contractor shall document and keep current the daily activities and operations associated with the ITOC. The documentation shall include the SOPs, System Security Plans (SSPs), and all accrediting documentation for the ITOC, and computer and network systems. The Contractor shall Coordinate computer and network ODIN seat management for ITOC systems with the Directorate's Information Technology designated points of contact. *Minimum Performance Standard: Changes in documentation shall be completed within 5 working days.*

The Contractor shall serve as the alternate Special Security Officer (SSO) in the operation of the Sensitive Compartmented Information Facility (SCIF) and perform duties associated with an SSO operating a SCIF.

3.4.10 Classified Information Systems Security

The Contractor shall review and evaluate Classified System Security plans and conduct site visits relative to Classified Information Technology (IT) systems at GRC. The Contractor shall prepare and maintain Certification and Accreditation (C&A) documentation for GRC classified computer and network systems. The Contractor shall provide classified computer system Certification and Accreditation support for approximately ten stand alone desktop systems and two networked systems. The number of classified

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computer systems are variable and contingent on program activity. The Contractor shall provide System Administration support for Mac OS, Windows, Windows NT, SIPRNET and SCI computers and networks. *Minimum Performance Standard: Complete reviews, evaluations and documentation within 10 working days of request or annual systems recertification date.*

The Contractor shall provide support for the continuous operation of NASA Classified Networks, Terminals and INTELINK-S/SIPRNET at GRC. The contractor shall maintain and update all specific documentation by Defense Information Security Agency, NASA Headquarters' Code X, and other agencies. *Minimum Performance Standard: Data scanned and entered within 24 hours of receipt.*

The Contractor shall provide Communications Security (COMSEC) support to the Center as the alternate COMSEC Custodian. The contractor shall administer the NASA classified Safeguards and Security Network (SSN) in accordance with the available NASA guidelines; conduct Centerwide COMSEC inspections and inventories consistent with National COMSEC policy and provide reports to the GRC COMSEC manager; maintain currency and proficiency on National COMSEC policies and secure telecommunications equipment; and coordinate with the NASA COMSEC Office of Record on COMSEC matters in support of the COMSEC function. *Minimum Performance Standard: Changes in keying material, procedures, configuration, or processes will be documented and submitted to the facility manager and the COMSEC Manager for approval within 5 working days.*

The Contractor shall develop and provide Operation Security (OPSEC) plans consistent with sensitive and classified programs and Center operations that address critical information, threat, vulnerabilities, risk, and countermeasures. *Minimum Performance Standard: Fully implement the approved plan or schedule.*

3.4.11 Counterintelligence (CI)

The Contractor shall provide CI support consisting of detecting, deterring, and neutralizing the potential threat posed by Foreign Intelligence Services (FIS), other foreign entities, and acts of terrorism. Contractor personnel providing CI expertise shall possess a Top Secret U.S. Government security clearance prior to assumption of duties. The services shall be provided during core working hours, but may be adjusted by the CI Program Manager to support mission requirements. Counterintelligence activities and associated tasks include:

- CI Analysis and Counterterrorism – The Contractor shall obtain Foreign Intelligence and Terrorism threat information from publicly available open sources and classified sources posing a threat to GRC people, property, and information (access to a government classified intelligence information retrieval system will be provided upon assumption of duties); analyze FIS and terrorism threat information obtained from publicly available open sources and classified sources and provide written counterintelligence assessments and analyses; provide written recommendations on security countermeasures based on the results of the analysis, which are designed to minimize vulnerabilities and confront any threats to GRC people, property and information; schedule and arrange CI meetings, conferences, and other related forums on a quarterly basis or as required; prepare vu-graphs, handouts, and other materials for presentation at meetings, conferences, and other forums; provide a final form report of topics discussed and action items assigned; and disseminate under Government direction CI and CT threat information to GRC personnel, selected NASA Officials, and outside Security, Intelligence and Law Enforcement Agencies. *Minimum Performance Standard: Assessments are comprehensive and focus on information pertinent to the customers to whom it is disseminated. The recommendations are comprehensive and appropriate for implementation.*

- CI Investigations – The Contractor shall analyze CI investigations; present briefings to selected audiences; establish and maintain investigation documentation systems in accordance with NASA guidelines (guidelines will be provided upon assumption of duties); review GRC Security Incident/ Investigation Reports, unsolicited foreign e-mail, and other reported information for potential CI indicators; identify other areas that have potential CI implications and conduct follow-up inquiries with approval of the

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CI Program Manager; provide final form written reports of information in accordance with NASA CI reports format.

- CI Reporting -- The Contractor shall provide written weekly and monthly summaries of CI activity.
- CI Policy and Procedural Guidelines -- The Contractor shall develop SOP for implementing policy and procedural guidelines for the CI program.
- CI Threat Assessments -- The Contractor shall conduct annual Vulnerability and Risk Assessment (VA) of threats to GRC and those research programs possessing critical program information; provide a Threat Vulnerability and Risk Assessment Plan within 90 days of the award of the contract; complete an assessment within 24 months of the contract award for of all Directorates and technologies to determine exploitable technologies and information; conduct meetings at least once a quarter and training sessions with Directorates and designated groups on protection of classified and unclassified technologies; provide written results of the assessments and any recommendations to the COTR on the corrective actions or countermeasures to be taken; and provide briefings on results of threat assessments to select NASA officials; provide daily threat assessments in an unclassified or classified form and complete electronic or hard copy distribution to SMO. *Minimum Performance Standard: The plan is subject to COTR approval. Initial overall Center assessment shall be completed within 180 calendar days and revised annually. Complete 50 percent of the assessment of Directorates and technologies within 1 year.*

4.0 Standard Operating Procedures

The Contractor shall update, implement, and maintain written SOPs within 120 calendar days after contract award. The SOP shall be available for Government review. The SOP's shall include the following topics:

- a. Hostage Incidents
- b. Bomb Threats
- c. Search and Seizure
- d. Intruders
- e. Use of Force
- f. Evidence Procedures
- g. Security Force Authority
- h. Response to Medical Emergencies
- i. Response to Robberies
- j. Crime Scene Protection
- k. Aircraft Security
- L. Response to Alarms
- m. Traffic Control
- n. Disorderly Personnel
- o. Compromise of Classified Information
- p. Radio/Communications Procedures
- q. Crowd Control
- r. Security Control Center Procedures
- s. Safe Checks/Security Procedures (Protection of Sensitive and Classified Information)
- t. VIP's
- u. Conferences
- v. Identification Badges and Passes
- w. Process Service and Warrants
- x. Guard Orders
- y. Incident Reporting
- z. Response to Designated Security Areas
- aa. ITOC Operations
- bb. CI Implementation and Guidelines
- cc. Dispatch Center Procedures

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5.0 Personnel Uniforms, Equipment, and Transportation

5.1 Uniforms

While on duty, all Security Force personnel shall wear a complete uniform of the type prescribed below so that a favorable public image is presented. Shoes shall be shined and all items of clothing shall fit well and be clean, neat, and pressed. The uniform's color(s) shall be the same as that in general use by large guard or police organizations in the United States. The Contractor is responsible for determining fabric, weight, color, specified style, and other equipment details. The Government expects that the Contractor shall act in the interest of Security Officer needs (e.g., inclement weather protection) and the requirements of this paragraph. All employees shall wear the same color and style of uniform. An appropriately lettered breast badge and cap ornament shall be provided. The breast badge/cap ornament SHALL NOT HAVE A NASA logo or insignia as part of the design. Shoulder patches with Contractor identification and not larger than 4-1/2 inches by 4-1/2 inches shall be worn on the uniform's right shoulder. No other Contractor identification is to be worn or displayed on the uniform. The Contractor is responsible for supplying, cleaning, pressing, and replacing Contractor-supplied uniforms as needed. The Contractor shall replace uniform articles and accessories when necessary. Each employee shall be issued a uniform by the Contractor to include at least the following items:

- Shirts
- Trousers
- Necktie (winter)
- Hat
- Jacket/Overcoat(s)
- Nametag (over right breast pocket)
- Inclement weather protection (raincoat/parka)
- Shoes

Accessories:

- Handcuffs, key, and pouch
- Flashlight
- Collapsible baton and carrier
- OC pepper spray and carrier
- Holster, Level 3 retention (cross-draw and swivel holsters are not authorized)
- Holster belt
- Magazine pouch
- Pass and badge holders

Minimum Performance Standard: No Variance

5.2 Equipment

Body armor for the Security Officers will be furnished by the Government. The Government will furnish all necessary multi-channel radio transceiver communications equipment so that each employee on duty may be contacted by the Contractor shift supervisors at all times. Communications equipment and Body Armor to be provided is listed in the "GOVERNMENT FURNISHED EQUIPMENT".

5.3 Transportation

The Contractor shall provide all vehicles necessary for the performance of this contract. No NASA logos or insignia will be displayed on vehicles. Vehicle shall have the word "Security" on sides, hood, and trunk and the emergency number 911. Patrol vehicles shall be suitably equipped with siren, public address system, light bar, spotlight, shotgun rack, fire extinguisher and vehicle radio. Emergency medical equipment and traffic cones shall be stored in trunk or other available space. *Minimum Performance*

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Standard: Vehicles placed in service shall be less than 2 model years old with less than 12,000 miles. All vehicles shall be appropriately registered, licensed, and insured for operation in the State of Ohio.

6.0 Associated Administrative Duties.

The Contractor shall provide information to the Emergency Preparedness Coordinator regarding the Emergency Preparedness Annex and Recovery Plan. The Contractor shall make any implementation changes to any corresponding SOP.

The Contractor shall provide post orders and instructions for each post that detail performance requirements and any special instructions for each post.

The Contractor shall record, maintain, and distribute logs and log information to the Safety Office and SMO as necessary. Develop operational SOP in accordance with Ohio certification requirements.

The Contractor shall update and maintain personnel and badging databases in accordance with SMO guidelines. This includes review of Personnel Security Investigation forms for completeness and accuracy; providing and obtaining legible fingerprints on new employees; provide information concerning number of badges issued, number of visitors processed, number of badges re-issued due to loss or damage, and number of fingerprints obtained; and accountability of all badges issued.

The Contractor shall conduct centralized Center Document Control (CDC) activities that include receiving, logging, storing, distributing (internal and external), accounting for, and destroying all classified material sent to or from GRC.

The Contractor shall provide Security Administrative Support and Positive Access Controls to the ITOC in accordance with the ITOC SOP.

The Contractor shall collect and maintain statistical data on all the activities identified herein. The reports shall include: daily open source threat summary; daily classified threat summary; weekly threat summaries and advisories for specific programs; and special circumstance threat analysis reports and special reports of reviews or analysis of threats to technology transfer.

Contractor shall remain current on changes in requirements to the Certification and Accreditation process, and insure changes in documentation within 72 hours.

The Contractor shall catalog and file all briefing materials in electronic and hard copy format. Maintain an accurate file of all correspondence, activities, briefings, plans, and other such items, which are subject to audit.

7.0 Indefinite Quantity

Additional Security support may be required to support Government requirements. This support may be both onsite or offsite and may include project, facility, computer, operations, communications security and force protection: (alpha, bravo, charlie, and delta), as well as training. Support tasks shall be defined and initiated by written "task orders" issued pursuant to Indefinite Quantity Clause of the contract.

8.0 Federal Arrest Authority (Optional Work)

If required by the Government, personnel designated by the Contractor for Federal Arrest Authority shall successfully complete a NASA Basic Federal Law Enforcement Training course provided by the Government prior to assuming duties. Additionally, designated personnel shall successfully complete a "refresher" NASA Law Enforcement Training course not later than every 2 years.

During the first 365 days of the performance period no less than 50 percent of the supervisors must complete the 3-week Federal Arrest Authority training or other training approved by GRC's SMO.

ATTACHMENT A

9.0 List of Deliverables

Contract Management Plan
Safety and Health Plan
Security Inspection Plan
Master Training Plan
Quality Assurance Plan
Threat Vulnerability and Risk Assessment Plan
Security First Aid Augmentation Plan
Standard Operating Procedures
Classified Material Holdings Report (100% of inventory)
Report of Classified Safe Custodians
Security Force Statistical Report
Foreign Visitor, Inspection and Statistics Report.
Traffic Citation Report
Visitor Control Activity Report
Intelligence Threat Operations Center Statistical Reports
Perimeter Fence Report
Badge Report
Security and Dispatch Activity Logs
Threat Reports and Assessments
Visitor Control Records
Security Incident/Investigation Reports
Survey and Risk Assessment Reports
Safe Records Report
Lock and Key Report
Industrial Security and International Visitor Control Reports
Classified Document Destruction Reports
Intelligence Threat Operations Center Functional Management Tracking Report
Classified Systems Certification and Accreditation Letters
Security Force Orders
ITOC Facility Security Documentation
Posters, Pamphlets, Handouts, Flyers and Awareness Classes
Counterintelligence and ITOC Web Pages
Counterintelligence Summary Reports

See ATTACHMENT B for List of Deliverables with Definitions and Frequency

ATTACHMENT B

LIST OF DELIVERABLES WITH DEFINITIONS AND FREQUENCY

Contractor Management Plan – Required only once / outlining contractor management plans, goals and objectives for this work effort.

Safety & Health Plan – Required only once / Outlining contractor's Safety & Health program for its employees for this work effort.

Security Inspection Plan – Required within 120 days after contract effective date / Updated annually. A comprehensive mix of GRC Security program inspections, surveys, risk assessments, reviews or audits involving programs, facilities and activities concerning each security program under the cognizance of the Security Management Office.

Master Training Plan – Required with 90 calendar days after contract effective date / Specifying the training and level of effort to provide comprehensive security education and training to GRC staff and security force personnel.

Quality Assurance Plan – Required only once / outlining ISO Procedures or current quality standards

Threat Vulnerability and Risk Assessment Report - Required within one year of the award of this contract and updated annually.

Security First Aid Augmentation Plan. Provide a plan which illustrates specific role and responsibilities of security force personnel.

Standard Operating Procedures. – required within 120 calendar days of contract award / reference SOW 3.

Classified Material Holdings Report – Annual requirement / 100% inventory of classified holding on GRC.

Report of Classified Safe Custodian – Annual requirement / maintain documentation and tracking of classified security containers and coordination with container custodians.

Security Force Statistical Report – Monthly requirement / used to compile different security items that are needed for an annual report.

Foreign Visitor, Inspection and Statistics Report – Monthly requirement / reference NASA Form C-87

Traffic Citation Report – Monthly requirement / to record number of tickets issued.

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Visitor Control Activity Report – Monthly requirement / to record number of visitors visiting the center

Intelligence Threat Operations Center Statistical Reports - Monthly requirement / provide updated statistical data on activities in the ITOC that shall include: transfer and destruction of classified material; classified material review program activities that include combination changes, material reviewed and custodian training; support activities to the IVC program, support activities under the Industrial Security Program; Inspections/Surveys/Reviews; statistics for clearance holder visitors and travelers. Statistically reporting shall change on a periodic basis.

Perimeter Fence Report - Monthly requirement / submit a report on the number of work orders on any damaged areas needing repairs.

Badge Report. – Weekly requirement / to record number of badges issued.

Security and Dispatch Activity Logs – Daily requirement / to record security activity performed on the previous day for all shifts.

Threat Reports And Assessments – Daily requirement / Provide reports as identified in the SOW. Reports based on customer requests as well as results of analysis of threat material.

Visitor Control Records – Daily requirement / to record number of visitors visiting the center.

Security Incident/Investigation Reports – On an as needed basis / to record all security incidents

Survey and Risk Assessment Reports – Quarterly requirement / reference NASA Automated Information Security Program 2410.9 and OMB A-130

Safe Records Report – Monthly requirement / to record number and location of safe's at the center

Lock and Key Report – Monthly requirement / to record number and location of locks and keys at the center

Industrial Security and International Visitor Control Reports - On an as needed basis / statistical data on DD-254's.

Classified Document Destruction Reports – Monthly requirement / provide statistics in the CDC process for accounting classified destruction of documents in Linear Feet.

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Intelligence Threat Operations Center Functional Management Tracking Report – Monthly requirement / provide tracking of functional areas which shall include: a) Pending/Ongoing/suspense Activities. b) Metrics and Trends. c) ITOC Calendar Events. d) Documentation of ITOC Processes and Procedures. e) User Guides and handouts.

Classified Systems Certification and Accreditation Letters – Monthly requirement / reference NASA Automated Information Security Program 2410.9 and OMB A-130

Security Force Orders - On an as needed basis / instructions used for specific security applications

ITOC Facility Security Documentation – Monthly requirement / maintain all documentation supporting the certification and accreditation of the ITOC facility and systems processing classified information. This includes both collateral and SCI systems and facilities.

Posters, Pamphlets, Handouts, Flyers and Awareness Classes - On an as needed basis / develop posters, pamphlets, handouts, flyers supporting the centers security awareness program as well as developing awareness presentations and workshops.

Counterintelligence and ITOC Web Pages – Daily-update daily threat information and other related information. Monthly requirement / maintain, upgrade and administer the web homepages as required to reflect the operations of both the counterintelligence and ITOC office. The homepage shall require multiple pages to provide specific information to GOVERNMENT ONLY users.

Counterintelligence Summary Reports - Weekly-counterintelligence highlights for the SMO Weekly Highlights report. Monthly-counterintelligence summary report of activities for the NASA Headquarters Safeguards Office. Annual-report of activities summarizing significant activities including metrics for the Annual Operating Agreement.

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