

Customer Service Portal

The NSSC Customer Service Portal provides resources and contact information for each of our activities.

NASA employees can:

- Receive important news and information
- View links to all Procurement Quick Reference Guides, Service Delivery Guides, and other valuable resources
- Check the status of a NASA grant or training purchase
- Locate NSSC forms and FAQs
- Access Agency tools and Web links

Gain even greater access to the NSSC Procurement Division by joining the Grants or NASA Purchase Card community. Follow the link from the Customer Service homepage.

NSSC Mission

Unparalleled Service



<http://www.nssc.nasa.gov/customer-service>

www.nasa.gov

National Aeronautics and
Space Administration



nssc
NASA Shared Services Center

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Procurement Services
QUICK REFERENCE GUIDE

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Procurement Services

The NASA Shared Services Center (NSSC) provides a variety of procurement services to NASA. The NSSC procurement office awards and administers Agency Grants, Cooperative Agreements and Grant Supplements and Phase I and Phase II SBIR/STTR contracts. Additionally, the team is committed to the Strategic Sourcing Initiative and awards many Agency-wide contracts, manages procurement surveys, supports the NASA Contracting Intern Program (NCIP) and the 1102 Training Program, and functions as the Agency Purchase Card Program Coordinator. The office also completes course registration for NASA employees and pays training vendors.

Award & Administration of Grants and Cooperative Agreements

The NSSC awards and administers Grants and Cooperative Agreements in accordance with the NASA Grant and Cooperative Agreement Handbook.

The NSSC

- Performs pre-award and post-award actions for both competitive and non-competitive awards
- Maintains a Grants status Web site accessible to both the grantee community and NASA internal customers which provides status information on NASA Grants

NASA Field Centers

- Prepare and release funding

Award and Administration of Small Business Innovation Research / Small Business Technology Transfer (SBIR / STTR) Contracts

The NSSC supports NASA programs in the award and administration of SBIR / STTR contracts.

The NSSC awards and administers two phases of SBIR/STTRs

- Phase I is a feasibility study to evaluate the scientific and technical merit of an idea. Awards are for periods of up to six months (12 months for STTR) and are not to exceed \$100,000.
- Phase II is to expand on the results of the Phase I effort. Awards are for periods not to exceed 24 months and are not to exceed \$600,000.

Training Purchases

The NSSC purchases training and registers NASA employees for requested courses.

The NSSC

- Prepares purchase orders for academic courses through a college or university
- Pays fees associated with professional development courses
- Awards contracts for on-site training

NASA Field Centers

- Manage training budgets and grant approval for training attendance
- Prepare on-site training requirements

Agency Contracting

The NSSC supports strategic sourcing objectives through the award and administration of Agency-wide contracts. These include Agency Relocation Services; Outsourcing Desktop Initiative for NASA (ODIN); International Organization for Standardization (ISO) Registration; Contracting Officer's Technical Representative (COTR) Training; Closeout Services; Multifunctional Devices; and Agency Protective Services. Please visit the NSSC Web site for a complete list.

Procurement Services

The NSSC provides many other procurement services, including support to

- NASA Contracting Intern Program
- Sponsored Research Business Activity
- NASA Purchase Card Program
- 1102 Training Program
- Contract Audit & Administration Services (CASS)
- Procurement Surveys
- Federal Acquisition Certification in Contracting (FAC-C & FAC-COTR)

Contact Us

Mail:

NASA Shared Services Center
Building 1111
Stennis Space Center, MS 39529

Phone: 1-877-677-2123 (1-877-NSSC123)

Hours of Operation:

Monday through Friday 8 a.m. until 8 p.m. EST

Fax: 1-866-829-6772 (1-866-829-NSSC)

E-mail: nssc-contactcenter@nasa.gov

Web site:

<http://www.nssc.nasa.gov/customer-service>