

**NSSC ELMT  
BMC Remedy and NLyte  
BPA Information Sheet**

**Product(s):** Remedy and NLyte

**Manufacturer:** BMC and NLyte

**Vendor:** RightStar Systems

**Summary:** The NASA Shared Services Center (NSSC) Enterprise License Management Team (ELMT) portfolio includes an Agency blanket purchase agreement (BPA) for BMC Remedy and NLyte software licenses and support, as well as support renewal for existing Remedy Contract IDs and license migration (from Green to Blue). Remedy Contract IDs included in this BPA are identified in the Center Points of Contact table on page 3 of this document.

**License Term:** Base period, with four additional one-year options

**Award Date:** January 1, 2016

<b>Period of Performance:</b> Base Period:	January 1, 2016 – December 31, 2016
Option Year one:	January 1, 2017 – December 31, 2017
Option Year two:	January 1, 2018 – December 31, 2018
Option Year three:	January 1, 2019 – December 31, 2019
Option Year four:	January 1, 2020 – December 31, 2020
Option Year four Extension:	January 1, 2021 – April 30, 2021

**NASA Contract No.:** NNX16MC59Z

**For questions associated with this agreement contact the following:**

**NASA Customer Contact Center: Call: 1-877-NSSC123 (1-877-677-2123)**

**- Select Option 3, Select Option 1 NASA employee, Select Option 3 Procurement (or)**

**NSSC ELMT Team: Email: [nsscelmt@mail.nasa.gov](mailto:nsscelmt@mail.nasa.gov)**

**Quote/Vendor POC:**

Primary

Alison Appenzellar

(301) 824-3379

[Alison.appenzellar@rightstar.com](mailto:Alison.appenzellar@rightstar.com)

Alternate

Lenair Ballard

(703) 887-9077

[Lenair.ballard@rightstar.com](mailto:Lenair.ballard@rightstar.com)

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## How to Request Quotations and Place Orders:

The following documents were completed or submitted and are filed at the NSSC's Procurement Division:

NF 1707, Special Approvals and Affirmations of Requisitions, dated 11/17/2015  
 NF 1787, Small Business Coordination, dated 12/09/2015  
 NF 1823 for BMC Remedy, approved 3/28/2014  
 NF 1823 for NLyte, submitted 12/2/2015, pending OCIO IT Security approval  
 BMC and NLyte Voluntary Product Accessibility Templates (VPAT) submitted by the software publishers in November and December 2015

- BMC Remedy ITSM 8.1 VPAT
- BMC Remedy AR System 8.1 VPAT
- BMC Dashboards for BSM 7.7.02 VPAT
- BMC Analytics for BSM 8.1 VPAT
- BMC ADDM 10.2 VPAT
- BMC BladeLogic Server Automation 8.5 VPAT
- BMC BladeLogic Decision Support for Server Automation 8.6 VPAT
- BMC FootPrints Service Core 12.0 VPAT
- BMC Track-IT! 10.5 VPAT
- Nlyte VPAT

For software procurements **at or below \$250,000** for ELMT enterprise agreement purchases, the Simplified Acquisition Threshold (SAT) team at the NSSC will process these requests.

To proceed via SAT: click the link [NSSC PR Services Support Requests](#), then go to **NSSC Simplified Acquisition Customer Portal** to initiate the purchase. When creating a ticket please include the ELMT agreement number in the "Give a brief description" field.

All purchases for software **over \$250,000**, for ELMT enterprise agreement purchases, ELMT will process these requests. To initiate, send an email to the ELMT at [nsscelmt@mail.nasa.gov](mailto:nsscelmt@mail.nasa.gov) with the PR number for awareness and approval tracking.

Center BMC Remedy POC	<ul style="list-style-type: none"> <li>- A Center POC coordinates and obtains quotation from the vendor</li> <li>- Quotation should include: (Product Name, Description, Part Number, Quantity, End User Name, Phone Number and E-mail Address)</li> <li>- License Number, if applicable</li> <li>- a NASA Procurement POC**</li> <li>- a Purchase Request (PR) (or confirmation that funds are available)* <a href="#">PR Instructions</a></li> <li>- Finalize PR (funding) to NSSC Procurement</li> </ul> <p><i>(If requirements are complex and you have questions, please contact the ELMT for assistance)</i></p>
* Per FAR Subpart 32.7: Before executing any contract, the contracting officer shall—	

- (a) Obtain written assurance from responsible fiscal authority that adequate funds are available or  
 (b) Expressly condition the contract upon availability of funds in accordance with 32.703-2.

**\*\* NSSC Procurement can only accept funding from other NASA Center Procurement offices for BMC Remedy Contract software support reinstatement/renewal transactions.**

NSSC ELM Team	<ul style="list-style-type: none"> <li>- Review the PR submission to validate requirements detail and current pricing against current GSA Schedule pricing, etc.</li> <li>- Finalize funding requirement</li> </ul>
NSSC Procurement	Execute Purchase Order to vendor for procurement
Vendor	<ul style="list-style-type: none"> <li>- Execute Delivery Order</li> <li>- Invoice NASA (NSSC)</li> </ul>
NSSC	Route invoice for payment approval – Finance -> Procurement -> COR -> Procurement -> Finance
NSSC Procurement	Courtesy copy of approved invoice routed to ELMT BMC Remedy license account manager
ELMT	Add product line item(s) information to the NSSC Enterprise Asset Tracking System (EATS) for license management

Payment with a Government-wide Purchase Card (GPC) is authorized when an order does not exceed the Federal Acquisition Regulation (FAR) micro-purchase threshold, currently **\$10,000.00**. [However for software purchases, you should check with your Center’s Chief Information Officer’s policies for proper guidance.](#)

### Additional Information:

#### Center BMC Remedy Points of Contact (POC)

Center	License SW	Role	Last Name	First Name	Email address	Additional Information
ARC	BMC Remedy	Primary POC	Shulbach	Catherine	catherine.h.schulbach@nasa.gov	Contract ID: 446664
ARC	BMC Remedy	Procurement POC	Parks	Cathy	cathy.b.parks@nasa.gov	Contract ID: 446664
ARC	BMC Remedy	Primary POC	Ali	Hassan	hassan.ali-1@nasa.gov	Contract ID: 566875
GSFC	BMC Remedy	Alternate POC	Knoble	Rebecca	becki.knoble@nasa.gov	Contract ID: 5733
GSFC	BMC Remedy	Primary POC	McGowan	Dawn	dawn.w.mcgowan@nasa.gov	Contract ID: 453955
GSFC	BMC Remedy	Primary POC	Penn	Rita	margarita.penn@nasa.gov	Contract ID: 5733
GSFC	BMC Remedy	Alternate POC	Baron	Jeff	jeff.baron@asrcfederal.com	Contract ID: 453955
GSFC	BMC Remedy	Technical POC	Powers	Pepper	pepper.p.powers@nasa.gov	Contract ID: 731
GSFC	BMC Remedy	Primary POC	Harris	Alexis	alexis.n.harris@nasa.gov	Contract ID: 731
JSC	BMC Remedy	Primary POC	Reyes	Ruben	ruben.reyes-1@nasa.gov	Contract ID: 445285
JSC	BMC Remedy	Primary POC	Cancino	Louis	louis.f.cancino@nasa.gov	Contract ID: 445285
MSFC	BMC Remedy	Primary POC	Walley	Tina	tina.l.walley@nasa.gov	Contract IDs: 463318
MSFC	BMC Remedy	Technical POC	Walley	Tina	tina.l.walley@nasa.gov	Contract IDs: 463318
MSFC	BMC Remedy	Finance POC	Bentley	Jan	jan.g.bentley@nasa.gov	Contract IDs: 463318
MSFC	BMC Remedy	Primary POC	Russell	Katherine	katherine.l.russell@nasa.gov	Contract IDs: 463451
MSFC	BMC Remedy	Technical POC	Davis	Tina	tina.s.davis@nasa.gov	Contract IDs: 463451
MSFC	BMC Remedy	Procurement POC	Joseph	Wendy	wendy.m.joseph@nasa.gov	Contract IDs: 463451
NSSC	BMC Remedy	Primary POC	Mudgett	Mike	michael.a.mudgett@nasa.gov	Contract IDs: 406721   447377   466527
NSSC	BMC Remedy	Finance POC	Tabor	Randy	randall.k.tabor@nasa.gov	Contract IDs: 406721   447377   466527

Center IT Asset Managers ([ITAM](#))

BMC: [www.bmc.com](http://www.bmc.com)

RightStar: [www.rightstar.com](http://www.rightstar.com)

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NSSC Customer Contact Center, 877.677.2123, [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)

For additional information contact any member of the [ELMT](#), or email: [nsscelmt@mail.nasa.gov](mailto:nsscelmt@mail.nasa.gov)