

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
 OFFEROR TO COM *TE BLOCKS 12, 17, 23, 24, & 30*

1. REQUISITION NO. **See Page 1A**
 PAGE 1 OF 142

2. CONTRACT NO. **GS-07F-0352K** 3. AWARD/EFFECTIVE DATE **AUG 6 2001** 4. ORDER NO. **H-34723D**
 5. SOLICITATION NO. **RFQ: 8-1-1-A5-00161** 6. SOLICITATION ISSUE DATE **June 22, 2001**
 7. FOR SOLICITATION INFORMATION CALL **Edgar Sanchez** 8. OFFER DUE DATE/LOCAL TIME **July 23, 2001/4:00PM**

9. ISSUED BY: **NASA** CODE **PS-31H**
George C, Marshall Space Flight Center
Procurement Office (PS-31H)
Marshall Space Flight Center, AL 35812
 10. THIS ACQUISITION IS
 RESTRICTED
 SET ASIDE: % FOR
 SMALL BUSINESS
 SMALL DISADV. BUSINESS
 8(A)
 SIC: **561612**
 SIZE STD: **9.0M**
 11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
 SEE SCHEDULE
 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)
 13b. RATING **DO-C9**
 14. METHOD OF SOLICITATION
 RFQ IFB RFO

15. DELIVER TO CODE **PS-31H**
Marshall Space Flight Center
MSFC, AL 35812
 16. ADMINISTERED BY CODE **PS-31H**
Edgar Sanchez, PS-31H
Tel: 256-544-0175 Fax: 256-544-3223

17a. CONTRACTOR/OFFEROR CODE **OTL97** FACILITY CODE
Coastal International Security Inc
1197 Spring Ave Suite B
Surfside Beach, SC 29575
 18a. PAYMENT WILL BE MADE BY CODE **RS-23**
NASA Marshall Space Flight Center
MSFC Accounting Operations Office
MSFC, AL 35812

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER
 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Security Services for the Marshall Space Flight Center (MSFC)				\$3,226,435
<i>(Attach Additional Sheets as Necessary)</i>					

25. ACCOUNTING AND APPROPRIATION DATA **See Page 1A**
 26. TOTAL AWARD AMOUNT (For Gov. Use Only) **\$3,226,435**

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA ARE ARE NOT ATTACHED.
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA ARE ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 5 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.
 29. AWARD OF CONTRACT: REFERENCE Quote OFFER DATED YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR *Jeanette I. Hurt*
 30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) **Jeanette I. Hurt**
 30c. DATE SIGNED **7/23/01**
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)
 31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)
 31c. DATE SIGNED **AUG 6 2001**

32. QUANTITY IN COLUMN 21 HAS BEEN
 RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED
 33. SHIP NUMBER PARTIAL
 34. VOUCHER NUMBER
 35. AMOUNT VERIFIED CORRECT FOR

32b. SIGNATURE OF AUTHORIZED GOVT REPRESENTATIVE
 32c. DATE
 36. PAYMENT COMPLETE PARTIAL
 37. CHECK NUMBER
 38. S/R ACCOUNT NO. 39. S/R VOUCHER NO.
 40. PAID BY
 42a. RECEIVED BY (Print)

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT
 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER
 41c. DATE
 42b. RECEIVED AT (Location)
 42c. DATE REC'D (MM/DD)
 42d. TOTAL CONTAINERS

Continuation from Standard Form 1449 on the first page of this order:

Block No.1, Requisition No.:

1-1-A5-00167 (1F)

Block No.25, Accounting and Appropriation Data:

801/20112	283-10-25-7100-A5-1-00R-2590	<u>\$325,000</u>
	TOTAL	\$325,000

Addendum to SF 1449, Block 18b

The Contractor shall submit invoices as follows:

A. IDIQ

1. The Contracting Officer (CO) will issue Delivery Orders for services to be performed under IDIQ (In accordance with Clause 6, Para. D.) The Contractor shall be paid for the effort, upon submission of properly certified invoices, containing GSA order number, Delivery Order number, hours worked, and dates/periods covered.

2. All charges for the IDIQ effort shall be invoiced the first of the month following the month in which such charges are accrued. IDIQ and fixed price charges shall be tracked separately and invoiced separately.

3. Delivery Orders/H-Orders with funds citations listed thereon will be issued by the Contracting Officer on a monthly basis, upon submission of properly certified invoices.

B. Separate invoices for FFP and IDIQ furnished by the Contractor are to be submitted in triplicate to:

NASA
George C. Marshall Space Flight Center
Financial Management Office, Attn: RS23
Marshall Space Flight Center, AL 35812

An information copy shall be furnished to the following:

NASA
George C. Marshall Space Flight Center
Management Support Office, Attn: AD02/Joyce Eagan
Marshall Space Flight Center, AL 35812

AND

NASA
George C. Marshall Space Flight Center
Procurement Office, Attn: PS31/Edgar Sanchez
Marshall Space Flight Center, AL 35812

C. Satisfactory performance of service and delivery of items for the fixed price portion as well as the IDIQ portion, as called for in this order, shall be certified by the Contracting Officer's Technical Representative or his/her designee, and provided to the Contracting Officer.

(End of Clause)

THE TERMS INCLUDED HEREIN ARE IN ADDITION TO THOSE INCLUDED IN THE GSA CONTRACT. IN THE EVENT THERE IS/ARE ANY CONFLICT(S), THE TERMS INCLUDED HEREIN WILL TAKE PRECEDENCE.

Note - The words contract and order as shown herein are used synonymously

ADDENDUM TO FAR 52.212-4, BLOCK 27a are as follows.

The following clauses are incorporated by reference, with the same force and effect as if they were given in full text.

A. FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) CLAUSES

<u>Clause No.</u>	<u>Title</u>
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity (Jan 1997)
52.203-10	Price or Fee Adjustment for Illegal or Improper Activity (Jan 1997)
52.222-4	Contract Work Hours and Safety Standards Act -- Overtime Compensation (Sep 2000)
52.223-5	Pollution Prevention and Right-to-Know Information (Mar 1998)
52.223-6	Drug-Free Workplace (Jan 1997)
52.224-1	Privacy Act Notification (Apr 1984)
52.224-2	Privacy Act (Apr 1984)
52.228-5	Insurance - Work on a Government Installation (Jan 1997)
52.237-2	Protection of Government Buildings, Equipment, and Vegetation (Apr 1984)
52.237-3	Continuity of Services (Jan 1991)
52.245-2	Government Property (Fixed-Price Contracts) (Dec 1989)
52.253-1	Computer Generated Forms (Jan 1991)

B. NASA/FAR SUPPLEMENT (48 CFR CHAPTER 18) CLAUSES

<u>Clause No.</u>	<u>Title</u>
1852.204-75	Security Classification Requirements (Sep 1989) 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 [Secret]. See Federal Acquisition Regulation clause 52.204-2 in this contract and DD Form 254, Contract Security Classification Specification, Attachment 8 and DD Form 254].
1852.204-76	Security Requirements for Unclassified Automated Information Resources (July 2000)

1852.208-81 Restrictions on Printing and Duplicating (Aug 1993)
 1852.215-84 Ombudsman (Jun 2000 (Insert "MSFC Ombudsman Sidney P. Saucier (256) 544-1919")
 1852.219-74 Use of Rural Area Small Businesses (Sep 1990)
 1852.223-70 Safety and Health (May 2001)
 1852.223-73 Safety and Health Plan (May 2001)
 1852.223-74 Drug and Alcohol Free Workplace (March 1996)
 1852.223-75 Major Breach of Safety or Security (May 2001)
 1852.228-72 Minimum Insurance Coverage (Oct 1988)
 1852.237-70 Emergency Evacuation Procedures (Dec 1988)
 1852.242-72 Observance of Legal Holidays (Aug 1992) Alt 1 (Aug 1992)
 1852.245-71 Installation-Accountable Government Property (June 1998)
 (Insert the following in paragraph (a): The Contractor shall retain responsibility for notifying cognizant property custodians of all changes in status associated with installation-provided property. All equipment users shall (1) report any missing or untagged (meeting the criteria for control) property to the cognizant property custodian; (2) notify the cognizant property custodian, supervisor, and the Installation Security Officer immediately if theft, damage, or loss of Government property is suspected; (3) ensure that installation-provided property is used only in pursuit of approved NASA programs and projects, or as otherwise authorized; (4) identify property not being actively used in pursuit of approved programs and projects; and (5) ensure that property is turned in to the Property Disposal Officer through the cognizant property custodian when no longer needed. Under no circumstances will the Contractor dispose of installation property.)

C. Marshall Space Flight Center Specific Clauses

<u>Clause No.</u>	<u>Title</u>
MSFC 52.204-90	Contractor Employee Badging and Employment Termination Clearance (Nov 1999)
MSFC 52.223-90	Asbestos Material (Mar 1993)
MSFC 52.223-91	Hazardous Material Reporting (Feb 2001)

The full text of a clause may be accessed electronically at this/these address (es):

FAR clauses: <http://www.arnet.gov/far/>
 NASA FAR Supplement clauses:
<http://www.hq.nasa.gov/office/procurement/regs/nfstoc.htm>
 MSFC clauses: http://ec.msfc.nasa.gov/msfc/msfc_uni.html

SUPPLIES OR SERVICES AND PRICES/COSTS**1. FIRM FIXED PRICE**

A. The total firm-fixed price of this GSA order for the base period from the effective date through 08/31/02 is: \$3,226,435.

B. If the Government exercises any of its options pursuant to the terms of this GSA order, the total firm-fixed price of this GSA order shall be increased by the applicable amounts shown below:

<u>OPTION</u>	<u>PERIOD COVERED</u>	<u>FIRM FIXED PRICE</u>	<u>Status of Options</u>
Option No. 1	09/01/02 - 08/31/03	<u>\$3,253,583</u>	Not Exercised
Option No. 2	09/01/03 - 08/31/04	<u>\$3,291,828</u>	Not Exercised
Option No. 3	09/01/04 - 08/31/05	<u>\$3,332,156</u>	Not Exercised
Option No. 4	09/01/05 - 08/31/06	<u>\$3,372,879</u>	Not Exercised

2. LIMITATION OF FUNDS

(a) Of the total price of the services identified as FFP, the sum of \$ 325,000 is presently available for payment and allotted to this GSA order. It is anticipated that from time to time additional funds will be allocated to this GSA order in accordance with the following schedule, until the total price of said items is allotted:

SCHEDULE FOR ALLOTMENT OF FUNDS

<u>Date</u>	<u>Amounts</u>
October 7, 2001	\$2,901,435

*NOTE: THE IDIQ PORTION OF THE CONTRACT SHALL BE PAID BY INDIVIDUAL DELIVERY ORDERS/H-ORDERS WITH FUND CITATIONS ON EACH ORDER.

(b) The Contractor agrees to perform or have performed work as specified in the PWS up to the point at which if this contract is terminated pursuant to the Termination for Convenience of the Government clause of this contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause would, in the exercise of reasonable judgment by the Contractor, approximate the total amount at the time allotted to the contract. The Contractor is not obligated to continue performance of the work beyond that point.

The Government is not obligated in any event to pay or reimburse the Contractor more than the amount from time to time allotted to the contract, anything to the contrary in the termination for Government clause notwithstanding.

(c) 1. It is contemplated that funds presently allotted to this contract will cover the work to be performed until October 7, 2001.

2. If funds allotted are considered by the Contractor to be inadequate to cover the work to be performed until that date, or an agreed date substituted for it, the Contractor shall notify the Contracting Officer in writing when within the next 60 days the work will reach a point at which, if the contract is terminated pursuant to the Termination for Convenience of the Government clause of this contract, the total amount payable by the Government (including amount payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause will approximate 75 percent of the total amount then allotted to the contract.

3. (i) The notice shall state the estimated date when the point referred to in subparagraph (c)(2) above will be reached and the estimated amount of additional funds required to continue performance to the date specified in subparagraph (c)(1) above, or an agreed date substituted for it.

(ii) The Contractor shall, 60 days in advance of the date specified in subparagraph (c)(1) above, or an agreed date substituted for it, advise the Contracting Officer of the estimated amount of additional funds required for the timely performance of the contract for a further period as may be specified in the contract or otherwise agreed to by the parties.

4. If, after the notification referred to in subdivision (3)(ii) above, additional funds are not allotted by the date specified in subparagraph (1) above, or an agreed date substituted for it, the Contracting Officer shall, upon the Contractor's written request, terminate this contract on that date or on the date set forth in the request, whichever is later, pursuant to the Termination for Convenience of the Government clause.

(d) When additional funds are allotted from time to time for continued performance of the work under this contract, the parties shall agree on the applicable period of contract performance to be covered by these funds. The provisions of subparagraphs (a) and (c) above shall apply to the additional funds and the substituted date pertaining to them, and the contract shall be modified accordingly.

(e) If, solely by reason of the Government's failure to allot additional funds in amounts sufficient for the timely performance of this contract, the Contractor incurs additional costs or is delayed in the performance of the work under this contract, and if additional funds are allotted, an equitable adjustment shall be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the items to be delivered, or in the time of delivery, or both.

(f) The Government may at any time before termination, and, with the consent of the Contractor, after notice of termination, allot additional contract funds.

(g) The provisions of this clause with respect to termination shall in no way be deemed to limit the rights of the Government under the default clause of this contract. The provisions of this Limitation of Funds clause are limited to the work on and allotment of funds for the items set forth in paragraph (a) above. This clause shall become inoperative upon the allotment of funds for the total price of said work except for the rights and obligations then existing under this clause.

(h) Nothing in this clause shall affect the right of the Government to terminate this contract pursuant to the Termination for Convenience of the Government clause of this contract.

(End of Clause)

3. PERIOD OF PERFORMANCE

A. The period of performance of this GSA order shall be from the effective date through August 31, 2002.

B. In the event the Government elects to exercise its option(s) pursuant to the terms of this GSA order, the period of performance for each option shall be as set forth below:

<u>Option No.</u>	<u>Period of Performance</u>
1	September 1, 2002 - August 31, 2003
2	September 1, 2003 - August 31, 2004
3	September 1, 2004 - August 31, 2005
4	September 1, 2005 - August 31, 2006

(End of Clause)

4. PLACE OF PERFORMANCE (MSFC 52.237-92) (AUG 1988)

The Contractor shall perform the work under this order at the George C. Marshall Space Flight Center, Alabama, or at such other locations as may be approved in writing by the Contracting Officer.

(End of Clause)

5. STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (52.222-42) (MAY 1989)

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

THIS STATEMENT IS FOR INFORMATION ONLY:
IT IS NOT A WAGE DETERMINATION

A. Classification, Grades and Rates

<u>Employee Class</u>	<u>Grade</u>	<u>Rate</u>
Officer (Guard)	GS-04	\$11.18
Sergeant	GS-06	\$13.94
Lieutenant	GS-07	\$15.49
Locksmith	WG-09	\$15.16
Computer Operator I	GS-04	\$11.18
Computer Operator II	GS-05	\$12.51
General Clerk III	GS-03	\$9.91
General Clerk IV	GS-04	\$11.59

B. Fringe Benefits (applicable to all classifications)

1. Health and Insurance

Life, accident and health insurance and sick leave programs, 5.1 percent of basic hourly rate.

2. Holidays

- a. New Year's Day
- b. Martin Luther King's Birthday
- c. President's Day
- d. Memorial Day
- e. Independence Day
- f. Labor Day
- g. Columbus Day
- h. Veterans Day

- i. Thanksgiving Day
- j. Christmas Day

3. Vacation or Paid Leave

(i) Two hours of annual leave each week for an employee with less than 3 years of service.

(ii) Three hours of annual leave each week for an employee with 3 but less than 15 years of service.

(iii) Four hours of annual leave each week for an employee with 15 or more years of service.

4. Retirement

1½ percent of basic hourly rate plus Thrift Savings Plan plus Social Security.

(End of Clause)

6. INDEFINITE DELIVERY/INDEFINITE QUANTITY (IDIQ)

A. The definite quantities of services in this order are considered to be that identified as the firm fixed-price portion. These services are ordered, and funds are obligated, by this order. Work that cannot be sufficiently identified, predetermined, or quantified and requires more than 480 hours for any single event is identified as IDIQ work.

B. Should the performance of any unplanned/emergency effort for any single event exceed an amount of 480 hours, the portion of the effort above 480 hours will be considered to fall within the IDIQ effort as specified in Section 13.0 of the Performance work statement. Should the number of hours exceed this figure, the contractor shall notify the Government within a period of 5 business days. In no case shall the contractor be relieved of its responsibility to perform the effort directed in accordance with the Performance Work Statement. (IDIQ work is for Security Officers only).

C. The value (minimum and maximum) of all IDIQ work under this order is as follows:

<u>PERIOD COVERED</u>	<u>IDIQ/HOURS</u>		<u>Rates</u>
	Min/Max	Range Of Hours	
Base Year from the effective date - 08/31/02	50/25,000		(b)(4)
Option No. 1 09/01/02 - 08/31/03	50/25,000		
Option No. 2 09/01/03 - 08/31/04	50/25,000		
Option No. 3 09/01/04 - 08/31/05	50/25,000		
Option No. 4 09/01/05 - 08/31/06	50/25,000		

D. Performance under this indefinite quantity portion of this order is subject to the following ordering procedure.

- 1) The Contractor shall incur cost under the indefinite quantity portion of this contract in the performance of Delivery Orders (or modifications thereto) issued in accordance with this ordering procedure. No other costs are authorized without the express written consent of the Contracting Officer (CO) or his/her authorized representative(s). During extenuating circumstances, the CO (or his/her authorized representative(s)) may verbally or by electronic mail issue a Delivery Order (or modifications thereto). As soon as circumstances permit a written Delivery Order (or modification thereto) will be issued.
- 2) Each Delivery Order (or modifications thereto) will indicate the objectives or results desired. Delivery Orders (or modifications thereto) will contain, as a minimum, the following information:
 - i. Signature of the CO;
 - ii. Contract number, order number, and date;
 - iii. Description of work;
 - iv. Task Order resources authorized, including maximum number of labor hours;
 - v. Documentation and reporting requirements, if any; and
 - vi. Performance schedule, including authorized start and completion dates.
- 3) The CO (or his/her authorized representatives) may modify Delivery Orders in the same manner in which they are issued.
- 4) Delivery Orders will primarily require the provision of personnel support activities defined in the Performance Work Statement. The vast majority of activities will be related to the provision of security officers to support long-term, labor-intensive efforts. An example of such an activity would include providing security officers protecting flight hardware 12 hours a day for 120 days.

- 5) The Contractor shall submit, within 15 calendar days after completion of a Task Order, the following information as a minimum:
- i. Discussion of the technical approach for performing the work;
 - ii. Date and time of commencement of work;
 - iii. Date and time of completion of work;
 - iv. Labor hours;
 - v. Travel or material cost or both, if applicable; and
 - vi. The total cost and fee or price for completion of the task order.
- 6) The Government may issue Delivery Orders requiring performance at multiple locations at the same time.

(End of Clause)

7. OPTION TO EXTEND THE TERM OF THIS GSA ORDER

A. The Government may unilaterally extend the term of this GSA order by the option periods set forth in the PERIOD OF PERFORMANCE clause. All such extensions shall be written notice to the contractor within 5 days before the GSA order expires; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the order expires. The preliminary notice does not commit the Government to an extension.

B. If the Government exercises this option, the extended GSA order shall be considered to include this option clause.

C. The total duration of this GSA order, including the exercise of any options under this clause, shall not exceed 5 years

8. METHOD OF DEDUCTIONS

This GSA order is performance based and utilizes various means to calculate deductions if the Contractor fails to perform the required services. The Contractor's Self-Monitoring of Performance and the Performance Requirements Summary (PRS) will be used to assess the Contractor's Performance and to determine deductions pursuant to the Clause entitled: Consequences of the Contractor's Failure to Perform Required Services.

(End of Clause)

9. CONTRACTOR'S SELF-MONITORING OF PERFORMANCE

Contractor's Self-Monitoring of Performance (Ref. DRD No. 923 MA-001) shall be submitted by the 15th day of each month along with the contractor's properly certified invoice, complete with backup and analyses for all work completed in performance of this contract. For each instance where the Contractor is found to be inaccurate in the Contractor's monthly self-monitoring, a unilateral deduction of \$500 will be deducted from the Contractor's total monthly invoice. Performance evaluation meetings will be conducted **Semiannually** to discuss deficiencies and any performance improvements as appropriate.

(End of Clause)

10. CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES FOR ALL WORK

A. The Contractor is responsible to totally fulfill the performance requirements of this contract. In addition to Clause 8, the Government will deduct from the Contractor's invoice or otherwise withhold payment for any items of nonconforming service as specified below.

1. The Government may apply an evaluation technique, which covers all, or part of the work to either assess the Contractor's performance or determine the amount of payment due or both. The defect rate for the purpose of assessing the Contractor's performance will be the sum of all defects observed during the course of the work expressed as a percentage of the total population of work items on a monthly basis. (The defect rate will not be extrapolated to the total population of work items to determine payment due.) If the defect rate exceeds the Maximum Allowable Defect Rate (MADR) in the Performance Requirements Summary, (PRS), the Contractor's quality control is considered unsatisfactory. Failure to consistently maintain adequate quality control can result in termination for cause.

2. A GSA order requirement may be composed of several subtasks called work requirements. A GSA order requirement may be determined to be partially complete if the Contractor satisfactorily completes some, but not all, of the work requirements. In those cases, deductions may still be taken from the Contractor's invoice. In addition to all of the rights the Government may have, the Government shall, for partially completed work, make the deductions, as set forth below.

B. The Government will give the Contractor written notice of deficiencies by copies of the Evaluation Reports or otherwise prior to deducting for nonperformed or unsatisfactory work. Therefore:

1. In the case of nonperformed work, the Government

a. Will deduct from the Contractor's invoice all amounts associated with such nonperformed work as established by the PRS or as provided by other provisions of this GSA order, unless the Contractor is permitted or required to perform pursuant to paragraph b. below and satisfactorily completes the work;

b. May, at its option, afford the Contractor an opportunity to perform the nonperformed work within a reasonable period subject to the discretion of the Contracting Officer's Technical Representative (COTR); or

c. May, at its option, perform the services using Government personnel or other means.

2. In the case of unsatisfactory work, the Government

a. Will deduct from the Contractor's invoice all amounts associated with such unsatisfactory work as established by the PRS or as provided by other provisions of the GSA order; unless the Government afforded the Contractor an opportunity to re-perform pursuant to paragraph b. below and satisfactorily completes the work;

b. May, at its option, afford the Contractor an opportunity to re-perform the unsatisfactory work within a reasonable period subject to the discretion of the Contracting Officer's Technical Representative (COTR); or

c. May, at its option, perform the services with Government personnel or other means.

C. Should the Government elect options B.1.a., B.1.b., B.2.a., or B.2.b. above, the Government may at its sole discretion assess additional remedies if: (1) the Contractor is working in good faith with the Government to correct the problem(s) in the future and (2) the Contractor does not have a repetitive trend of nonperformed and unsatisfactory work for the same requirements.

D. Should the Government elect B.1.c. or B.2.c. above, the Government will reduce the GSA order payment by the amount paid to any Government personnel (based on wages, retirement and fringe benefits plus material), or the actual costs of other means that accomplished the services.

E. Where the Government exercises its options in B.1.b. or B.2.b., the Contractor's original evaluation results shall not be modified upon re-evaluation. Instead, any payment reduction shall be offset by a credit for satisfactory re-performance.

F. Notwithstanding any other provisions noted above, the Government's exercise of rights under this clause shall not preclude either (1) single occurrences of such nonperformance or unsatisfactory performance, or (2) multiple occurrences of nonperformance or unsatisfactory performance, regardless of whether deductions were taken, from being grounds for termination in accordance with the clause 52.212-4.

(End of Clause)

11. PHASE-IN AND PHASE OUT

A. Contractor Phase-In. The services provided by the order are vital to the Government's overall effort, and continuity must be maintained at a consistently high level without interruption. The Contractor is expected to meet full performance requirements from September 1, 2001. The necessary Phase-In activities will start on the effective date thru August 31, 2001. Prior to performance of services ordered by the Government under this GSA order, the contractor shall accomplish all tasks required to begin work ordered under this GSA order. Some examples of activities that remain the sole responsibility of the Contractor include managing transition activities, ensuring that adequate equipment is readily available, hiring personnel, obtaining personnel badges and clearances, training personnel, scheduling the performance of ordered work, ensuring approval of the safety plan, and compliance with GSA order data requirements. Likewise, compliance with any and all other requirements identified within the body of this GSA order as being a prerequisite of priced work shall be accomplished by the contractors.

B. The Contractor shall support a meeting with the incumbent Contractor to discuss/identify problems or areas requiring attention during this phase-in period. During this shadow period the Contractor will not be subject to the deductions as outlined in the PRS of the PWS.

C. Phase-out activities shall be accomplished in accordance with FAR 52.237-3, Continuity of Services.

(End of Clause)

12. LIST OF AVAILABLE INSTALLATION-OWNED PROPERTY AND SERVICES

In accordance with this clause, the Contractor is authorized use of the types of property and services listed below, to the extent they are available, in the performance of this contract within the physical borders of the installation which may include buildings and space owned or directly leased by NASA in close proximity to the installation, if so designated by the Contracting Officer.

A. Office space, work area space, and utilities. Government telephones are available for official purposes

B. General- and special-purpose equipment, including Government-provided Office furniture and furnishings, as follows:

1. Equipment to be made available to the Contractor for use in performance of the contract on-site and at such other locations as approved by the Contracting Officer is listed in Attachment 1, paragraph 11.0 and Attachment 8. The Government retains accountability for this property under the clause at 1852.245-71, Installation-Accountable Government Property, regardless of its authorized location.

2. If the Contractor acquires property, title to which vest in the Government pursuant to other provisions of this contract, this property also shall become accountable to the Government upon its entry into Government Records as required by the clause 1852.245-71, Installation Accountable Government Property.

3. The Contractor shall not bring to this installation for use under this contract any property owned or leased by the contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval.

C. Supplies from stores stock: Not available

D. Publications and blank forms stocked by the installation.

E. Safety and fire protection for Contractor personnel and facilities.

F. Installation service facilities: MSFC Buildings 4312.

G. Medical treatment of a first-aid nature for Contractor personnel injuries sustained during on-site duty, to include ambulance services. NASA mandated physicals under the general guidelines established by OSHA, EPA, and NRC and special physical exams for security guards.

H. Cafeteria privileges for Contractor employees during normal operating hours.

I. Calibration services, during normal operating hours, for use under this contract.

J. Shipping and Receiving services, during normal operating hours, for use under this contract.

K. Moving and hauling for office moves shall be provided on-site, as approved by the Contracting Officer.

L. The Contractor may purchase fuel (unleaded gas and diesel) from the Government for Contractor provided vehicles operated in conjunction with this GSA order at a rate of \$1.40 per gallon. Fuel costs will be deducted from the contractor's invoices on a monthly basis. If the Government's fuel costs vary by more than plus or minus 10%, rates will be adjusted for the next month following the rate change to reflect the price increase or decrease. There will be no equitable adjustment provided for previous month's rates. The Contractor may continue to purchase fuel at the new rates if they so desire.

3. Inventory

(a) Joint Inventory: Within 5 days prior to Contractor start date, a joint inventory shall be conducted by the contractor and the Government of all facilities, equipment, and supplies and materials to be made available to the contractor. This inventory will not be cause of an adjustment in contract price.

1. During inventory, the contractor shall determine which items they choose to accept for use under this contract and the exact quantity, condition and serviceability of those items.

2. Items not desired for use by the contractor shall be identified by written notification on the contract start date. Equipment not desired shall be staged by the Contractor at an onsite location indicated by the contracting officer for Government pickup during the first 5 days following the contract start date.

3. The contractor shall prepare and certify a detailed final database inventory listing (jointly approved by the Government and the Contractor) and maintain the inventory in a current status for the initial Contracting Officer and electronic and hard copy of the inventory listing pages that changes whenever changes occur.

(b) **Inventory Discrepancies**: The contractor shall provide a report electronically or hard copy of inventoried discrepancies as they are discovered or suspected which shall be forwarded to the CO within 5 working days of the reported discrepancy. One month prior to expiration of the base contract and each option year, a joint inventory shall be conducted by the contractor and the Government of all Government facilities, equipment, and materials made available to the Contractor to ensure no discrepancies exist.

(c) **Inventory at Contract Completion**: At completion of the contract (including option period, if any), the Contractor shall return the same property equal in type, kind, quality, and quantity of items as originally made available by the Government and accepted by the Contractor, exclusive of those items of equipment turned over to the Government for disposal during the course of performing the contract. At contract termination, the Contractor shall return all Contractor replaced equipment for which title was vested in the Government. Such property shall be in the same or better condition as when originally made available except for normal wear and tear.

(d) **Residual Inventory of Supply and Materials**: The Government will make available to the successful bidder the residual Government-owned inventory of the supplies and materials utilized during the previous contract period. During the Joint Inventory (See 3.a above) the contractor shall identify those items desired for use on this contract and a cost adjustment to the contract value will be negotiated.

(End of Clause)

13. SECURITY REQUIREMENTS

All Contractor personnel, including subcontractors, shall comply with MPG 1600.1, MARSHALL SECURITY PROCEDURES AND GUIDELINES (as amended) and MPG 1371.1(b), PROCEDURES AND GUIDELINES FOR PROCESSING FOREIGN VISITORS REQUEST. Copies may be obtained from the MSFC Protective Services Department.

All known, obvious, or identifiable security violations or breaches will be immediately reported to the Protective Services Department.

(End of Clause)

14. HAZARDOUS MATERIAL REPORTING

A. If during the performance of this GSA order, the Contractor brings any hazardous materials (hazardous as defined under the latest version of Federal Standard No. 313, including revisions adopted during the term of the contract) on-site to the Marshall Space Flight Center, a completed MSFC Form 4099 (MSFC Hazardous Material Input Sheet) shall be immediately forwarded to the address on the form. The Contractor shall be responsible for ensuring that all Contractor/subcontractor personnel are made aware of and comply with this clause.

B. Nothing contained in this clause shall relieve the Contractor from complying with applicable Federal, State, and local laws, codes, ordinances, and regulations (including the obtaining of licenses and permits) in connection with hazardous material; or with other clauses regarding hazardous materials, which may be contained in the contract.

(End of Clause)

15. APPLICABILITY OF SCHEDULED CLAUSES TO SUBCONTRACTS

In the event the Contractor enters into subcontract(s) for performance of any of the services required under the Performance Work Statement of this GSA order, the subcontractor(s) will comply with all scheduled clauses.

<u>PAGE No. LISTED.</u>	<u>Title</u>
4	Contractor Employee Badging and Employment Termination Clearance (Nov 1999)
4	Observance of Legal Holidays (Aug 1992 ALT I (Aug 1992)
4	Minimum Insurance Coverage (Oct 1998)
4	Asbestos Material (Mar 1993)
16	List of Available Installation-Owned Property and Services
Attachment 3	Identification of Applicable Wage Determinations

(End of Clause)

16. APPLICABILITY MSFC REGULATIONS, OTHER LAWS AND REGULATIONS

The Contractor and all its employees engaged in the performance of work under this GSA order shall observe and comply with all rules and regulations prescribed by the authorities at MSFC and shall strictly comply with fire, safety, sanitation and security regulations. In addition, the Contractor shall obey and abide by and comply with Social Security, Workmen's Compensation and Unemployment Laws of the State as shall be applicable to the work hereunder and the contractor shall obey and comply with all other Legislation, State and Federal Laws.

(End of Clause)

17. UNPLANNED/EMERGENCY ACTIVITIES

The Contractor is responsible for establishing work priorities related to unplanned or emergency activities. Contractor employees utilized to accomplish the PWS may also be utilized to accomplish all unplanned or emergency activities until additional resources can be brought in. Unplanned activities are those known reasonably in advance yet were unplanned in the PWS, such as, Program Critical Hardware (PCH) moves, VIP visits, and special badging requirements. Emergency activities are those types of occurrences which cannot be planned and arise unannounced such as tornado watches, auto accidents, or catastrophic occurrences.

To accomplish these instances, the Contractor will establish priorities and resource allocations through additional personnel or the diversion of existing resources. It is understood that the nature of unplanned/emergency activities often necessitates the use of existing personnel until additional personnel can be called in. The contractor may be relieved of any performance requirement not accomplished as a direct consequence of responding to a bona fide emergency activity until additional personnel can be brought in. The GSA order price/cost will not be adjusted to accomplish unplanned or emergency activities.

(End of Clause)

18. NATIONAL LABOR RELATIONS ACT

The successful Contractor shall be required to comply with the requirements of the National Labor Relations Act. Further, MSFC encourages all contractors with collective

bargaining agreements to become actively involved in the Area Labor-Management Relations Committee sponsored jointly

by the Marshall Space Flight Center and the Federal Mediation and Conciliation Service.

In this regard, be advised that the majority of the incumbent Contractor's service employees are represented by the following collective bargaining representative (Union):

Union:

International Guards Union of America, Local No. 33
105 Aracde Street
Gadsden, AL 35903

Points of Contact:

Rachel Wilkes, President
Telephone No. 256/586-3258 or 256/546-4920
Jeff Fears, Business Manager
Telephone No. 256/796-1426

As a Government Contracting Activity we recognize the rights afforded these individuals by the National Labor Relations Act. Therefore, the successful Contractor agrees to maintain practices that are congruous with the mandatory provisions of law.

(End of Clause)

19. RESERVE GATE PROCEDURE/ONE-GATE PLAN

In the event of a labor dispute, the Government may restrict the ingress and egress of the Contractor's employees and suppliers to a specific gate. The Contractor agrees to have his employees re-badged (if necessary) and to direct them and the suppliers to utilize only the designated gate.

(End of Clause)

20. SAFETY PERFORMANCE EVALUATION

Evaluation Criteria and Performance Recognition

EVALUATION CRITERIA

- Management Commitment and Employee Involvement
- System and Worksite Hazard Analysis
- Hazard Prevention and Control
- Safety and Health Training

PERFORMANCE RECOGNITION

Score	≥ 36 points (Annual Score)	≥ 28 points (Annual Score)	≤ 16 points (Quarterly Score)
LTIR	<p><u>and</u> ≤ 50% of the LTIR for the applicable SIC rate</p> <p>Exception: Contractors with less than 100 employees located onsite MSFC shall have <u>no</u> lost time injuries during the past year.</p>	<p><u>and</u> < the applicable SIC rate</p> <p>Exception: Contractors with less than 100 employees located onsite MSFC shall have <u>no more than</u> <u>one</u> lost time injury during the past year.</p>	<p><u>or</u> > the applicable SIC rate</p> <p>Exception: Contractors with less than 100 employees located onsite MSFC. A Level III rating will be given when <u>greater than two</u> lost time injuries are reported during the past year.</p>
Grade Levels	I	II	III
<u>Recognition</u>	Formal award publicly recognized. Appropriate Past Performance referrals provided.	Formal letter of commendation – will impact contract evaluation and past performance. (Score must either be the same score or and higher from the last evaluation.)	Formal letter expressing concern. Corrective Action Plan requested. Data placed in Past Performance Database. Failure to improve could result in Contract Options not being exercised.

NOTE: If the contractor's safety performance evaluation does not fall within one of the above categories, no recognition will be provided.

- **Deductions**

- Failure to report information on all personnel and property mishaps that meet the criteria of a NASA Recordable Mishap (NPG 8621.1), on a monthly basis, will result in a deduction of \$1,000 for each occurrence of failure to report. Information to be reported includes items listed in paragraph 6 of the clause.

SAFETY PERFORMANCE EVALUATION

1. CONTRACTOR RESPONSIBILITY. The Contractor is responsible for maintaining an effective safety program during the course of the contract with a goal to achieve a world-class program within the term of the contract. The Contractor will ensure that the requirements of the MSFC approved Contractor's Safety and Health Plan and applicable Data Requirement Documents (DRD) are met. Contractor safety performance evaluation will be based on the MSFC safety program elements. The Contractor shall conduct a quarterly self-evaluation based on these criteria. The CO/COTR, in coordination with the MSFC Safety Office, will validate the Contractor's self-evaluation.

Every quarter, the agreed score will be used to assess performance appropriately—positive or negative.

For the purpose of assessing the quarterly score, the Contractor and the CO/COTR, in coordination with the MSFC Safety Office, will reach a mutually agreeable determination based on the metrics reflected in the attachment. In cases where the Contractor and CO/COTR cannot reach agreement, the MSFC Ombudsman will hear arguments from both sides and make a final decision. This process shall not preclude the Contracting Officer from taking immediate action for any serious, willful, blatant, or continued violations of MSFC safety policy or procedures.

2. EVALUATION CRITERIA. Contractor self-evaluation and Government validation will be based on the applicable elements and subelements of the MSFC safety program shown below. Specific criteria are shown on Attachment 1 entitled "Safety Health Management Implementation Guide and Assessment Matrix." Deviations from the matrix criteria may be made, for cause, and must be approved by the COTR, CO and Government Safety Representative. It should be noted that Element 1 has a management and an employee component. These are simply averaged to obtain the score for Element 1. The result should be carried to the second decimal point.

**Management Commitment and Employee Involvement
(ELEMENT 1)**

Documented Safety Policy And Goals

- Safety Committees
- Safety Meetings
- Subcontractor Safety
- Resources
- Access to Professional Safety Staff
- Accountability (Disciplinary Program)
- Annual Evaluation

**System And Worksite Hazard Analysis
(ELEMENT 2)**

- Complete And Update Baseline Surveys
- Perform Analysis Of New Work.
- Job Hazard Analysis/ Process Review
- Self-Inspections
- Employee Hazard Reporting
- Mishap/Close Call Investigation
- Injury/Illness Rates

**Hazard Prevention and Control
(ELEMENT 3)**

Hazard Identification Process

- Facility and Equipment Maintenance
- Emergency Program and Drills
- Emergency Medical Care Program
- Personal Protective Equipment
- Health Program

**Safety and Health Training
(ELEMENT 4)**

- Employee
- Supervisor
- Manager

3. PERFORMANCE RECOGNITION

Contractor performance will be recognized as follows:

- **Level I**-Annual rating score of ≥ 36 based on the average of the quarterly assessment scores, and a Lost-Time Incident Rate (LTIR) $\leq 50\%$ of the LTIR for the applicable Standard Industrial Classification (SIC) rate.

*Formal award with public recognition.
Appropriate past performance referrals provided.*

Exception: *Contractors with less than 100 employees located onsite MSFC. To be rated in Level I, the contractor shall have no lost time injuries during the past year.*

- **Level II**-Annual rating score of ≥ 28 based on the average quarterly assessment score, and a Lost-Time Incident Rate (LTIR) $<$ the applicable Standard Industrial Classification (SIC) rate and the scores remain the same, or reflect improved performance, from the previous period. If scores reflect a decrease in performance, no letter of commendation will be issued.

*Formal letter of commendation.
Will impact contract evaluation and past performance referrals.*

Exception: *Contractors with less than 100 employees located onsite MSFC. To be rated in Level II, the contractor shall have no more than one lost time injury during the past year.*

Level III-Quarterly rating score of ≤ 16 or a Lost Time Incident Rate (LTIR) $>$ the Standard Industrial Classification (SIC) rate.

*Formal letter expressing concern.
Corrective Action Plan requested.
Data placed in Past Performance Database.
Failure to improve could result in contract options not being exercised.*

Exception: *Contractors with less than 100 employees located onsite MSFC. A Level III rating will be given to a contractor having greater than two lost time injuries during the past year.*

- If contractor's Safety Performance evaluation does not fall within the above categories. *No recognition.*

NOTE: The most current Department of Labor SIC rate, effective at the beginning of the annual evaluation period, will be utilized for LTIR evaluation. Lost Time Incidents shall be recorded in accordance with NASA requirements specified in MWI 8621.1, "Close Call and Mishap Reporting and Investigation Program." Final decisions on any disputed lost time injury determinations will be handled by established Government regulatory procedures.

4. CONTRACTOR ACCOUNTABILITY FOR MISHAPS.

The Contractor shall not be held accountable for injuries to their personnel or damage to the property they control that is caused by individuals or situations clearly outside the control of their contract.

5. EVALUATION PROCESS.

The evaluation process will be based on the major elements and their subelements cited in Paragraph 2.

The evaluation process will include these steps:

- Contractor to conduct quarterly self-assessment and assign numerical score to each element.
- Contractor self-assessments will address compliance with their approved Safety and Health Plan.
- Contractor to have self-assessment validated by CO/ COTR and S&MA Office.
- On an annual basis, the Contracting Officer will apply contract incentives/recognition or consequences based on the average quarterly scores. The Contracting Officer will make a determination on a quarterly basis for items requested in paragraph 6 that are not reported. (Also, see paragraph 7 below.)

The evaluation process will use the Safety Health Management Implementation Guide and Assessment Matrix at Attachment 1.

6. SAFETY METRIC REPORTING.

The contractor shall utilize MSFC Form 4371 to submit, on a monthly basis, information on all personnel and property mishaps that meet the criteria of a NASA Recordable Mishap (NPG 8621.1). Close calls and minor cases, including first aid and non-injury cases, shall be reported when there is a potential lessons learned or when action needs to be taken to prevent more serious damage, loss, or personal injury, (including communication of the incident to promote employee awareness). The report shall also include total hours worked and the number of safety inspections and safety meetings conducted during the month.

The contractor shall also utilize NASA Form 1627 to include details of any mishap, results of the investigation, and the corrective action plan.

7. FAILURE TO REPORT

If the contractor fails to report the items in paragraph 6 above in accordance with this contract, an amount of \$1,000 will be deducted for each occurrence of failure to report the required data.

(End of Clause)

Safety Health (S) Management Implementation Guide and Assessment Matrix

Score	Commitment and Involvement (Element 1)		Worksite System and Analysis (Element 2)	Hazard Prevention and Control (Element 3)	Safety and Health Training (Element 4)
	A. Management	B. Employee			
10	Benchmarking indicates "best in Class." In areas of visible management leadership, responsibility/accountability, meaningful metrics, and incentive/recognition systems.	Employees fully involved, safety committees functioning well, is a complete behavior process functioning at least one year, employees involved in process planning and risk assessment.	All subelements fully in place and functioning well for at least one year.	All programs and subelements fully functioning for one year. Strong professional support.	All training processes functioning, all levels of personnel trained to identified needs, management training ongoing.
9	All subelements are in place and functioning well, but have as yet to reach full maturity.	All processes functioning but for limited time, employees involved to great extent.	All subelements in place, employees actively participating.	All programs and subelements in place and functioning.	All training processes established, management initial training complete.
8	One subelement not fully in place but all are being implemented.	Most processes in place, employee involvement growing.	All subelements functioning, employee participation growing.	At least five subelements functioning and one in final stage of implementation.	Most personnel trained to identified needs, training recordkeeping and recall system functioning.
7	Two subelements not fully implemented. Implementation in process on all elements. Employee participation and commitment widespread.	Process activities expanding through organization. Committees and teams functioning.	At least five subelements functioning and remainder established.	At least four subelements functioning, remaining two developing.	Management and supervisor training in process, specialized training in process.
6	All subelements in process or in place. Strong management leadership and commitment begun, metric systems in place, resourcing appropriate.	Employee representatives functioning, joint committees assessment and accident investigation.	At least four subelements functioning and remaining three in process, employee participation beginning to spread through organization.	Medical and safety programs strengthening. Emergency preparedness program established and exercised.	Management training in process developed, supervisor training developed, training recordkeeping and recall system developed.
5	Management commitment and leadership accepted by workers, worker participation and commitment begun, metric system.	Employee representatives appointed/elected, committees beginning to perform functions (investigation, analysis, process improvement).	All subelements established, employees beginning to participate.	Rules written, medical and safety programs developing. Personal Protective Equipment adequate.	Training template completed for all personnel, training needs identified, process development begun, recordkeeping and recall system being developed.
4	Management commitment and leadership flowing down to workers, metric systems being developed, incentive/recognition system in process.	All processes being established, involvement and awareness enhancement growing.	At least five subelements initiated including self-assessment, hazard reporting, mishap close call investigations.	Rules in process, emergency preparedness program being developed.	Training development in process, specialized training established. Mandatory training in process.
3	Generally good management commitment and leadership, implementation plans approved for all elements	All process needs identified, awareness and involvement enhancement activities begun.	Job Hazard analysis established, investigations strengthened and include employees.	Medical program initiated, safety and health program initiated.	Training needs evaluation complete, training templates in process, recordkeeping and recall system needs to be established.
2	Management exhibits some aspects of leadership, accountability systems not well defined, employee participation framework defined, limited metrics.	Committees established, little activity, employee involvement beginning, awareness of process started.	Plans established to implement all subelements, at least two subelements beginning to function.	Personal protective equipment requirements established and being enforced, plans developed for other elements.	Training needs evaluation begun, training template forms developed.
1	Subelements have not been established to any significant extent, management leadership is lacking, little or no employee participation	No committees, little or no employee involvement, no process, little process planning.	Two or fewer subelements established, no self-inspection, shallow accident investigation process.	Few or no programs or subelements established, few written rules, limited enforcement.	Training needs not established, no management training, limited or no supervisor training.

LIST OF ATTACHMENTS

Attachment	Title
1.	Performance Work Statement
2.	Data Procurement Documents
3.	Wage Determination and Comparability Statement
4.	Procedural and Regulatory Guidance
5.	Acronyms and Abbreviations
6.	Definitions
	a.) Exhibit 1: BUILDING AND GATE LOCK/UNLOCK TIMES
	b.) Exhibit 2: BUILDING AND AREA CHECKS
	c.) Exhibit 3: BUILDING/AREA PRIORITY LISTING
7.	Contract Security Classification Specification

ATTACHMENT 1
PERFORMANCE WORK STATEMENT
INTRODUCTION

1.0 General

The purpose of this Performance Work Statement (PWS) is to clearly and accurately describe the general requirements and standard of performance to be satisfied by the contractor for all security functions at the Marshall Space Flight Center (MSFC). These requirements include providing the necessary management, supplies, materials, and personnel (not otherwise provided by the Government) to perform security services for the MSFC on a 24-hour, 7 days a week. All services called for in this PWS shall be performed in compliance with applicable NASA and MSFC regulations and policies, Federal, State, Redstone Arsenal, and local laws.

The performance of this PWS shall require that contractor personnel process, update, and maintain information/data utilizing institutional provided data bases/automated data systems including upgrades and Government-provided replacement systems. The contractor shall prepare a Security Plan for Unclassified Federal Computer Systems describing the contractor's plan to provide for the availability, integrity, and confidentiality of information technology resources in accordance with DRD 923CD-001.

2.0 Management

2.1 The contractor shall provide the necessary expertise and capabilities required to continuously maintain security operations at the MSFC that comply with all regulatory standards and meets all necessary parameters to assure that the MSFC is a secure work environment for all on-site personnel.

2.2 The contractor shall manage the total work effort associated with the security services required herein to assure fully adequate and timely completion of these services. Included in this function will be a full range of management/administrative duties including, but not limited to, planning, scheduling, report preparation, establishing and maintaining records and quality control. The contractor shall provide an adequate staff of personnel with the necessary administrative and management expertise to assure the performance of work in accordance with sound and efficient management practices.

2.3 The contractor shall provide a full-time Project Manager and a full-time Operations Manager. The Project Manager shall act with full authority for the contractor and shall be responsible for the performance of the work. The Operations Manager shall be delegated the authority and responsibility to act for the contractor when the Project Manager is not available. In the absence of the Project Manager and Operations Manager the contract shall define a chain of command to ensure that supervisory channels are clear to all contractor personnel.

2.4 The contractor shall provide a weekly activity report and a monthly progress/self-assessment report in accordance with DRD 923MA-001.

2.5 The contractor shall provide NASA with a list of all on-site contractor employees working under this contract and their designated locations in accordance with DRD 923CD-002. The contractor shall provide the MSFC Protective Services Department (PSD) with a listing of MSFC Form 383-1 for terminated on-site employees in accordance with DRD 923MA-005.

2.6 The contractor shall establish and implement an industrial safety, health, and environmental program that incorporates the following Safety and Health Program Core Process Requirement (CPR) elements in accordance with DRD 923SA-001 and documented in MPG 8715.1 that addresses:

- (a) Management commitment and employee involvement in the safety and health program.
- (b) System and worksite hazard analysis.
- (c) Hazard prevention and control.
- (d) Safety and health training.
- (e) Environmental compliance.

2.7 Mishaps shall be reported to the MSFC S&MA Office in accordance with DRD 923SA-002, "Mishap and Safety Statistics Reports."

3.0 **Quality Control/Assurance**

3.1 The contractor shall be responsible for all quality control/assurance aspects associated with the performance of this contract. The contractor shall establish and follow a complete Quality Control/Assurance Plan to ensure the requirements of the contract are provided as specified. This plan shall be provided in accordance with DRD 923QE-001.

3.2 For Program Critical Hardware (PCH) escorts, the contractor's quality assurance program shall be compliant with American National Standards Institute (ANSI), American Society for Quality (ASQ), ANSI/ISO Q9004-2000. This document can be obtained by writing or calling ASQC, P.O. Box 3005, Milwaukee, Wisconsin 53201-3005, telephone 414-272-8575 or 800-248-1946, FAX 414-272-1734. The contractor shall evaluate all other individual PWS tasks, assign a level of importance, and implement the appropriate level of quality control.

4.0 **General Services**

4.1 The contractor shall plan, staff, and manage the security function, including safeguarding MSFC personnel, equipment, hardware, facilities, and information. The contractor shall provide temporary and permanent badging; issue decals, key cards, and vehicle passes; operate the Protective Services Control Center (PSCC) and Security Headquarters; conduct investigations; provide Center-wide patrols; maintain records and provide administrative support. The contractor shall provide physical security, locksmith services, and system security engineering.

4.2 The contractor shall support required subject matter experts in the implementation of Federal Government security services. This support shall produce implementation and understandable protection solutions adaptable to a wide variety of research and scientific environments. The contractor shall remain abreast of current security issues, trends, laws, regulations, and technologies.

4.3 The contractor shall provide continuous assessment and evaluation to identify security weaknesses and vulnerabilities and take appropriate corrective action.

4.4 The contractor shall establish a headquarters to perform the administrative support for the guard service, Identification and Registration (I&R) Section, and other functions identified in this PWS. The headquarters shall maintain records and submit a weekly report, monthly progress/self-assessment report and special reports as required.

4.5 The contractor shall interface with NASA Headquarters, NASA Field Centers, DOD and other agencies as required, in coordination with the MSFC Protective Services Department (PSD) to resolve issues and develop cost effective methods in support of MSFC classified, sensitive, or mission critical operations.

4.6 The contractor shall provide additional support for unscheduled tasks necessary to ensure the effectiveness of security operations as directed by the Contracting Officer. (See Section 7.0, Specific Tasks.)

4.7 The contractor shall develop Standard Operating Procedures (SOP) for operation of the PSCC and Identification and Registration (I&R) Section defining routine and standard procedures for handling all situations and matters pertaining to the operation of the PSCC and I&R Section. The Standard Operating Procedures shall be in accordance with DRD 923MA-006. The contractor shall develop patrol and post orders defining routine and standard procedures for handling all situations and matters pertaining to a particular post, patrol, or event. The SOP and post orders shall be available, up to date at each post and updated annually or sooner if needed. If no changes are needed the Project Manager shall certify in writing to the COTR. These SOP's and post orders shall be subject to the approval of the Manager, PSD.

5.0 Standards of Conduct

5.1 **General.** The Contractor shall be responsible for completing a Background Check on all their employees, maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to his/her employees as may be necessary. Upon any conviction of Domestic Violence any employee whose position requires the carrying of a firearm will no longer be authorized to carry the firearm. Each Contractor employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, NASA and the Federal Government. The Government reserves the right to direct the Contractor to remove an employee from the worksite for either suitability or security reasons, being unfit to perform duties or for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to the Government.

5.1.1 Neglect of duties shall not be condoned. While on duty this includes, but is not limited to, sleeping, listening to unauthorized electronic devices, reading books, newspapers, and other material not connected with official duties, misuse of Government Property, unreasonable delays or failure to carry out assigned tasks, conducting personal affairs during duty hours, and refusing to render assistance or cooperate in upholding the intent of the worksite security or failure to cooperate in quality assurance and/or safety inspections or other investigations conducted by the Government.

5.2 **Appearance.** All contract employees are required to wear the full-prescribed uniform while on duty and maintain their appearance to avoid unclean, unpressed clothing, over or undersized uniforms, dirty shoes, and any other facet of appearance that would create a negative perception by the public.

6.0 **Hours of Operations**

6.1 The protective services element of the security services contractor operates on a 24-hour, 7 days a week.

6.2 The regular hours of operation for the Identification and Registration (I&R) element of the security services contractor are 7:00 a.m. to 4:00 p.m., Monday through Friday, Building 4312, and 7:00 a.m. to 6:00 p.m., Building 4200, Lobby.

6.3 The regular hours of operation for the Locksmith services are 7:30 a.m. to 4:00 p.m., Monday through Friday.

6.4 Program security personnel hours of operation shall be consistent with the PSD.

7.0 Specific Tasks

7.1 Identification and Registration (I&R)

7.1.1 Operate, maintain, and control a system of identification for all employees, contractors, visitors, and vehicles at MSFC. The contractor shall issue picture badges and vehicle decals (car, truck, van, motorcycle, bicycle, etc.), visitor badges, temporary vehicle passes, and maintain records of and control of lost and found items. The contractor shall provide notice to other contractors of expired badges, including follow-up; provide coordination of foreign national visitors; process traffic citations; provide miscellaneous lamination services; provide back drop badges and Service Vehicle passes; support meetings with badging services at remote (from 4312) locations; and process health club badges. (See 7.4) The Marshall Access Control System (MACS) key card system shall be continually maintained with status changes for individuals and the issuance of key cards.

7.1.2 Properly complete fingerprint cards and fingerprint MSFC Civil Service and support contractor personnel as required.

7.1.3 The contractor shall provide sufficient staffing to ensure that badges, decals, key cards, and other I&R functions are processed in a timely and efficient manner. The contractor shall ensure that customers are waited on within 20 minutes from the time they enter the service line at the I&R desk. The contractor shall ensure that information on badges, decals, and other relevant data is accurately entered into the Marshall Employee Data Information Service (MEDIS).

7.1.3 Service Vehicle passes and traffic citations shall be processed within 2 workdays of receipt.

7.1.4 Operate, maintain the MSFC Public Key Infrastructure (PKI) Registration Program. The PKI system provides digital identification, verification and security for electronic files and email for authorized employees, contractors, and visitors at MSFC. The contractor shall have at least two personnel certified as Registration Authorities (RA's) by NASA on duty during normal duty hours. This certification is required by personnel who issue, revoke, or recover digital certificates according to NASA policy.

7.2 Security Force Operations

7.2.1 The contractor shall provide adequate on-site supervision of employees at all times. The contractor shall ensure that all officers maintain satisfactory standards of employee competency, conduct, appearance, and integrity. The contractor shall provide sufficient patrols for the inspection and reporting of suspicious activity, unsecure, unsafe, and hazardous conditions of gates, buildings, offices, docks, and other facilities. The contractor shall be alert for "crimes of opportunity," situations, initiate positive control actions and deter or prevent such

actions. The contractor shall be observant for crimes in progress, criminal and suspicious activity, and other security violations. The contractor's employees shall be continually on the alert for occurrences of fires, water leaks, environmental emergencies, and physical hazards by close and detailed observations. The contractor shall identify unsafe or potentially unsafe conditions, procedures or activities.

7.2.2 The contractor shall ensure that patrols arrive at scenes of emergencies and/or alarms within 4 minutes of notification, for example, unsecure area alarms, duress alarms, bank alarms, medical emergencies, and fire alarms. Patrols shall check buildings/facilities within the established priority time limits (See Exhibit 3). Should unforeseen operational requirements result in a delay in these checks, every effort will be made to check the facilities as soon as possible. Patrols shall use a key station tour system for data collection, tracking, and analysis of areas inspected and patrol routes. The contractor shall provide Patrol Activity Report in accordance with DRD 923MA-004.

7.2.3 The contractor shall lock and unlock gates, buildings, and rooms. Buildings and gates shall be locked and unlocked within the established time periods (See Exhibit 1). Officers shall respond to lock/unlock requests within 15 minutes (emergency situations or other unforeseen operational requirements may occasionally delay this service).

7.2.4 Provide escort for on and off-Center movement of oversized or PCH. Front and rear security shall be provided for movement of oversized loads. During PCH moves, sufficient security shall be provided to ensure that the hardware is protected from vehicles attempting to pass and from entering from side roads. The contractor shall also escort to perimeter gates personnel who have been directed to leave the Center.

7.2.5 Provide courier service for classified and other designated shipments.

7.2.6 Provide overnight storage of classified and/or designated item(s).

7.2.7 The contractor shall control and enforce all parking regulations on MSFC, direct and control traffic, and provide continuous surveillance and enforcement of MSFC traffic regulations. The contractor shall issue traffic citations, investigate traffic accidents and complete detailed accident reports. The contractor shall set up radar check points on at least a biweekly basis.

7.2.8 Conduct preliminary investigations and submit reports on lost or stolen property and other incidents. Preliminary investigations shall be conducted on the reported day and a preliminary report submitted to the PSD by the start of the next workday. Preliminary investigations shall be followed up in a timely manner with a detailed investigation by a loss prevention specialist. The contractor shall ensure that reports are detailed and accurate. The contractor shall ensure an aggressive

theft/conversion prevention and detection program with specific responsibilities to include:

- (a) Inspect NASA-MSFC area for property theft hazards and document such with MSFC PSD.
- (b) Provide recommendations for improving property safeguards and inspecting for compliance after adoption by MSFC.
- (c) Conduct investigations of reported thefts and conversion to include gathering information, interviewing suspects and witnesses, taking statements, safeguarding evidence, and preparing appropriate reports of investigation.
- (d) Input lost/stolen Government property into the National Crime Information Center (NCIC) and make property inquiries.
- (e) Submit reports of investigation in accordance with DRD 923MA-002 to the MSFC PSD. Reports of incident shall be in accordance with DRD 923MA-003.
- (f) Establish and maintain liaison with local law enforcement authorities.

7.2.9 Provide protective security service for controlled access conferences.

7.2.10 Provide support to unique events or activities. These functions include the annual employee picnic, annual Christmas reception, Center Open House events, employee walk/fun runs, and visits by Official Protocol Visitors (examples include, but are not limited to, President, Vice President, VIP, Cabinet) to the Center. This support normally involves traffic/parking control, crowd control, and/or personnel protection services.

7.2.11 Provide weekly routine badge checks of at least 70 people per day at no less than 2 buildings. Officers shall check to ensure that badges are properly displayed and ensure that only properly badged personnel enter the buildings. Improperly badged personnel will either be escorted to their vehicle/office or escorted to Building 4312 or the Lobby of Building 4200. Weekly reports of badge checks shall be provided to the PSD in accordance with DRD 923MA-001.

7.2.12 Provide other services during Center non-work hours that are within the capability of the security force, such as monitoring temperature and pressure gauges, electronic equipment, security lighting, and environmental systems. These services are provided as part of normal patrol activities.

7.2.13 The contractor shall submit a proposed training plan for I&R personnel, security officers, shift supervisors, and dispatchers with the Technical

Proposal. The training plan shall be in accordance with DRD 923MA-007. The Government reserves the right to reject the training plan if it determines that the training plan is inadequate and/or instructors are not qualified to provide such training. Revisions to the approved training plan shall be submitted to the Manager, PSD for review/approval within 10 calendar days of such revision.

7.2.13.1 Provide for training of security officers and dispatchers, which shall include but not be limited to:

(a) Introduction to and familiarization with NASA and MSFC security policies, regulations, and procedures.

(b) Training for emergency actions covering but not limited to first aid/CPR, Bloodborne Pathogens (per OSHA), fire prevention, bomb threat response, responding to security/duress alarms, violence in the workplace, demonstrations/protests, building evacuations, oxygen deficiency alarms, fire alarms, chemical spills, and crowd control.

(c) Sabotage and espionage threats.

(d) Traffic control, parking, and accident investigation.

(e) Use of communications and emergency equipment

(f) Loss prevention investigations.

(g) Safeguarding classified information.

(h) Patrol procedures, reporting procedures, and report writing.

(i) Professional ethics, standards of conduct, and public relations.

(j) Legal subjects which must include as a minimum: jurisdiction and authority, rules of evidence, search and seizure, and apprehension and arrest.

(k) Firearms practical and judgmental training. Assure that personnel assigned to perform duties requiring the carrying of firearms have appropriate training (prior to assignment) and maintain proficiency in the use and safe handling of firearms, weapons retention, and officer survival. Such proficiency shall be assured by initial certification, quarterly firearms sustainment training, with at least semi-annual recertification thereafter. Officers must also qualify at least annually in low light level conditions. This may qualify as a

semi-annual recertification. Task assignments requiring the carrying of arms will be identified by MSFC. The contractor shall notify the COTR, in writing (email is sufficient), of every failure to qualify, within one workday of that failure.

- (l) Managing and answering 911 and other emergency calls and rendering assistance to emergency response personnel as appropriate.
- (m) Monitoring and use of the MACS (security cameras, intrusion detection, access control and alarm systems).
- (n) Operating regulations and procedures of the NCIC. Be able to input and retrieve data from the NCIC.
- (o) Use of the telephone and radio voice recording system.
- (p) Use of Force Continuum/Officer Survival.
- (q) Vehicle stops.
- (r) NASA Threat Conditions.
- (s) Security officers shall be qualified in the use and application of Oleoresin Capsicum (OC) aerosol sprays. Such qualification shall be by a recognized Federal, State, Military law enforcement training academy or certified Instructor. Personnel must be certified within 60 days of start of contract. The contractor shall notify the COTR, in writing (email is sufficient), of every failure to qualify, within one workday of that failure.

7.2.13.2 In support of the training identified above, the contractor shall conduct realistic scenario training, practical exercises, on responding to security/duress alarms, workplace violence, vehicle stops, use of force, and weapons retention, etc. This training shall focus on situations that the officer may face while working on MSFC.

7.2.13.3 Provide for professional and skill enhancement training for I&R, Program Security, Physical Security and management personnel.

7.2.14 Operate a central security communications system (24-hours a day, 7 days a week), including managing and answering the MSFC 911 system and notification of proper MSFC personnel. The PSCC shall respond to system alarms within 2 minutes and 911 calls by the 4th ring. Follow-on actions shall be in accordance

with PSCC procedures. Maintain an automated daily blotter of all activities, occurrences, and action taken.

7.2.14.1 Dispatchers shall receive and be certified as having complied with the minimum standards for "Basic Telecommunicator" and maintain such certification. A certified "Telecommunicator Instructor" shall conduct training. The initial minimum standards of training, which may be periodically revised, shall consist of not less than 40 hours of instruction. The recommended minimum standard of training shall consist of:

- | | | |
|-----|--------------------------------------|---------|
| (a) | Roles and Responsibilities | 4 hours |
| (b) | Legal Aspects | 2 hours |
| (c) | Interpersonal Communications | 6 hours |
| (d) | Technologies | 2 hours |
| (e) | Telephone Techniques/Call Processing | 7 hours |
| (f) | Call Classifications | 8 hours |
| (g) | Radio Communications | 8 hours |
| (h) | Stress Management | 3 hours |

7.2.14.2 The contractor shall ensure that this training is completed for all dispatchers within 1 year of start date of contract. Annual refresher training shall be completed to ensure that all dispatchers maintain the "Basic Telecommunicator" certification.

7.2.15 Provide mulching services, to locations as requested by the COTR or his representative, at a minimum 4 days per month, for sensitive and classified waste destruction. Occasionally response to calls for special runs. (See Attachment 8, paragraph 3.5.7)

7.2.16 Provide protective services for space hardware and other items/facilities as requested by the PSD.

7.2.17 Provide protective services for any on-site employee while said employee is at their job site, as requested by the PSD.

7.2.18 Provide motorist assistance services to MSFC employees within the MSFC boundaries, i.e., jump starts, provide one gallon of gas, as needed, and unlock vehicles.

7.2.19 The contractor security force personnel shall wear clean, neat, and complete uniforms while on duty. Officers shall not wear unauthorized outer garments and such devices as cell phones and pagers. The Manager, PSD prior to ordering the start of services shall approve uniform color, style, patches, and badges.

7.3 Locksmith Services

Provide all locksmith services, including: installing locks in lock-ready doors, setting combination locks, providing duplicate keys, and emergency opening of locks. Issue security keys and maintain appropriate database on security locks and keys. Locksmith work orders and key requests shall be completed within 2 workdays of receipt.

7.4 Marshall Access Control System (MACS)

Operate the computerized MACS and security alarm system for Center facilities assigned by the PSD, with specific responsibilities to include:

- (a) Developing and maintaining an access roster consisting of input approved by the PSD.
- (b) Entering data on a real-time basis into a database contained in a host computer and retrieve data on a timely basis.
- (c) Providing status levels and issuing "key cards" and any associated special access badges.
- (d) Providing response services to system alarm conditions. Providing visual assessment of alarm conditions using the CCTV system, when applicable, and playback of CCTV system tapes.
- (e) Providing continuous monitoring of the alarm system and periodic monitoring of the CCTV system.

7.5 Marshall Employee Data Information Service (MEDIS)

Operate the MEDIS with responsibility to maintain current database on locks/keys, security containers, badges, vehicle decals, employee files, and incident reporting system. The contractor shall be required to accurately input and retrieve data in a timely manner and furnish reports as required by the MSFC PSD.

7.6 Physical Security/Loss Prevention

Physical Security Specialists shall provide physical security and loss prevention support to investigate multiple incidents of missing property, incident investigations of actual or suspected crimes, suspicious activities, and security hazards during and after duty hours. Conduct investigations of missing property with detailed investigative reports, to include recommendations to prevent recurrence. Conduct follow-up investigations on reports of incidents to determine facts concerning specific events. Conduct physical security/loss prevention surveys to enhance protection of Government property and facilities. Review reports of after-hours activity and conduct follow-up inquiries for validity of access. Notify the PSD of unusual activities and conduct after-hours checks as required. Will liaison with local, state, and federal law enforcement agencies and Office of Inspector General.

7.7 Program Security

Provide Program Security and System Security Engineering support in the development of security plans, procedures, and in training and orientation. Assist as a team member in NASA Resource Protection (NRP) program surveys and inspections. Conduct Minimum Essential Infrastructure (MEI) surveys and inspections. Draft requests to other Government agencies for threat and technology information, and assist in the conduct of counterintelligence, threat analysis and threat awareness training. Develop, coordinate and prepare recommendations for detailed risk assessments for designated projects. Program Security personnel will conduct design reviews and perform physical, personnel, and operational assessments as required. Develop and conduct briefings on a variety of security topics (e.g., foreign travel and escort briefings, NRP briefings, MEI briefings). Program Security personnel shall be familiar with Presidential Decision Directives affecting intelligence, security, and critical infrastructure.

8.0 Physical Qualifications

8.1 Each security officer shall be in good physical condition; be capable of standing, or walking for an entire shift, being outside in severe weather conditions and carrying objects weighing up to 50 pounds; be able to protect themselves and others; and withstand sudden emotional stress and physical exertion in apprehension of suspects and violators. Pursuit may be on foot, requiring running, jumping, climbing, and/or crawling, followed by physical contact to overpower the violator as necessary.

8.2 All security officers, dispatchers, and uniformed supervisors shall meet the physical qualifications as set forth in the Civil Service Handbook X-118, Section G.5., "Qualifications Standards for Guards and Guard Supervisors, Series 085," on an annual basis, with the following additional requirements/ modifications:

8.3 Vital Capacity: Demonstrate adequate pulmonary function by passing pulmonary function test of 85% predicted Forced Vital Capacity (FVC) and 86% Forced Expiratory Volume (FEV1) of measured FVC.

8.4 Cardiovascular Function: Cardiovascular capability shall be demonstrated on a treadmill (without the subject holding the handrail) with a dynamic electrocardiogram conducted in accordance with the NASA modified Bruce Protocol listed below. The examinees must not exceed a heart rate of 100% of their age adjusted maximum predicted by Table 6, page 58, of 1975 edition, "Stress Testing Principles and Practices" by Myrvin H. Ellested, M.D., published by F.A. Davis Co., Philadelphia, PA, while completing one minute of Stage 3 of the protocol without significant cardiovascular abnormality as determined by standard methods.

NASA Modified Bruce Protocol for Treadmill Electrocardiogram

<u>Stage</u>	<u>Speed MP</u>	<u>Percent Grade</u>	<u>Cumulative Time (Min)</u>	<u>Duration of Stage (Min)</u>
Warm Up	1.7	0%	0	2
1	1.7	10%	5	3
2	2.5	12%	8	3
3	3.4	14%	11	3
4	4.2	16%	14	3
5	5.0	18%	17	3
6	5.5	20%	20	3
7	6.0	22%	23	3
Cool Down	1.7	0%	25	2
Sitting	----	----	31	6

9.0 Performance Requirements Summary (PRS)

The following columnar section defines the PRS for the task detailed above. Not all efforts under this contract are included in the PRS. Lack of inclusion in the PRS in no way relieves the contractor of the obligation to perform all delineated task.

9.1 Maximum Allowable Defect Rate (MADR)

The measure used by the Government to evaluate the contractor's quality control on a monthly basis. The MADR is the defect rate, which, if exceeded, indicates the Contractor's quality control is unsatisfactory. The MADR for each work environment is specified in the Performance Requirements Summary below. Reference is made to Clause 19, Unplanned/Emergency Activities. On a case by case basis (to be included in the Contractor's Monthly Self Assessment Report), the contractor will have the opportunity to inform the COTR of the specific circumstances that resulted in delayed or non-performance of routine task directly resulting from the impact of emergency events.

9.2 Deduction Methodology

Any deductions taken for individual PWS task will be calculated by the applying the deduction percentage to the assigned weighted value of the total FFP contract value for each evaluation period.

For example: if the contract price was \$1,000,000, the following applies: The weight for PWS 2.0 is 21%, which equals \$210,000. For each semiannual evaluation, the price associated with this PWS is \$105,000. If the defect rate of 0% was exceeded, the deduction would be 20% of \$105,000; or \$21,000.

If the deduct rate of PWS 2.0 is exceeded (e.g. 3 defects) the deduction would be 50% of the total potential deduction (20%) of \$105,000 or \$10,500.

The Government will evaluate for all aspects of contract operations, the decisions, actions and the results thereof pertaining to the required services identified in the PRS. Should the contractor exceed the MADR for any element described above, the Government will consider any mitigating circumstances presented by the contractor prior to making its determination as to the deduction taken for that element. The contractor shall forfeit a minimum of 5% of the corresponding deduction rate assigned to any element for exceeding any of the associated MADRS. The contractor shall forfeit from 5% to 100% of the remaining deduction rate associated with any element depending on the mitigating circumstances offered by the contractor. The Government will determine the forfeiture amount.

SECURITY SERVICES

PERFORMANCE REQUIREMENTS SUMMARY

Required Service	Performance Standard	MADR	Method of Surveillance	Weight	Deduction %
PWS 2.0 Management (encompasses all aspect of the PWS)	Provide planning, coordination, quality control, standards of conduct, and ensure safe operation of project activities. Ensures adequate staff of personnel with the necessary technical, administrative and management expertise. Responsible	<p>0 Incidents</p> <p>Intentionally reporting misleading or false information, failure to abide with labor agreements or failure to report Standards of Conduct</p> <p>2 Incidents</p> <p>All other incidents to include failure to provide quality control of project activities.</p> <p><u>Percent Deducted for Defect Rate</u> 3 Defects = Loss of 50% of deduct 4 Defects = Loss of 100% of deduct</p>	Contractor Reports, Customer Comments, and Periodic Inspections	21%	20%
PWS 7.1.1 Issue Badges/Decals	Proper badges/decals issued in accordance with NASA/Center directives. The contractor shall provide sufficient staffing to ensure that badges, decals, key cards, and other I&R functions are processed in a timely and efficient manner. Information shall be entered into the MEDIS database accurately and in a timely manner. The contractor shall ensure that customers are waited on within 20 minutes from the time they enter the service line at the I&R desk. I&R must verify that customers have submitted properly completed documentation and have appropriate identification.	<p>9 Incidents</p> <p><u>Percent Deducted for Defect Rate</u> 10 Defects = Loss of 20% of deduct 12 Defects = Loss of 40% of deduct 14 Defects = Loss of 60% of deduct 16 Defects = Loss of 80% of deduct 18 Defects = Loss of 100% of deduct</p>	Periodic monitoring of the I&R Section to verify that procedures are properly followed. Review of database to verify accuracy of information.	6%	7%

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<p>PWS 7.1.3 Process Service Vehicle passes and traffic citations</p>	<p>Service Vehicle passes and traffic citations shall be processed and mailed within 2 workdays of receipt. Service Vehicle pass must be properly completed. Traffic citations must be sent to the correct person, points properly assessed, and recorded in the database.</p>	<p>2 Incidents</p> <p><u>Percent Deducted for Defect Rate</u> 3 Defects = Loss of 30% of deduct 3 Defects = Loss of 65% of deduct 5 Defects = Loss of 100% of deduct</p>	<p>Periodic monitoring of Service Vehicle passes issued. Monitoring of traffic citation appeals and periodic review of database.</p>	<p>3%</p>	<p>5%</p>
<p>PWS 7.2.1-7.2.2 Security Patrols, Inspections of Unsecure, Suspicious and/or Hazardous Conditions</p>	<p>Sufficient patrols shall be maintained to meet the PWS requirements. Patrols shall inspect facilities for unsecure and hazardous conditions within the time periods identified in Attachment 6, Exhibit 3. Checks shall be conducted in such a manner as to observe security conditions, fire and safety hazards, suspicious activity and other conditions noted in the Post Orders. Gates, turnstiles, building entrances, and Label 24 doors shall be checked to ensure they are secured. The contractor shall ensure that patrols arrive at scenes of emergencies and/or alarms within 4 minutes of notification. Officers will take immediate action to report and/or correct condition, report suspicious activity, and verify presence and identity of individuals. Condition and nature of incidents/suspicious activity will be documented per Post Orders and PSCC procedures. Officers will check the key stations in their patrol areas per Post Orders.</p>	<p>0 Incidents Hazardous/ Emergency Response</p> <p><u>Percent Deduct for Defect Rate</u> Hazardous/Emergency Response 1 Defect = Loss of 100% of deduct</p> <p>- OR -</p> <p>5 Incidents Unsecure/Failure to Report Suspicious Activity</p> <p><u>Percent Deduct for Defect Rate</u> Unsecure/Failure to Report Suspicious Activity 6 Defects = Loss of 30% of deduct 8 Defects = Loss of 65% of deduct 10 Defects = Loss of 100% of deduct</p>	<p>Review daily tour reports and Reports of Incidents (ROI). Observation of patrol activities and unannounced surveys.</p>	<p>8%</p>	<p>7%</p>

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Attachment 1

<p>PWS 7.2.3 Lock and Unlock Services</p>	<p>Officer shall respond to request for service within 15 minutes of request being made. Officer must check for proper identification and record activity per PSCC directives. Officers shall lock and unlock designated doors and gates within the time periods identified in Attachment 6, Exhibit 1.</p>	<p>6 Incidents Percent Deducted for Defect Rate 7 Defects = Loss of 30% of deduct 9 Defects = Loss of 65% of deduct 11 Defects = Loss of 85% of deduct 13 Defects = Loss of 100% of deduct</p>	<p>Review ROI for areas found unlocked. Monitor requests for unlock services to determine time it took to dispatch officer and time it took for officer to respond. Final evaluation is based on activities at the time.</p>	<p>6% 5%</p>
<p>PWS 7.2.4 Provide PCH Escort</p>	<p>PCH escorts shall be performed according to individually established time lines/move. Security support shall be thorough and detailed to assure the safety of the PCH.</p>	<p>0 Incidents Percent Deducted for Defect Rate 1 Defect = Loss of 100% of deduct</p>	<p>Review of submitted self-monitoring report, personal observations, as appropriate.</p>	<p>3% 10%</p>
<p>PWS 7.2.7 Enforce Traffic Regulations and Issue Traffic Citations</p>	<p>Security officers shall enforce traffic and parking regulations. Traffic citations must be properly completed and printed legibly. Security officers will investigate traffic accidents. Investigating officer shall write a detailed and accurate accident report. When required, security officers shall direct and control traffic.</p>	<p>6 Incidents Percent Deducted for Defect Rate 7 Defects = Loss of 30% of deduct 9 Defects = Loss of 70% of deduct 11 Defects = Loss of 85% of deduct 13 Defects = Loss of 100% of deduct</p>	<p>Monitor traffic citations for completeness and accuracy, review traffic citation appeals and all accident reports.</p>	<p>5% 5%</p>

<p>PWS 7.2.8 Investigate and Submit Reports on Lost or Stolen Property</p>	<p>Security officers shall conduct preliminary investigations on lost and/or stolen property and submit a ROI. A preliminary ROI shall be submitted by the start of the next workday. The preliminary investigation shall be followed up by a detailed investigation that shall attempt to locate the missing property and/or ascertain responsibility. A detailed investigative report shall be written that provides corrective actions. Missing property shall be entered into the NCIC. Areas shall be inspected for theft hazards and such hazards documented.</p>	<p>5 Incidents Percent Deducted for Defect Rate 6 Defects = Loss of 30% of deduct 7 Defects = Loss of 70% of deduct 8 Defects = Loss of 85% of deduct Defects = Loss of 100% of deduct</p>	<p>Review all ROI and conduct follow up investigations as appropriate.</p>	<p>7%</p>	<p>7%</p>
<p>PWS 7.2.10 Security Support for Unique/Special Events</p>	<p>Provide security support for unique events or activities. Involves but not limited to traffic/parking control, crowd control, and personal protection. Officers shall follow current Post Orders, PSSC directives, and event specific directives.</p>	<p>2 Incidents Percent Deducted for Defect Rate 3 Defects = Loss of 30% of deduct 4 Defects = Loss of 60% of deduct 5 Defects = Loss of 85% of deduct Defects = Loss of 100% of deduct</p>	<p>Conduct periodic spot checks. Review weekly reports.</p>	<p>4%</p>	<p>7%</p>
<p>PWS 7.2.11 Badge Checks</p>	<p>Routine badge checks shall be conducted in accordance with the PWS. Officers shall ensure that personnel are properly badged. Unbadged personnel shall be processed in accordance with PSSC procedures. Names of individuals found without badges shall be reported to the PSD on a weekly basis.</p>	<p>3 Incidents Percent Deducted for Defect Rate 4 Defects = Loss of 45% of deduct 5 Defects = Loss of 85% of deduct 6 Defects = Loss of 100% of deduct</p>	<p>Review of weekly report. Periodic monitoring of badge checks.</p>	<p>4%</p>	<p>5%</p>
<p>PWS 7.2.13.(k) Firearms Practical and Judgmental Training</p>	<p>The contractor shall assure that personnel carrying firearms receive sufficient training to safely handle firearms and have the ability to use the firearm should the situation arise. The contractor will provide initial and semi-annual certification.</p>	<p>0 Incidents Percent Deducted for Defect Rate 1 Defect = Loss of 100% of deduct</p>	<p>Monitor initial certification and recertifications. Monitor training on the judgmental use of firearms.</p>	<p>8%</p>	<p>10%</p>

<p>PWS 7.2.14 Operate a Central Security Communications System</p>	<p>The contractor shall operate a 24-hour 7- day a week central communications system. The PSCC shall respond to system alarms within 2 minutes and 911 calls by the 4th ring. Personnel answering calls must be capable of handling routine and emergency calls. Personnel answering calls will take action in accordance with PSCC procedures. Nature of call and action taken must be entered into blotter and a ROI completed if appropriate. Personnel answering 911 and other emergency calls will take immediate action in accordance with PSCC procedures. Dispatchers shall be able to utilize the NCIC, MACS, and MEDIS to input/retrieve data. Dispatchers and officers shall utilize proper radio procedures.</p>	<p>0 Incidents Emergency 911 Calls <u>Percent Deducted for Defect Rate</u> Emergency/911 Calls 1 Defect = Loss of 100% of deduct - OR - 4 Incidents Non-emergency <u>Percent Deducted for Defect Rate</u> Non-emergency 5 Defects = Loss of 30% of deduct 6 Defects = Loss of 60% of deduct 7 Defects = Loss of 85% of deduct 8 Defects = Loss of 100% of deduct</p>	<p>ROI and blotter reviewed. Interview of involved individuals.</p>	<p>11%</p>	<p>10%</p>
<p>PWS 7.2.15 Provide mulching Service</p>	<p>Provide mulching services, to locations as requested by the COTR or his representative. As a minimum 4 days per month. The contractor shall in a timely manner notify the PSD when delays occur and send patrols to locations to notify customers when the truck is delayed.</p>	<p>1 Incidents <u>Percent Deducted for Defect Rate</u> 2 Defect = Loss of 30% of deduct 3 Defects = Loss of 60% of deduct 4 Defects = Loss of 85% of deduct 5 Defects = Loss of 100% of deduct</p>	<p>Periodic spot checks.</p>	<p>3%</p>	<p>5%</p>
<p>PWS 7.3 Provide All Required Locksmith Services</p>	<p>The locksmith shall make keys, install lock cylinders, repair locks, and set combination locks. Upon receipt of work order from MSFC PSD the locksmith shall complete the work requests within 2 workdays. Upon receipt of work order the Key Control Clerk will issue key(s) within 2 workdays and maintain records of all key transactions. Completion of work order within prescribed time period is contingent upon availability of locks and/or keys and availability of facility support.</p>	<p>2 Incidents <u>Percent Deducted for Defect Rate</u> 3 Defects = Loss of 45% of deduct 4 Defects = Loss of 85% of deduct 5 Defects = Loss of 100% of deduct</p>	<p>Spot check work orders to determine completion date.</p>	<p>3%</p>	<p>5%</p>

<p>PWS 7.4. Provide Response Services to System Alarm Conditions</p>	<p>The PSCC shall respond to system alarms within 2 minutes. The response shall consist of evaluating the nature of the alarm; reviewing the CCTV system, if appropriate; and dispatching officers, if circumstances warrant. Alarms and CCTV system shall be checked and documented to ensure proper operation in accordance with PSCC procedures. Dispatchers shall be thoroughly trained and familiar with the MACS, how to input and retrieve data and monitor alarms.</p>	<p>0 Incidents Emergency <u>Percent Deducted for Defect Rate</u> Emergency 1 Defect = Loss of 100% of deduct - OR - 6 Incidents Non-emergency <u>Percent Deducted for Defect Rate</u> Non-emergency 7 Defects = Loss of 30% of deduct 8 Defects = Loss of 60% of deduct 9 Defects = Loss of 85% of deduct 10 Defects = Loss of 100% of deduct</p>	<p>Review daily blotter and conduct unannounced tests of alarm system.</p>	<p>8%</p>	<p>10%</p>
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