

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE PAGE OF PAGES 1 3

2. AMENDMENT/MODIFICATION NO. 22

3. EFFECTIVE DATE Same as Bk. 16C

4. REQUISITION/PURCHASE REQ. NO. N/A

5. PROJECT NO. (If applicable)

6. ISSUED BY

NASA Shared Services Center
Procurement Office, Bldg. 5100
Stennis Space Center, MS 39529-6000
Attn: Ann Sharpe

14. ADMINISTERED BY (If other than Item 6)

8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code)

COMPUTER SCIENCES CORPORATION
Information Technology & Science Solutions Division
7700 Hubble Drive
Lanham Seabrook, MD 20706

(4) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO.

NNX05AA01C

10B. DATED (SEE ITEM 13)

May 17, 2005

CODE

FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning one (1) copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

14. A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Contract Section I FAR Clause 52.243-2, "Changes-Cost Reimbursement," AUG 1987 w/Ait II, APR 1984

D. OTHER Specify type of modification and authority

E. IMPORTANT: Contractor is not, is required to sign this document and return 3 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Prior Amount
This Action
New Total

Contract Amount

\$ [redacted]
\$ [redacted]

Incremental Funding

\$ [redacted]
\$ [redacted]

See Continuation Page

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

JAN KELLETT
Contract Administrator

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

ANN SHARPE
Contracting Officer

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

01/26/2007

16B. UNITED STATES OF AMERICA

BY [Signature]
(Signature of Contracting Officer)

16C. DATE SIGNED

1/26/2007

[Signature]
(Signature of person authorized to sign)

NSN 7540-01-152-8070
PREVIOUS EDITION UNUSABLE

30-105
Computer Generated

STANDARD FORM 30 (REV. 10-83)
Prescribed by GSA
FAR (48 CFR) 53.243

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

A. The purpose of this Supplemental Agreement is to provide for the following changes to the Contract: Update Sections G.7, "Technical Direction" to "Technical Coordination;" revised Paragraphs 2.5, 2.8.1, 2.17, and 3.3.1.5 of the Performance Work Statement; and updated J-2 DRDs with revisions to existing as well as added new DRD to fit the Contract's reporting requirements. Some of these changes affect Section B and J-5 of the Contract, are the result of CSC's proposal and its subsequent revisions dated 09/27/2006, 12/8/2006 and 12/13/2006, which were submitted in response to NSSC's Letter RFP issued 8/16/2006, and which falls within the general scope of the Contract, and is being awarded following discussions. This Contract change reflects an increase in contract value in the amount of \$ [REDACTED] for the Phase-in period and Five-year Base Period, and in the amount of \$ [REDACTED] covering all years of the Contract. Accordingly the contract document is changed as follows:

1. In Section B.2, "Estimated Cost and Award Fee," all dollar amounts listed under columns "Estimated Cost," "Maximum Available Award Fee" and "Total," are hereby revised as indicated on replacement Contract Page 1 -- which is ATTACHMENT 1 -- to this Modification.

2. In Section G.7, Technical 'Direction' is hereby changed to "Technical Coordination." (See ATTACHMENT 2.)

3. Attachment Number J-1 entitled, "Performance Work Statement (PWS)," is hereby changed as indicated in below. The ATTACHMENTS provided for below replace and update pages to Attachment J-1 of the Contract.

- a. Section 2.5, "Workload Data Report/Performance Metrics," is hereby changed as indicated in ATTACHMENT 3, replacement page 7.
- b. Section 2.8.1 regarding Disaster Recovery and Emergency Situations is hereby changed as indicated in ATTACHMENT 4, replacement page 9.
- c. Section 2.17, "Customer Satisfaction," is hereby changed as indicated in ATTACHMENT 5, replacement page 12.
- d. Under Section 3.3.1.5, "Procurement Training -- GS-1102 Training Program," the associated DRD is hereby changed as indicated in ATTACHMENT 6, replacement page 34.

4. Attachment Number J-2 entitled, "Data Requirements List/Data Requirements Description (DRL/DRD)" is hereby revised to provide for changes throughout indicated in 'red' on ATTACHMENT 7 of this document.

5. Attachment Number J-5, "Award Fee Plan," is hereby changed to allow for:

- a. Appendix A is hereby changed to allow for revision to maximum available award fee as a result of this modification. ATTACHMENT 8 replaces and updates Appendix A.

BLOCK 14 CONTINUED, DESCRIPTION OF AMENDMENT/MODIFICATION.

B. List of Attachments to this document:

ATTACHMENT NO. 1 – Replacement Page 1 of the Contract.....	1 Page
ATTACHMENT NO. 2 – Replacement Pages 15-16 of the Contract.....	2 Pages
ATTACHMENT NO. 3 – Replacement Page 7 of Contract Attachment J-1, PWS.....	1 Page
ATTACHMENT NO. 4 – Replacement Page 9 of Contract Attachment J-1, PWS.....	1 Page
ATTACHMENT NO. 5 – Replacement Page 12 of Contract Attachment J-1, PWS.....	1 Page
ATTACHMENT NO. 6 – Replacement Page 34 of Contract Attachment J-1, PWS.....	1 Page
ATTACHMENT NO. 7 – Replacement of J-2, DRDs, in its entirety	64 Pages
ATTACHMENT NO. 8 – Replacement Page 12/Appendix A to Contract J-5, Award Fee Plan. ...	1 Page

C. Contractor's Statement of Release:

In consideration of the modification(s) agreed to herein as complete equitable adjustments of Computer Sciences Corporation's (CSC) proposal dated 9/27/2006, and as revised on 12/8/06 and 12/13/06, received in response to NASA/NSSC's Letter RFP issued 8/16/2006, wherein CSC's proposal has been accepted via discussions, the Contractor hereby releases the Government from any and all liability under the Contract for further equitable adjustments attributable to such facts or circumstances giving rise to the contract changes set forth herein.

D. Except as provided herein, all terms and conditions of the document referenced in Item 10A, as heretofore changed, remain unchanged and in full force and effect.

PART I – THE SCHEDULE

SECTION B, SUPPLIES OR SERVICES AND PRICES/COSTS

B.1 SUPPLIES AND/OR SERVICES TO BE FURNISHED

(a) The Contractor shall provide the services in support of the NASA Shared Services Center (NSSC) as described in Section C of this contract and shall perform and/or deliver the following:

CLIN	Description	Reference	Schedule
01	Services in accordance with the PWS for Phase-in period	B.2, C.1	See F.2
02	Services in accordance with the PWS for Base period	B.2, C.1	See F.2
03	Services in accordance with the PWS for Option 1 period	B.2, C.1	See F.2
04	Services in accordance with the PWS for Option 2 period	B.2, C.1	See F.2
05	Services in accordance with the PWS for Option 3 period	B.2, C.1	See F.2
06	Services in accordance with the PWS for Option 4 period	B.2, C.1	See F.2
07	Services in accordance with the PWS for Option 5 period	B.2, C.1	See F.2

(End of Clause)

B.2 ESTIMATED COST AND AWARD FEE (NFS 1852.216-85)(SEP 1993)

The estimated costs and award fees for each period of this contract are as follows:

Item No.	Description	Estimated Cost	Maximum Available Award Fee	Total
CLIN 01	PHASE-IN	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 02	BASE PERIOD	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 03	OPTION 1	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 04	OPTION 2	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 05	OPTION 3	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 06	OPTION 4	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
CLIN 07	OPTION 5	\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
TOTAL BASE + OPTIONS		\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
GRAND TOTAL (WITH PHASE-IN)		\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]
Note:	The periods of performance for periods 01-07 are included in clause F.2 of this solicitation.			

(End of clause)

G.6 DESIGNATION OF NEW TECHNOLOGY REPRESENTATIVE AND PATENT REPRESENTATIVE (1852.227-72) (JULY 1997)

(a) For purposes of administration of the clause of this contract entitled "New Technology" or "Patent Rights Retention by the Contractor (Short Form)", whichever is included, the following named representatives are hereby designated by the Contracting Officer to administer such clause:

Title	Code	Address (including zip code)
New Technology – Ramona Travis	HA30	John C. Stennis Space Center Building 1100, Room 201E
Patent – Ramona Travis	HA30	Stennis Space Center, MS 39529

(b) Reports of reportable items, and disclosure of subject inventions, interim reports, final reports, utilization reports, and other reports required by the clause, as well as any correspondence with respect to such matters, should be directed to the New Technology Representative unless transmitted in response to correspondence or request from the Patent Representative. Inquiries or requests regarding disposition of rights, election of rights, or related matters should be directed to the Patent Representative. This clause shall be included in any subcontract hereunder requiring a "New Technology" clause or "Patent Rights Retention by the Contractor (Short Form)" clause, unless otherwise authorized or directed by the Contracting Officer. The respective responsibilities and authorities of the above named representatives are set forth in 1827.305-370 of the NASA FAR Supplement.

(End of clause)

G.7 TECHNICAL COORDINATION

(a) Performance of the work under this contract is subject to the written technical coordination of the Contracting Officer's Technical Representative (COTR), who shall be specifically appointed by the Contracting Officer in writing in accordance with NASA FAR Supplement 1842.270. "Technical coordination" means the technical guidance or information to the Contractor that approves approaches, solutions, designs, or refinements; fills in details or otherwise completes the general description of work or documentation items; shifts emphasis among work areas or tasks; or furnishes similar information to the Contractor needed to fulfill their work required within the general tasks and requirements included in Section C of this contract.

(b) The COTR does not have the authority to, and shall not, issue any guidance or information purporting to be technical coordination that--

- (1) Constitutes an assignment of additional work outside the statement of work;
- (2) Constitutes a change as defined in the changes clause;
- (3) Constitutes a basis for any increase or decrease in the total estimated contract cost, the fixed fee (if any), or the time required for contract performance;
- (4) Changes any of the expressed terms, conditions, or specifications of the contract; or
- (5) Interferes with the Contractor's rights to perform the terms and conditions of the contract.

(c) All technical coordination shall be issued in writing by the COTR.

(d) The Contractor shall proceed promptly with the performance of technical coordination duly issued by the COTR in the manner prescribed by this clause and within the COTR's authority. If, in the Contractor's opinion, any coordination with the COTR falls within any of the categories defined in paragraph (b) above, the Contractor shall not proceed but shall notify the Contracting Officer in writing within Five (5) working days after receiving it and shall request the Contracting Officer to take action as described in this clause. Upon receiving this notification, the Contracting Officer shall either issue an appropriate contract modification within a reasonable time or advise the Contractor in writing within 30 days that the instruction or direction is--

G.7 (Con't) TECHNICAL COORDINATION (Continued)

(1) Rescinded in its entirety; or

(2) Within the requirements of the contract and does not constitute a change under the changes clause of the contract, and that the Contractor should proceed promptly with its performance.

(e) A failure of the Contractor and Contracting Officer to agree that the guidance is both within the requirements of the contract and does not constitute a change under the changes clause, or a failure to agree upon the contract action to be taken with respect to the instruction or direction, shall be subject to the Disputes clause of this contract.

(f) Any action(s) taken by the Contractor in response to any guidance given by any person other than the Contracting Officer or the COTR shall be at the Contractor's risk.

(End of Provision)

G.8 ACCESS TO CONFIDENTIAL INFORMATION

(a) As used in this clause, "confidential information" refers to information that a contractor has developed at private expense, or that the Government has generated that qualifies for an exception to the Freedom of Information Act, which is not currently in the public domain, and may embody trade secrets or commercial or financial information, and may be confidential or privileged.

(b) To assist NASA in accomplishing management activities and administrative functions, the Contractor shall provide the services specified elsewhere in this contract. Performing these services may require access to confidential information that other companies have furnished to the Government in the course of providing supplies or services, or that the Government has generated.

(c) In performing this contract, the Contractor agrees to--

(1) Utilize any confidential information coming into its possession only for the purposes of performing the services specified in this contract, and never to improve its own competitive position in procurement.

(2) Safeguard confidential information coming into its possession from unauthorized use and disclosure.

(3) Allow access to confidential information only to those employees that need it to perform services under this contract.

(4) Preclude access and disclosure of confidential information to persons and entities outside of the Contractor's organization.

(5) Train employees who may require access to confidential information about their obligations to utilize it only to perform the services specified in this contract and to safeguard it from unauthorized use and disclosure.

(6) Obtain an express, binding written agreement from each employee who receives access to confidential information to protect it from unauthorized use or disclosure and to utilize it only for the purposes of performing this contract.

(7) Establish a monitoring process to ensure that employees comply with all reasonable security procedures, report any breaches to the Contracting Officer, and implement any necessary corrective actions.

(d) The Contractor will comply with all procedures and obligations specified in its Organizational Conflict of Interest Avoidance Plan, which the Contracting Officer has approved and incorporated into this contract.

(e) The nature of the work on this contract may subject the Contractor and its employees a variety of laws and regulations relating to ethics, conflicts of interest, corruption, and other criminal or civil matters relating to the award and administration of government contracts. Recognizing that this contract establishes a high standard of accountability and trust, the Government will carefully review the Contractor's performance in relation to the mandates and restrictions found in these laws and regulations.

(f) The Contractor shall include the substance of this clause, including this paragraph (f), suitably modified to reflect the relationship of the parties, in all subcontracts that may involve access to confidential information.

(End of clause)

(END OF SECTION)

2.3 REPORTING/INFORMATION REQUESTS

The SP shall respond to all data calls and requests for reports and information, including scheduled and ad hoc requests, from the COTR or NSSC CO. The SP shall notify the COTR of requests received from other sources prior to responding to those requests. The SP shall provide support to the NSSC CO for all Freedom of Information Act (FOIA) requests and refer FOIA inquiries to the NSSC CO.

2.4 NSSC SITE VISITS/INSPECTIONS

The SP shall support all NSSC site visits and inspections when notified by the COTR. The SP shall cooperate with visiting Government personnel conducting official inspection visits and surveys. The SP shall notify the COTR of planned visits, investigations, or corrective actions required by Federal, state, and local agencies. The SP shall notify the COTR of the unannounced arrival of representatives from any external Federal, state, or local government agency or organization.

2.5 WORKLOAD DATA REPORT/PERFORMANCE METRICS

The SP shall provide and maintain a controlled-access on-line, automated management and work information system(s). This management information system shall reflect the workload expended by the SP to accomplish the requirements of the contract or letter of obligation and this PWS.

Access to this system will be defined by the COTR. The SP shall provide authorized users with electronic access to this system. Access includes the ability to read and download data, and construct and execute ad hoc queries and custom reports with current and historical data. Data shall be compatible with Microsoft software products. Data shall be current, accurate, and complete. The SP shall develop and maintain user guides and provide training for users on how to access on-line management information systems.

Attachment J-3 Technical Exhibit 4 contains the Performance Requirements Summary (PRS), which is a listing of minimum performance requirements that the Government intends to use to verify and evaluate SP performance. The SP shall develop, maintain, analyze, and report performance metrics for work described in this PWS, particularly, performance requirements addressed in the PRS. The SP shall report these metrics as part of management reviews. The SP shall provide objective, measurable metrics as partnered with the NSSC. The SP shall report existing or potential problem areas with recommended solutions. The SP shall prepare and submit a Performance Measurement Plan (DRD 2.5-2). The SP shall submit a monthly electronic Performance Metrics Report to the NSSC, in accordance with DRD 2.5-1. The SP shall submit a Performance and Utilization Report in support of Service Level Agreements (SLA) reporting requirements documented in the annually approved SLA (DRD 2.5-3).

The SP shall prepare and deliver reports upon request from the NSSC CO or COTR. Requested reports may contain Administratively Controlled Information (ACI) as defined in NPR 1600.1 "NASA Security Program Procedural Requirements," Chapter 5, section 5.22, as amended.

2.6 INNOVATION AND CONTINUOUS PROCESS IMPROVEMENTS

The SP shall continuously assess and benchmark internal processes to look for ways to improve services. The SP shall continuously improve business processes and increase productivity to continually optimize the quality of services provided to the NSSC. In an effort to gauge NSSC performance management strategies, continuous improvement strategies, and overall adaptation of shared services leading practices, the SP shall provide a periodic review of the NSSC (DRD 2.6-1). Additionally, the SP shall provide support in developing business case analysis for future NSSC work identified by the NSSC management team.

The SP shall provide project management support in developing and maintaining NSSC strategic plans, integrated project schedules, consolidated emergency preparedness plans, and consolidated continuity of operations plans, as required.

person who lost the access media, date the access media was discovered missing, name of person who signed for the access media, immediate risks and mitigation, and any other relevant details.

2.8 SAFETY AND OCCUPATIONAL HEALTH

The SP shall conduct all work in a safe manner and in compliance with, at a minimum, Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), and NPR 8715.3, "NASA Safety Manual," as amended. If a safety requirement cannot be met, the SP shall submit a "deviation/waiver" request for approval, as outlined by NPR 8715.3, Section 1.19, "Safety Variance," as amended. The SP shall maintain and report to NASA an accurate record of work-related illnesses, accidents, and incidents resulting or causing injury or death and accidents resulting in damage to government property, supplies, and equipment. All mishap reporting and close calls will be conducted in compliance with NPD 8621.1H, "NASA Mishap and Close Call Reporting, Investigation, and Recordkeeping Policy," as amended. The SP shall immediately report to NASA all "Unsafe" or "Unhealthy" conditions within the workplace. The SP shall submit an anomaly report for each major anomaly, in accordance with DRD 2.8-1.

For fire safety, the SP shall comply with all applicable Federal, State, and local requirements pertaining to Fire Protection and Life Safety, and NASA Standard (STD) 8719.11, "NASA Safety Standard for Fire Protection."

2.8.1 The Sp shall prepare and deliver reports upon request from the NSSC CO or COTR. Requested reports may contain Administratively Controlled Information (ACI) as defined in NPR 1600.1 "NASA Security Program Procedural Requirements," Chapter 5, section 5.22, as amended. Disaster Recovery and Emergency Situations

Emergency situations (including, but not limited to, disasters of any kind whether natural disasters, accidents, or terrorist-related in nature) may necessitate the SP to operate on an extended schedule (including days or shifts not normally scheduled), or on a curtailed basis, at a different level of service, or not at all. This includes changes in security condition levels for the facilities, which may impact normal operations.

Extreme weather conditions may warrant temporary office evacuation or NSSC closure. The SP shall respond to extreme weather conditions according to COTR direction, and shall inform all SP employees of these instructions. Announcements of facility closures will be made in the following manner: during normal duty hours, notification will be given through normal chain of management; during non-duty hours, notification will be made through local radio and television channels. Facility closings shall not interfere with the SP operation and/or maintenance of the critical systems. Such interruptions will be considered when assessing SP performance for the affected period. The SP shall jointly coordinate with the Government in the development and implementation of a NSSC Integrated Emergency Preparedness Plan that complies with NPD 8710.1A, "NASA Emergency Preparedness Program," as amended, and all applicable Federal, State and local requirements governing emergency preparedness programs (Data Requirements Document: DRD 2.8-2).

The SP shall establish and maintain a notification system capable of notifying SP key personnel of critical system failures and security alarms during non-duty hours. The SP shall jointly coordinate with the Government in the development of a NSSC Integrated Emergency Situations and Contingency Operations Support Plan, submit it to the COTR for review, then to the Executive Director and to the SP Program Manager for joint, signed approval. All NSSC SP employees identified as essential personnel shall remain on duty, or report for duty in accordance with the procedures outlined in the NSSC Integrated Emergency Situations and Contingency Operations Support Plan (DRD 2.8-3).

The SP shall participate in all scheduled and unscheduled fire drills or other scheduled safety and emergency-training exercises, which may necessitate interrupted services unless directed otherwise.

The SP shall support all emergency preparedness activities to include disaster recovery planning and execution, and contribute to the development of the NSSC Integrated Continuity of Operations Plan (COOP). This will require the SP to closely collaborate with the NSSC in the development of an integrated

- NPR 8570.1, "Energy Efficiency and Water Conservation Technologies and Practices," as amended, with Change 1 dated March 30, 2004.
- Presidential Memorandum on Energy Conservation at Federal Facilities and Related Information dated May 3, 2001.

2.17 CUSTOMER SATISFACTION

The SP shall employ industry accepted as well as innovative techniques to measure customer satisfaction. The target audience shall be both internal and external NSSC customers. The employed techniques shall enable customer assessment of SP performance with respect to accuracy, timeliness, quality, and overall effectiveness. The SP shall develop and deploy tools to assess the full scope of SP performance. The SP utilized tools/techniques shall facilitate evaluation based on objective as well as subjective criteria. The SP shall develop and submit a Customer Satisfaction Survey Plan (DRD 2.17-2). Trends in customer satisfaction shall be monitored and reported monthly (DRD 2.17-1).

The SP shall provide a baseline customer satisfaction survey and broad-based performance survey to assess the customers' current quality of services and the customer's perception of NSSC performance, respectively (DRD 2.17-3).

3 PERFORMANCE REQUIREMENTS AND OBJECTIVES

Section 3 of this PWS provides SP performance requirements and objectives. It is organized by function as follows:

- 3.1: Financial Management (FM)
- 3.2: Human Resources (HR)
- 3.3: Procurement
- 3.4: Information Technology (IT)

Section 3 has been organized for convenience in preparing and defining the requirements. However, this is not intended to suggest or dictate the SP organization.

Within each sub-section an introduction is provided, followed by the detailed SP requirements. Specific performance requirements related to these activities are included in Attachment J-3, Technical Exhibit 4, "Performance Requirements Summary."

3.1 FINANCIAL MANAGEMENT (FM)

The SP shall process accounts payable, accounts receivable, travel, payroll, and financial reporting (DRD 3.1-1). The SP shall use all existing NASA systems in operation at time of transition. The SP is required to use NASA's existing Core Financial software - SAP R/3 - to perform the financial management activities. The SAP version to be used is Industry Solution - Public Sector (IS-PS) version 4.62c, as updated. The SAP modules that are currently in use are Materials Management (MM), Funds Management (FM), Sales and Distribution (SD), Controlling (SAP CO), Project Systems (PS), and Financials (FI), which include SL - Special Ledger. The SP is required to use Business Warehouse (BW) for reporting, query and reconciliation activity. NASA's policies and procedures include NASA's Financial Management Regulations (FMR) (previously the Financial Management Manual (FMM)) and On-Line Quick Reference (OLQR). NASA's OLQR is a web-enabled central repository containing SAP user procedures, forms and job aids. The SP shall use NASA's travel system in operation at time of transition. NASA anticipates implementing an eTravel solution at time of transition of the activity. The software currently in use is Gelco's Travel Manager. NASA will provide training for the NASA-configured SAP modules. WebTADS is the time and attendance

throughout NASA. The SP shall develop a Procurement Forms Standardization Plan for CO review and approval, which would lead to a single set of Agency procurement forms and checklists (DRD 3.3-1). These activities shall adhere to NASA standards for electronic forms and digital signatures.

3.3.1.4 User Support and Procurement System Administration

The SP shall provide user and system administrative support to the NSSC including but not limited to the following:

- Establish and maintain application accounts for systems such as the SBIR Procurement Electronic Handbooks.
- Coordinate passwords managed by SBIR/STTR Program Management Office EHB support contractor for the SBIR/STTR Procurement Electronic Handbooks.
- Provide information and support to users in the correction and resolution of data errors.
- Implement and incorporate any changes in data requirements made to the procurement systems at the NSSC such as the FPDS-NG.
- Provide general information and support to system users and in application problem resolution.
- Provide ad-hoc system application training.
- Provide ad-hoc report training using Agency established report systems.

3.3.1.5 Procurement Training – GS-1102 Training Program

NASA's policy regarding the GS-1102 Training Program has its basis in Division D of the Clinger Cohen Act, P.L. 104-106 (February 10, 1996), which mandates an agency training program for acquisition personnel. In addition to the training requirements listed in Section 3.2.2, the SP shall:

- Serve as the POC for Program participants on logistical and operational matters.
- Advertise upcoming Program classes to center procurement offices, collect names of course participants, and prioritize course attendance in accordance with the NASA Procurement Training Policy.
- Provide course logistical services interfacing with existing NASA-determined training sites, instructors, and participants. The SP shall handle special needs issues such as employees with disabilities, dietary restrictions, transportation needs, and any emergency issues that may arise during the duration of the class.
- Update NASA GS-1102 employee data including: educational history, grades, required procurement classes completed and when, dates for refresher classes, Certificates of Achievement obtained, and data on Grandfathering/Equivalent requests, approvals or denials.
- Prepare Certificates of Achievement for NASA official's signature.
- Review requests for substituting experience or other courses than those listed in the NASA Procurement Training Policy and draft the recommended response for NASA official's signature. Distribute documents in accordance with NASA's direction.
- Collect and submit annually suggested revisions to the Procurement Training Policy from NASA procurement organizations and organize the suggestions into a document (DRD 3.3-5).

**NASA SHARED SERVICES CENTER
CONTRACT**

ATTACHMENT J-2

**DATA REQUIREMENTS LIST/DATA
REQUIREMENTS DESCRIPTION (DRL/DRD)**

DATA REQUIREMENTS LIST

DRL NUMBER: NSSC-SP-01		REVISION 1 via Contract Mod #2; 2 via Mod #4 ; 3 via Mod 16, 4 via Mod 22
PROJECT/SYSTEM NASA Shared Services Center Contract		
CONTRACT NUMBER		PREPARATION DATE 20 July 2004
CONTRACTOR		TECHNICAL APPROVAL
ATTACHMENT NUMBER Section J, Attachment J-2		EXHIBIT NUMBER N/A
ITEM NO.	TITLE	CHANGE STATUS
2.1-1	Report, Equal Employment Opportunity	
2.5-1	Report, Contract Performance (Metrics)	
2.5-2	Plan, Performance Measurement	new
2.5-3	Report, Performance and Utilization	new
2.6-1	Briefing, Performance, Continuous Improvement Strategies, and Shared Services Leading Practices Review	New via Mod 16
2.8-1	Report, Anomaly	
2.8-2	Plan, NSSC Integrated Emergency Preparedness	
2.8-3	Plan, NSSC Integrated Emergency Situations and Contingency Operations	
2.9-1	Plan, Risk Management	
2.10-1	Plan, Quality Control	
2.11-1	Report, Contractor Financial Management	Update via Mod 4
2.11-2	Report, Monthly Allocation Cost	
2.11-3	RESERVED	Update via Mod 4
2.11-4	Reports, Annual Phased Plan	Update via Mod 4
2.11-5	Report, Quarterly A-76 Cost	New
2.12-1	Plan, Phase-in, Transition, and End State Delivery	
2.17-1	Report, Customer Satisfaction Assessment	
2.17-2	Plan, Customer Satisfaction Assessment Report Survey	New
2.17-3	Briefing, Baseline Customer Satisfaction Survey & Broad-based Performance Survey	New via Mod 16
3.1-1	Report, Financial Management	
3.1-2	Plan, Internal Control	
3.1-3	Report, Develop SP Finance Performance Metrics	
3.1-4	Report, Accounts Payable Payments Report	
3.1-5	Report, Interest Paid and Discounts Earned	
3.1-6	Report, Quarterly Receivables Due from the Public	
3.1-7	Report, Accounts Receivable Metrics	
3.1-8	Report, Collections	
3.1-9	Report, Accounts Receivable Transferred to U. S. Treasury	
3.1-10	Report, Average Days Outstanding for Accounts Receivable	RESERVED Deleted
3.1-11	Report, Payroll Payments Issued	RESERVED Deleted
3.1-12	Report, Time and Attendance Reports Processed	RESERVED Deleted
3.1-13	Reserved	Updated via Mod 2
3.1-14	Report, Payments Accepted from a Non-Federal Source (Semi-annual)	
3.1-15	Report, Domestic Travel Vouchers Processed	RESERVED Deleted

3.1-16	Report, Foreign Travel Vouchers Processed	RESERVED	Deleted
3.1-17	Report, Average Days to Process Travel Voucher	RESERVED	Deleted. Being incorporated into DRD 2.5-1's deliverable.
3.1-18	Report, PCS/TCS Travel Vouchers Processed	RESERVED	Deleted
3.1-19	Report, Annual Relocation		
3.2-1	Metrics, Drug Testing Performance		
3.2-2	RESERVED		Moved/changed to 3.3-5
3.2-3	Training Aids, Training Materials for HR Data Users		
3.3-1	Plan, Procurement Forms Standardization		
3.3-2	Report, Grants Study		
3.3-3	Report, SBIR/STTR Study		
3.3-4	Handbook, NASA Contracting Intern Program (NCIP)		
3.3-5	Report, NASA Suggested Revisions to 1102 Procurement Training Policy		Moved/changed from 3.2-2
3.4-1	Policy Development, Information Technology		
3.4-2	Report, IT Delivery Models and Assessments		
3.4-3	Plan, Configuration Management		
3.4-4	Report, IT Security Metrics Report		
3.4-5	Report, Application Development and Engineering		
3.4-6	Report, Vulnerability & Incident Analysis		
3.4-7	Plan, IT Security		
3.4-8	Report, Customer Contact Center, Web and Help Desk Integration Business Case Study		
3.4-9	New IT Systems Summary		Update via Mod 4

**INSTRUCTIONS FOR COMPLETING CONTRACT
APPLICATION INFORMATION**

- A. **LINE ITEM NO.** - Sequentially number line items beginning with number 001.
- B. **LINE ITEM TITLE** - Enter the title of the data item, as shown in the Performance Work Statement (PWS), the RFP and/or as directed by the CTM.
- C. **OPR (OFFICE OF PRIMARY RESPONSIBILITY)** - Enter the organization designated to exercise technical and or administrative control over the data requirement. Use approved organizational code.
- D. **TYPE** - Enter "Type of Data" code as follows:

CODE	DESCRIPTION
1	Data requiring written approval by the procuring activity prior to implementation into the procurement or development program.
2	Data submitted to the procuring activity for review not later than three weeks prior to project implementation. Data shall be considered approved unless the contractor has been notified of disapproval prior to project implementation.
3	Data submitted to the procuring activity for coordination, surveillance, or information.
4	Data retained by the contractor to be made available to the procuring activity upon request. The contractor shall furnish a list to the procuring activity.
5	Data to be retained by the contractor and reviewed by NASA on request.

- E. **INSPECT/ACCEPT** - Enter Inspection Acceptance code as follows:

CODE	INSPECTION	ACCEPTANCE	CODE	INSPECTION	ACCEPTANCE
1	Source	Source	4	Certificate of Conformance	(Mandatory)
2	Destination (OPR)	Destination (OPR)	5	Certificate of Conformance	(Optional)
3	Source	Destination (OPR)	6	No Inspection Required	No Acceptance Required

- F. **FREQ. OF SUBM.** - Enter the frequency of submission code as follows:

CODE	DESCRIPTION	CODE	DESCRIPTION	CODE	DESCRIPTION
AD	AS DIRECTED	PC	PER CONTRACT	PV	PER VEHICLE
AN	ANNUAL	PD	PER FAILURE	QU	QUARTERLY
AR	AS REQUIRED	PE	PER EVENT	RD	AS RELEASED
BE	BIENNIAL	PF	PER FACILITY	RT	ONE TIME & REVISIONS
BM	BIMONTHLY (every two months)	PG	PER PROGRAM	SA	SEMI ANNUALLY
BW	BIWEEKLY (every two weeks)	PI	PER EQUIPMENT END ITEM	SM	SEMI MONTHLY
DA	DAILY	PJ	PER PROJECT	TY	THREE YEAR PERIOD
DD	DEFERRED DELIVERY	PL	PER LAUNCH FLIGHT MISSION	UR	UPON REQUEST
MO	MONTHLY	PS	PER SYSTEM	WK	WEEKLY
OT	ONE TIME	PT	PER TEST		

- G. **INITIAL SUBMITTAL** - Enter date of initial submittal as follows: Month, Day, Year. If calendar date is not scheduled, enter number of days preceding, or following, event to which the data requirement is related (e.g., 90 days prior to launch). Amplify in REMARKS, Item J, if necessary.
- H. **AS OF DATE** - For "Onetime Only" submittals, enter date by month/day/year. For recurring submittals, enter number coding (e.g., 30/10, 90/10, 15/5, etc.). The first digit(s) indicate the number of calendar days from the reporting period's (Block F) start to the data preparation cut off. The second digit(s), after the slash, indicate the number of calendar days from the cut off to the submittal date. Example: If Block F were "MO" and Block H were "30/10", the data would include the entire month and would be submitted within 10 days thereafter.
- J. **REMARKS:** Enter in this space:
 - a. Minor exceptions to the DRD.
 - b. Stipulation of specific forms when multiple forms are authorized on the DRD.
 - c. The paragraph, page, etc., in an existing contract where the data requirement is specified. (This data may be removed at final approval.)
 - d. Additional submittal information, if necessary.

- K. **DISTRIBUTION** - Enter organizational symbol, number of copies, and type of copy code(s) (in parenthesis) required for each office. Type of copy codes are as follows:

CODE	DEFINITION	CODE	DEFINITION
A	Electronic	C	Microfilm, Aperture Cards
B	Hardcopy for Signature	D	Other, (Explain in remarks, Item J).

EXAMPLE ENTRIES: IS-PRO-2 (1A) = One regular copy. IS-PRO-3 (5 A, 1B) = Five Regular copies, One Reproducible copy.
Enter the total number of copies by type in the space provided

**INSTRUCTIONS FOR COMPLETING DATA
REQUIREMENT DESCRIPTION**

GENERAL - The Data Requirement Description (DRD) will be prepared to describe the content and provide preparation information for data required in support of NASA programs.

- 1. **TITLE** - Enter the title or type of document required. The first word of the title should be a principal noun which best established the basic concept of the data. Subsequent words should be appropriate modifiers.
Examples: Plan, Project Development (SIVB)
Specification, Test (GSE)
Report, Quarterly Progress
Proposal, Engineering change (ECP)
- 2. **NUMBER** - Enter the appropriate number assigned to the DRD. This number will identify the appropriate data category.
- 3. **USE** - Enter a synopsis of the use of the document, stating reason for the requirement.
- 4. **DATE** - Enter date of preparation.
- 5. **ORGANIZATION** - Identify the installation preparing the DRD.
- 6. **REFERENCES** - List applicable documents by number, (NASA Management Manual, Mil Specifications, Federal Standards, NASA Procurement Regulation, etc.) to which the preparing office (e.g., NASA installations, contractors, etc.) may refer for additional information concerning the data requirement.
- 7. **INTERRELATIONSHIP** - Enter all affected approved DRDs within the scope of the program when the DRD under preparation creates a significant impact or interface relationship with existing DRDs. Include a brief narrative of the impact or relationship created and a statement that the new DRD does not cause a conflict with other DRDs.
- 8. **PREPARATION INFORMATION** - Provide ample information for preparation of the data required by the data requirements description; include all necessary details of preparation to satisfy the originator's formal requirements.

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01	A. ITEM NO. 2.1-1
--	----------------------

B. LINE ITEM TITLE:
Equal Employment Opportunity Reports

C. OPR.	D. TYPE	E. INSPECT/ ACCEPT	F. REQ.	G. INITIAL SUB.	H. AS OF DATE
NSSC	3	6	QU	October 1, 2006	90/10

J. REMARKS:
Type "A": Electronic submittal. Product shall be compatible with MicroSoft Office suite of software.

K. DISTRIBUTION NSSC CO	TOTALS	
	NO.	TYPE
	1	A

DATA REQUIREMENT DESCRIPTION

1. TITLE Equal Employment Opportunity Reports	2. NUMBER 2.1-1
3. USE This document will be used by NASA personnel to assess the Service Provider's Equal Employment Opportunity compliance and Diversity management of the contract effort.	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES

8. PREPARATION INFORMATION
Format and content of the report shall be in accordance with Attachments A and B, Quarterly Equal Opportunity Statistical Reports, and Attachment C, Narrative Report for Equal Employment Activities.)

RD 2.1-1 Attachment A

QUARTERLY EQUAL OPPORTUNITY STATISTICAL REPORT FOR THE PERIOD ENDING:
 COMPANY/CONTRACTOR:

OCCUPATIONAL CATEGORIES	TOTAL WORK FORCE #	WHITE		AFRICAN AMERICAN		HISPANIC		NATIVE AMERICAN ALASKAN NATIVE		ASIAN/PACIFIC ISLANDERS		TOTAL		TOTAL		TOTAL		
		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	MIN	MIN	MIN	MIN	MIN
		%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
OFFICIALS & MANAGERS																		
PROFESSIONALS																		
ENGINEERS																		
TECHNICIANS																		
SALES WORKERS																		
OFFICE & CLERICAL																		
CRAFTSMEN(SKILLED)																		
OPERATIVES(SEMISKILLED)																		
LABORERS (UNSKILLED)																		
SERVICE WORKERS																		
TOTALS	100%																	

HIRES	PROMOTIONS	RECALLS	SEPARATIONS

PROFILE FIRST DAY	FINAL PROFILE	TERMINATIONS

Attachment C, DRD 2.1-1

Narrative Report for
Equal Employment Opportunity and Diversity Activities

A. COMMUNITY ACTIVITIES

B. RECRUITING ACTIVITIES

SPECIAL EVENTS

D. OTHER

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01						A. ITEM NO. DRD 2.5-1								
B. LINE ITEM TITLE: Contract Performance (Metrics) Report														
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. REQ. QTR	G. INITIAL SUB. Reviews – Phase-in Metrics – Jan 06	H. AS OF DATE * 90 / *15									
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.														
K. DISTRIBUTION NSSC					<table border="1"> <thead> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>A</td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>		TOTALS		NO.	TYPE	1	A		
TOTALS														
NO.	TYPE													
1	A													
DATA REQUIREMENT DESCRIPTION														
1. TITLE Contract Performance (Metrics) Report				2. NUMBER DRD 2.5-1										
3. USE To provide Government insight into service provider performance in all areas of the contract and existing or potential problem areas.				4. DATE 08/31/04		5. ORGANIZATION NSSC								
7. INTERRELATIONSHIP				6. REFERENCES PWS 2.5										
8. PREPARATION INFORMATION														
<p>CONTENT: The service provider shall develop, maintain, analyze, and report performance in all areas of the contract. The performance measures and metrics shall include meaningful demonstration of work performance, quality, responsiveness, and long-term effectiveness of the work or services. Metrics developed jointly by the Government and service provider through partnering efforts shall be incorporated into the contractor's database for reporting purposes. The SP shall identify Key Performance Indicators (KPI) in accordance with shared services industry practice. The service provider shall report existing or potential problem areas with recommended solutions.</p> <p>FORMAT: Service Provider format is acceptable. The report shall identify contract title and contract number.</p> <p>ATTRIBUTES: As a minimum, metrics shall be meaningful, customer oriented, linked to goals/objectives, process/action oriented, developed from readily collectible and verifiable data, trendable, visually and simply displayed, measurable, repeatable, capable of distinguishing desirable from undesirable results.</p> <p>REVIEWS: The Service Provider shall support NSSC Senior Leadership bi-weekly forums and conduct monthly quarterly, cumulative progress reviews. The SP shall present and provide review packages regarding the status of technical effort, schedule, readiness, financial condition, and business development activities.</p> <p>* Two of the quarterly Reports shall be included in SP's Award Fee Oral Presentations.</p>														

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. DRD 2.5-2							
B. LINE ITEM TITLE: Plan, Performance Measurement												
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT 2	F. REQ. RT	G. INITIAL SUB. 4/30/2006 Draft 10/31/06 Final within 3 weeks following Review	H. AS OF DATE 6/30/2006 Draft 10/31/06 Final within 3 weeks following Review							
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.												
K. DISTRIBUTION NSSC CO					<table border="1"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td>1</td> <td>A</td> </tr> </table>		TOTALS		NO.	TYPE	1	A
TOTALS												
NO.	TYPE											
1	A											
DATA REQUIREMENT DESCRIPTION												
1. TITLE Contract Performance Plan				2. NUMBER DRD 2.5-2								
3. USE To provide a Plan for the development of performance measures addressing timeliness, accuracy, and quality of work performed.				5. DATE 06/30/2006								
				5. ORGANIZATION NSSC								
7. INTERRELATIONSHIP				6. REFERENCES PWS 2.5								
8. PREPARATION INFORMATION												
<p>CONTENT: The service provider shall provide a performance measurement plan regarding the metrics program to be implemented the NSSC. Performance measurements shall be developed for each activity transitions to the NSSC per the Integrated Transition Schedule.</p> <p>FORMAT: The format will be developed jointly by the Government and Service Provider.</p> <p>ATTRIBUTES: As a minimum, metrics shall be meaningful, customer oriented, linked to goals/objectives, process/action oriented, developed from readily collectible and verifiable data, trendable, visually and simply displayed, measurable, repeatable, capable of distinguishing desirable from undesirable results.</p>												

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. DRD 2.5-3	
B. LINE ITEM TITLE: Report, Performance and Utilization						
C. OPR.	D. TYPE	E. INSPECT/ ACCEPT	F. REQ.	G. INITIAL SUB.	H. AS OF DATE	
NSSC	2	6	MO	Sept. 06	30/15	
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					1	A
DATA REQUIREMENT DESCRIPTION						
1. TITLE Performance and Utilization Report				2. NUMBER DRD 2.5-3		
3. USE To provide performance and utilization data to NASA Centers in accordance with the NSSC Service Level Agreement.				6. DATE 04/01/06		
				5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP				6. REFERENCES PWS 2.5		
PREPARATION INFORMATION						
<p><u>CONTENT:</u> The Service Provider shall develop performance data which will be used to provide a performance and utilization report to the NASA Centers. The performance measures and metrics shall include meaningful demonstration of work performance, quality, responsiveness, and long-term effectiveness of the work or services. Metrics developed jointly by the Government and Service Provider through partnering efforts shall be incorporated into the contractor's database for reporting purposes. The Service Provider shall identify Key Performance Indicators (KPI) in accordance with shared services industry practice. The Service Provider shall report existing or potential problem areas with recommended solutions. Quarterly deliverables shall be cumulative for the year and in Government approved format.</p> <p><u>FORMAT:</u> The format will be developed jointly by the Government and Service Provider.</p> <p><u>ATTRIBUTES:</u> As a minimum, metrics shall be meaningful, customer oriented, linked to goals/objectives, process/action oriented, developed from readily collectible and verifiable data, trendable, visually and simply displayed, measurable, repeatable, capable of distinguishing desirable from undesirable results.</p> <p><u>REVIEWS:</u> The Government will review the report and provide feedback to the Service Provider.</p>						

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL - NSSC					A. ITEM NO. 2.6-1
B. LINE ITEM TITLE: Performance, Continuous Improvement Strategies, and Shared Services Leading Practices Review					
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ACCEPT 6	F. REQ. Amend as needed	G. INITIAL SUB. March 2007 and March 2008	H. AS OF DATE Twice Only
J. REMARKS: Type "D": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.					
K. DISTRIBUTION NSSC Executive Director NSSC Senior Management Team					TOTALS NO. TYPE N/A D
DATA REQUIREMENT DESCRIPTION					
1. TITLE Shared Services Leading Practices Scorecard and Gap Analysis				2. NUMBER 2.6-1	
3. USE Management tool to evaluate NSSC performance, continuous improvement practices, and overall effectiveness in implementing a shared services delivery model.				4. DATE 07/14/06	
				5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP				6. REFERENCES	
8. PREPARATION INFORMATION The SP shall provide an independent consultant knowledgeable of NASA and Shared Services leading practices to review and document that the NASA Shared Services Center continues to implement performance management strategies and continuous improvement strategies that exemplify Shared Services Leading Practices. The overall objective is to increase the probability of NASA Shared Services Center (NSSC) success by ensuring the NSSC is <ul style="list-style-type: none"> • Cognizant of shared services leading practices • Deploying these practices in processes, procedures, etc. The approach for accomplishing this objective will be to: <ul style="list-style-type: none"> • Determine and document the NSSC's (Civil Service and Service Provider) continued approach to effective shared services management • Compare NSSC's approach to shared services leading practices • Develop a Gap Analysis that identifies and prioritizes areas that NASA and/or the NSSC Service Provider must focus its efforts to ensure success, as applicable. 					

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01					A. ITEM NO. DRD 2.8-1
B. LINE ITEM TITLE: Anomaly Report					
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. REQ. AR	G. INITIAL SUB. As required	H. AS OF DATE As required
J. REMARKS: Block F: An anomaly report is required for each major anomaly as it occurs. The format for the Anomaly Report is at the discretion of the Service Provider. Type "A": Electronic Submittal. Product shall be compatible with MicroSoft Office suite of software.					
K. DISTRIBUTION NSSC CO				TOTALS	
				NO.	TYPE
				1	A
DATA REQUIREMENT DESCRIPTION					
1. TITLE Anomaly Report				2. NUMBER DRD 2.8-1	
3. USE Anomaly Report, to provide immediately a description of equipment/system failure or anomaly, an accident, near miss, or personal injury.				4. DATE 08/31/04	
				5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP				6. REFERENCES PWS 2.8	
8. PREPARATION INFORMATION					
<p>1. An Anomaly Report shall be prepared and distributed per Block K not later than one half working day after the anomaly occurs and shall include but not be limited to:</p> <ul style="list-style-type: none"> a. System or Systems involved. b. Nature and location of anomaly. c. Number, and, if possible, the names of employees involved and nature of injuries, if any. d. Date, time, probable cause of occurrence and events leading up to anomaly. e. Project, test, or operation involved; the nature and estimated dollar value of damage and estimated time the project will be delayed. f. Eyewitness account of anomaly. g. Action to be taken with system after Anomaly Report is completed. h. Persons notified. i. Photographs, if available. <p>2. A detailed report shall be submitted upon request within 15 working days of the anomaly and shall give a detailed engineering analysis of the anomaly; include photographs of the system, if required; list corrective actions taken; and, state means to prevent recurrence. When analysis/action has not been completed within 15 working days, an interim report shall be submitted. Such interim reports shall contain the status to date and the expected date for submission of the final report.</p>					

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01						A. ITEM NO. DRD 2.8-2
B. LINE ITEM TITLE: NSSC Integrated Emergency Preparedness Plan						
C. OPR.	D. TYPE	E. INSPECT/ACCEPT	F. FREQ.	G. INITIAL SUB.	H. AS OF DATE	
NSSC	1	2	Amend as necessary	February 2006		
J. REMARKS: CS and SP Jointly Develop an Integrated Emergency Preparedness Plan in accordance with NPD 8710.1A, as amended.						
K. DISTRIBUTION NSSC CO						TOTALS
						NO.
						TYPE
						1
						A
						1
						B
DATA REQUIREMENT DESCRIPTION						
1. TITLE NSSC Integrated Emergency Preparedness Plan					2. NUMBER DRD 2.8-2	
3. USE Management tool to ensure safety and security of NSSC personnel, assets, and information					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 2.8.1	
8. PREPARATION INFORMATION Comply with guidance and requirements in NPD 8710.1A, as amended. Plan must address disaster or emergency reaction procedures that will be utilized to ensure the safety and security of NSSC personnel, assets, and information. <u>FORMAT:</u> The format will be developed jointly by the Government and the Service Provider. <u>REVIEWS:</u> Will be jointly reviewed by CS and SP, signed concurrence by CS Directorate/Office Heads, and signed final approval by both the Executive Director and the SP Program Manager.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01						A. ITEM NO. DRD 2.8-3										
B. LINE ITEM TITLE: NSSC Integrated Emergency Situations and Contingency Operations Support Plan																
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. Amend as necessary	G. INITIAL SUB. 30 days prior to NSSC Operational Date	H. AS OF DATE											
J. REMARKS: CS and SP Jointly Develop an Integrated Develop NSSC Emergency Situations and Contingency Operations Support Plan in accordance with NPR 1620.1, NPD 8710.1A and NPR 8715.2, as amended.																
K. DISTRIBUTION NSSC CO						<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">A</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">B</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B		
TOTALS																
NO.	TYPE															
1	A															
1	B															
DATA REQUIREMENT DESCRIPTION																
1. TITLE NSSC CS and SP Integrated Emergency Situations and Contingency Operations Plan				2. NUMBER DRD 2.8-3												
3. USE Management tool to ensure safety and security of NSSC employees, physical assets and information during emergency situations.				4. DATE 08/31/04												
7. INTERRELATIONSHIP				5. ORGANIZATION NSSC												
				6. REFERENCES PWS Section 2.8.1												
8. PREPARATION INFORMATION Comply with guidance in NPR 1620.1, NPD 8710.1A and NPR 8715.2, as amended. Plan must address disaster recovery actions that will rapidly restore normal NSSC operations. <u>FORMAT:</u> The format will be developed jointly by the Government and the Service Provider. <u>REVIEWS:</u> Will be jointly reviewed by CS and SP, signed concurrence by CS Directorate/Office Heads, and signed final approval by both the Executive Director and the SP Program Manager.																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01						A. ITEM NO. DRD 2.9-1	
B. LINE ITEM TITLE: Risk Management Plan							
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. Amend as needed	G. INITIAL SUB. With Proposal	H. AS OF DATE		
J. REMARKS: Develop NSSC Risk Management Plan that addresses various applicable topics, including labor relations, loss of skill sets and institutional knowledge for functional activities, information systems infrastructure, disruption of service levels, and the organizational change necessary to implement the NSSC.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
						1	B
DATA REQUIREMENT DESCRIPTION							
1. TITLE NSSC Risk Management Plan					2. NUMBER DRD 2.9-1		
3. USE Management tool to help ensure operational effectiveness and efficiency					4. DATE 08/31/04		
					5. ORGANIZATION NSSC		
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 2.9		
8. PREPARATION INFORMATION							
<p>The Risk Management Plan shall follow the requirements of the current version of NPG 7120.5, Appendix E, as amended. The Service Provider's Risk Management Plan shall follow the formal process structure that corresponds to the six major sections of NPG 7120.5A, as amended:</p> <ul style="list-style-type: none"> • Introduction • Overview of Risk Management Process • Organization • Process Details • Resources and Schedule of Risk Management Activities • Documentation of Risk Information 							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL		NSSC-SP-01		A. ITEM NO. DRD 2.10-1	
B. LINE ITEM TITLE: Quality Control Plan					
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT 6	F. FREQ. Amend as needed	G. INITIAL SUB. With Proposal	H. AS OF DATE
J. REMARKS: Develop NSSC Quality Control Plan that describes actions that will be taken to ensure service quality in each in Contract Performance areas.					
K. DISTRIBUTION NSSC CO					TOTALS
					NO. TYPE
					1 A
					1 B
DATA REQUIREMENT DESCRIPTION					
1. TITLE NSSC Quality Control Plan				2. NUMBER DRD 2.10-1	
3. USE Management tool to help ensure SP provides quality services				4. DATE 08/31/04	
				5. ORGANIZATION NSSC	
INTERRELATIONSHIP				6. REFERENCES PWS Section 2.10	
8. PREPARATION INFORMATION Plan must address both business process controls that assure integrity, and internal controls that reduce risk of fraud, waste and abuse. The SP Quality Control plan shall comply with NPD 1200.1A , NPD 9050.3E and NPR 4100.1d, as amended. The SP shall establish and conduct a Quality Management System (QMS) for all services provided under this contract that complies with the guidance in ISO 9001-2000 Quality Management Standards. The SP shall use ISO 10005 as a guide for developing a Quality Control Plan.					

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL

NSSC-SP-01

A. ITEM NO.
DRD 2.11-1

B. LINE ITEM TITLE:
Financial Management Analysis Reports

C. OPR. NSSC	D. TYPE 2	E. INSPECT/ACCEPT 2	F. FREQ. Monthly	G. INITIAL SUB. Initial Submission October 10, 2005	H. AS OF DATE 30/ * 10
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J. REMARKS:
* H. AS OF DATE: * 10 = "10 working days following the close of contractor's accounting period"

1) Provide inception-to-date financial management reports on form 533M consistent with the approved work breakdown structure (including roll-ups) to the NSSC Delivered Service (i.e. 3.1 Financial Management includes the following NSSC Delivered services : 3.1.1 Accounts Payables: 3.1.2 Accounts Receivable, 3.1.3 Payroll/Time & Attendance, 3.1.5 Travel Support), and in the 533 Format that's been approved by the NSSC Business and Administration Office. The report will include the accrued cost of Government benefits received from the contractor and subcontractor in the month being reported (actuals/accruals) and for the next month estimate.

2) Provide a supplemental report showing 533M data on a Government Fiscal Year (vs. inception-to-date) basis. The GFY EOY estimate is also required in this supplemental report similar to the requirement in 533M for estimate of end of contract.

3) 533M transmittal letter shall include a variance explanation of prior month estimate to current month actual greater than +/- 5%. (i.e. April estimate vs. April actual).

4) In addition, 533M transmittal letter shall include a variance explanation of plan vs. actual/accrual on a Government Fiscal Year cumulative to date greater than +/-10% or \$25,000, whichever is greater or as required by the NSSC Business and Administration Office. Variance explanations will be at the NSSC Delivered Service level or as required by the NSSC Business and Administration Office.

5) WYEs will be calculated for current month and next month estimate based on productive hours. Labor hours without WYE calculation are required in other column headings.

6) At end of Government fiscal year cost to support IEMP Implementation must be reported. This includes cost per IEMP project and phase of that project. (i.e. SAP Version Update: blue printing, realization, go live and stabilization, Contract Management: realization and go live and stabilization, E-travel, Integrated Asset Management, and HCIE phases of project)

K. DISTRIBUTION NSSC CO	TOTALS	
	NO	TYPE
	1	A
	1	B

DATA REQUIREMENT DESCRIPTION

Financial Management Analysis Reports	2. NUMBER DRD 2.11-1
Management tool to track SP costs.	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 2.11

8. PREPARATION INFORMATION
SP shall fully comply with guidance outlined in NPR 9501.2C, as amended

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 2.11-2
B. LINE ITEM TITLE: Monthly Allocation Cost Report						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ 6	F. FREQ. Monthly	G. INITIAL SUB. With first 533 Submission after NSSC Go-Live	H. AS OF DATE 30/10	
J. REMARKS: Supplemental financial management report to show allocation of SP Support Functions Cost (i.e. Management, IT, Cross Cutting Services) to NSSC Delivered Services (i.e. 3.1 Financial Management would be allocated to the following NSSC Delivered services : 3.1.1 Accounts Payables: 3.1.2 Accounts Receivable, 3.1.3 Payroll/Time & Attendance, 3.1.5 Travel Support). Where cost is directly related to a particular Center, the SP will provide the cost for that unique service or request when warranted. The report will include the accrued cost of Government benefits received from the contractor and subcontractor in the month being reported (actuals/accruals) and for the next month estimate.						
K. DISTRIBUTION NSSC CO						TOTALS
						NO. TYPE
						1 A
						1 B
DATA REQUIREMENT DESCRIPTION						
1. TITLE Monthly Allocation of SP Support Services					2. NUMBER DRD 2.11-2	
3. USE This report will be used by the NSSC Business and Administration Office to help determine the service rates, budget, and funding requirements required from each Center to support the NSSC. This report is also used for reporting in NASA financial systems.					4. DATE 08/31/04	
7. INTERRELATIONSHIP This supplemental report must be reconcilable and auditable back to the 533M.					5. ORGANIZATION NSSC	
					6. REFERENCES PWS Section 2.11	
8. PREPARATION INFORMATION The SP may use algorithms or other methods to determine the appropriate Center cost allocation. These algorithms must be approved by the NSSC Business & Administration Office on an annual basis, or as updated, and will remain on file as required, to support potential audits. The SP shall determine the initial cost elements to be allocated. The NSSC Business & Administration Office may request the SP to modify this report if additional information is required.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 2.11-4	
B. LINE ITEM TITLE: Annual Phased Plan Reports and Contractor Accounting Calendar							
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Annually and updated per NASA request	G. INITIAL SUB. January 15, 2006	H. AS OF DATE		
J. REMARKS: Two reports and one document are required: 1) SP Annual Plan by Contract WBS (consistent with 533M) 2) SP Annual Plan allocated to NSSC Delivered Services (consistent with monthly allocation report) 3) Contractor Accounting Calendar that includes productive hours and available hours						TOTALS	
K. DISTRIBUTION NSSC CO						NO.	TYPE
						1	A
DATA REQUIREMENT DESCRIPTION							
1. TITLE Annual Phased Plan Reports and Contractor Accounting Calendar					2. NUMBER DRD 2.11-4		
3. USE These reports will be used to communicate SP plans for budget execution and implementation. These reports provide baseline for 533M reporting and monthly allocation reporting. The contractor accounting calendar provides accounting weeks in reporting period and hours for WYE calculations.					4. DATE 08/31/04		
TERRELATIONSHIP					5. ORGANIZATION NSSC		
					6. REFERENCES PWS Section 2.11		
8. PREPARATION INFORMATION Each government fiscal year (GFY), the SP shall provide a monthly phased plan of costs and workforce requirements at the WBS level defined in the 533M Contractor Financial Management Report and Monthly Allocation Cost Report (DRDs 2.11-1 and 2.11-2) The SP shall provide a new Annual Phased Plan with initial plan due annually on January 15 and the final plan due annually on July 15 for the subsequent GFY or as requested by the Contracting Officer . The SP may propose a format for the concurrence of the NSSC Business and Administration Office. The Contractor Accounting Calendar is due October 1 of each year.							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 2.11-5
B. LINE ITEM TITLE: Report, Quarterly A-76 Cost Savings						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ 2	F. FREQ. QTR	G. INITIAL SUB. Within 12 Calendar Days following QTR ending 3/31/2007	H. AS OF DATE 90/12	
J. REMARKS: Type "A" Electronic Submittal. Product shall be compatible with MicroSoft Office suite of software.						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					1	A
					1	B
DATA REQUIREMENT DESCRIPTION						
1. TITLE Report, Quarterly A-76 Cost					2. NUMBER DRD 2.11-4	
3. USE This will be used by the NSSC to meet the A-76 mandatory reporting requirement of the Office of Management and Budget's (OMB), which is required to verify cost savings for this A-76 competitively awarded contract.					4. DATE 01/24/07	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP This supplemental report must be reconcilable and auditable back to the Contract's negotiated contract value.					6. REFERENCES Section B	
8. PREPARATION INFORMATION CONTENT: The SP shall develop, maintain, analyze and report cost, labor manhours and WYEs. Cost shall include initial award amounts, adjustments by each cost affected Contract Modifications, rationale for variances that may appear. Detailed explanations shall be provided for any required adjustments. FORMAT: Format and content of the Report shall be in accordance with Attachment A and B.						

A-76 Cost Reporting; Period # _____ through _____

	LABOR		WYES	TOTAL LABOR COST w/OH	TOTAL ODC w/OH	TOTAL INDIRECT	TOTAL COST	AVAILABLE AWARD FEE	TOTAL COST+FEE
	MANHOURS								
TOTAL AWARD	90,583		46.15	\$ 3,483,267	\$ 1,434,393	\$ 59,712	\$ 4,977,372	\$ 441,901	\$ 5,419,273
MOD #2 ADJUSTMENT	#VALUE!		#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
MOD #6 ADJUSTMENT	#VALUE!		#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
MOD #16 ADJUSTMENT	#VALUE!		#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
TOTAL ADJUSTMENTS	#VALUE!		#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
ADJUSTED CONTRACT VALUE	#VALUE!		#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
ACTUAL COSTS/HRs INCURRED	#VALUE!		#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	TBD	TBD
DELTA	#VALUE!		#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	TBD	TBD

Variance Explanations:

Mod 2 Total Labor Costs

Total ODC

Mod 6 Total Labor Costs

Total ODC

Total ODC

DELTA between Total Labor Costs

Adjusted

Contract Value

and Actual

Costs/HRs

Incurred

Total ODC

Award Fee

CURRENT A-76 / AF PERIOD =

	LABOR		TOTAL LABOR		TOTAL		TOTAL		TOTAL	
	MANHOURS	WYEs	COST W/OH	W/OH	INDIRECT	COST	AWARD FEE	COST & FEE	AWARD FEE	COST & FEE
INITIAL Awd	362,330	184.58	\$ 15,522,751	\$ 4,147,889	\$ 238,848	\$ 19,909,488	\$ 1,767,602	\$ 21,677,090		
	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
INITIAL AWARD	FULL Y • Negotiated & Awarded for CY-1 • Adjusted for A-76 QTR Period #3, 3 of 12 months (Initial AWD CY-1 Period of Perf: 12/1/05-11/30/06 (12 MOs)) (Current AF / A-76 Period #3: 10/1/06 - 12/31/06 (3 MOs))									
	Adjust by changing Interim Facility cost which was included in Subcontractor Labor Cost in Mod 2 and in ODC cost in Mod 6. (1) deduct \$397,421 (3 months of Interim Facility) from Labor Cost and (2) add same to ODC.									
MOD #2			(397,421)	397,421						
	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!

MOD #6	#VALUE!									
	#VALUE!									

MOD #16	#VALUE!									
	#VALUE!									

MOD #16 less MOD #6 = #VALUE! #VALUE!

MOD #6 less MOD #2 = #VALUE! #VALUE!

MOD #2 less Initial Award = #VALUE! #VALUE!

TOTAL adjustments from Initial AWD thru Mod 16: #VALUE! #VALUE!

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01						A. ITEM NO. 2.12-1	
B. LINE ITEM TITLE: Phase-in, SP Transition, and End State Service Delivery Plan							
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. REQ. Amend as needed	G. INITIAL SUB. With Proposal Update by 12/16/05	H. AS OF DATE		
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
DATA REQUIREMENT DESCRIPTION							
1. TITLE Phase-in, SP Transition, and End State Service Delivery Plan				2. NUMBER 2.12-1			
3. USE Management tool to track Service Provider progress during Phase-in, Transition, End State Service delivery				4. DATE 08/31/04			
7. INTERRELATIONSHIP				5. ORGANIZATION NSSC			
				6. REFERENCES			
8. PREPARATION INFORMATION							
Overview							
<p>The Service Provider shall provide a Phase-in/Transition/End-State Service Delivery plan. This plan shall be comprehensive and describe in detail how the SP intends to accomplish Phase-in, support successful activity transition, and provide end-state service delivery in accordance with the requirements of the PWS, the NSSC Integrated Transition Schedule, and all other contract requirements. Throughout the plan, describe how the proposed approach matures from Phase-in through the end-state solution. For each functional area (to the X.X.X PWS level) planned for transition, describe in detail how the proposed solution includes the necessary preliminary planning/actions to migrate the area to the NSSC, and that the solution demonstrates your understanding of how the needs of the transitioned area change over time through the final end-state. Describe the proposed call center from initial establishment to end-state, including a description of how the call center evolves over time as the activity level of the NSSC increases. Include any assumptions made, especially those involving actions required to be performed by NASA inherently governmental personnel, and actions planned to minimize disruption to the Agency and the individual functional areas. The SP shall provide, as a part of phase-in and/or transition a report/assessment of the "as-is" state of current activities planned for transition to the NSSC. This assessment shall include data/metrics that will form the baseline to be used as a reference to measure future NSSC organizational performance. These data/metrics should be those that are critical in measuring the performance of a shared services organization (e.g. cycle time, transaction volume, etc.) and that will enable subsequent identification of any performance/service quality improvements. Specific instructions for the Phase-in, Transition, and End-state Service Delivery Plan are as follows:</p>							

(Continued on next page)

DRD 2.12-1 (Continued)**Phase-in**

For Phase-in, the SP shall describe the proposed approach, including a description of all planning, processes, labor, equipment, materials, and facilities necessary in order to successfully begin transitioning of activities from the NASA Centers to the NSSC and subsequently assuming responsibility for performance of those activities. The SP's plan should assume a Phase-in period beginning September 1, 2005 and ending February 28, 2006. The plan should define the approach and schedule for employee phase-in (e.g., relocation, staffing, interviewing, hiring, and training), logistics support, development of operating practices and procedures, familiarizing employees with the NASA systems required for use, reporting and tracking of phase-in progress, and any other needed phase-in activities. During the Phase-in period, NASA will be configuring SAP for NSSC Operations and rolling out the Contract Management Module (CMM) effective May 2006. The SP shall identify how they will provide personnel to participate in testing SAP functionality. The CMM functionality testing will require SP employees being on travel in Huntsville, AL from March to April 2006 and is limited to 3 slots. The employees shall have existing knowledge and experience with SAP. The version to be used is Industry Solution – Public Sector (IS-PS), latest version utilized by NASA. The plan should also identify and provide a schedule for any phase-in activities that will not be completed before the NSSC operational date of March 1, 2006.

Transition

The SP shall provide an overall description of its plan to support transition of each functional area from the method utilized at the conclusion of Phase-in to the proposed End-state delivery method (e.g., Center Performance to NSSC performance). Emphasis should be placed on continuity of operations, logistics support, reporting and tracking of transition progress, customer contact center activation, relocation from any temporary facility to the long-term facility, key issues and milestones, facilities, property, support planning, internal support operations, and other related resource requirements. SP's should also describe the processes and procedures put in place that, when implemented, demonstrate that the SP is ready to receive and perform the transitioned activities (see Attachment J-3, Technical Exhibit-07 "Activity Transition Process"). SP's should assume a transition period of March 1, 2006 through September 30, 2008. The SP shall describe how this plan supports the NSSC Integrated Transition Schedule (Attachment J-17). The plan shall also depict any change in service delivery method. Describe in detail your proposed approach to move the entire NSSC (including inherently governmental, NSSC support contractor, and service provider employees) from the interim facility to the long-term NSSC facility location, including how this approach minimizes disruption in service delivery and activity transition.

End State Service Delivery

The SP shall describe its proposed end state NSSC service delivery solution. This description shall include all necessary labor, equipment, materials, facilities and all other resources that will be needed to perform the required services from the NSSC Operational Date through end state configuration of the program. Describe your experience in the functional service areas to be provided. If you have little or no experience, describe how you will overcome this lack of experience. The response shall be comprehensive and provide all information required for the government to fully understand the SP's plan.

The SP shall describe how the staffing levels proposed map to the end-state service delivery solution. This description shall describe any changes in service delivery approach as they may change in time from Phase-in through Transition and end-state.

The SP shall describe how the proposed service end-state delivery solution will meet the required performance requirements. If the service delivery solution proposed changes over time, the SP shall describe how the change in method affects the ability to meet the performance requirements.

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 2.17-1
B. LINE ITEM TITLE: Report, Customer Satisfaction Assessment Report						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. FREQ. QTR	G. INITIAL SUB. 30 days after acceptance of Survey Plan	H. AS OF DATE 30/10	
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with Microsoft Office suite of software. Develop, analyze, and disseminate results of NSSC Customer Satisfaction Assessment that assesses customer satisfaction with NSSC support services. Assessment must collect perceptions of both NASA employees and external customers, such as SBIR and STTR grant recipients and other NASA partners.						
K. DISTRIBUTION NSSC CO					K. DISTRIBUTION NSSC CO NSSC CO	
DATA REQUIREMENT DESCRIPTION						
1. TITLE Customer Satisfaction Assessment Report					1. TITLE Customer Satisfaction Assessment Report	
2. USE Management tool to assess strengths and weaknesses of customer services provided by the NSSC. Data will become part of a meta-analysis for service enhancement.					3. USE Management tool to assess strengths and weaknesses of customer services provided by the NSSC. Data will become part of a meta-analysis for service enhancement.	
7. INTERRELATIONSHIP					7. INTERRELATIONSHIP	
8. PREPARATION INFORMATION Assessment and Report must cover the full scope of NSSC functional responsibilities and address the following factors: <ul style="list-style-type: none"> • Accuracy • Timeliness • Quality • Overall effectiveness Assessment results must be collected, evaluated and trends must be reported monthly.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 2.17-2	
B. LINE ITEM TITLE: Plan, Customer Satisfaction Assessment Report Survey							
C. OPR. NSSC		D. TYPE 1		E. INSPECT/ ACCEPT 2		F. FREQ. RT	
G. INITIAL SUB. Draft 7/10/06, Final within 3 weeks following review						H. AS OF DATE Draft 7/10/2006 and as set forth in Item 8 below	
J. REMARKS: Type "A": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.							
K. DISTRIBUTION NSSC CO						K. DISTRIBUTION NSSC CO NSSC CO	
DATA REQUIREMENT DESCRIPTION							
1. TITLE Customer Satisfaction Assessment Report Survey Plan						1. TITLE Customer Satisfaction Assessment Report Survey Plan	
3. USE Management tool to assess SP survey planning in development of customer satisfaction assessment report. Data will become part of a meta-analysis for service enhancement.						3. USE Management tool to assess strengths and weaknesses of customer services provided by the NSSC. Data will become part of a meta-analysis for service enhancement.	
7. INTERRELATIONSHIP						7. INTERRELATIONSHIP	
8. PREPARATION INFORMATION * Draft of Survey Plan due on or before July 10, 2006 for review and approval. Final version of Plan is due no later than three weeks following review. The Customer Satisfaction Assessment Report Plan shall include at a minimum: <ul style="list-style-type: none"> • Sample Criteria • Survey Types • Survey Guidelines • Survey Questions by Activity • Survey Processes • Survey Sample • Analysis Data Criteria and Samples 							

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL - NSSC					A. ITEM NO. 2.17-3
B. LINE ITEM TITLE: Baseline Customer Satisfaction Survey and Broad-based Performance Survey					
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. REQ. Amend as needed	G. INITIAL SUB. October 2007/2008 July 2007/2008	H. AS OF DATE Twice Only
J. REMARKS: Type "D": Electronic submittal. Product shall be compatible with Microsoft Office suite of software.					
K. DISTRIBUTION NSSC Executive Director NSSC Senior Management Team					TOTALS NO. TYPE N/A D
DATA REQUIREMENT DESCRIPTION					
1. TITLE NSSC Baseline Customer Satisfaction Survey and Analysis Briefing NSSC Broad-based Performance Survey and Analysis Briefing				2. NUMBER 2.17-3	
3. USE Management tool to evaluate customer assessments of the centers' current service quality for services that will transition to the NSSC				5. DATE 07/14/06	
				5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP				6. REFERENCES	
8. PREPARATION INFORMATION <p>The SP shall provide an independent consultant knowledgeable of NASA and Shared Services leading practices to provide a baseline customer satisfaction survey and broad-based performance survey.</p> <p>The NSSC Baseline Customer Satisfaction Surveys are customer assessments of the centers' current service quality for services that will transition to the NSSC in fiscal years 2007 and 2008. For each survey, a Survey Plan shall be submitted to NASA for approval prior to conducting the survey. The "NSSC Baseline Customer Satisfaction Survey and Analysis Briefing" deliverables are due in December 2006 and October 2007, respectively.</p> <p>The NSSC Broad-based Performance Surveys are customer assessments that gage the customers' perception of NSSC performance for activities that have transitioned and been operational within the shared services center delivery model for at least 3 months prior to survey dissemination. For each survey, a Survey Plan shall be submitted to NASA for approval prior to conducting the survey. The "NSSC Performance Survey and Analysis Briefing" deliverables are due in July 2007 and July 2008, respectively.</p>					

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-1	
B. LINE ITEM TITLE: NSSC Finance Reports							
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. FREQ. Ref. Attachment J-3 Technical Exhibit 06	G. INITIAL SUB.	H. AS OF DATE		
J. REMARKS: Reports used in the performance of work in the PWS Section 3.1, Financial Management.							
K. DISTRIBUTION NSSC CO (Notification of availability)						TOTALS	
						NO.	TYPE
						1	A
DATA REQUIREMENT DESCRIPTION							
1. TITLE NSSC Finance Reports Retrieval and Distribution					2. NUMBER DRD 3.1-1		
3. USE					4. DATE 08/31/04		
5. ORGANIZATION NSSC					6. REFERENCES PWS Section 3.1		
7. INTERRELATIONSHIP							
8. PREPARATION INFORMATION SP post electronic Payroll and Labor Distribution reports for the NSSC and Centers in accordance with Technical Exhibit 06.							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-2
B. LINE ITEM TITLE: Internal Control Plan						
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT N/A	F. FREQ. Semi-annually	G. INITIAL SUB. January 2006	H. AS OF DATE	
J. REMARKS: Provide plan for NASA review and concurrence. Update semi-annually.						
K. DISTRIBUTION NSSC CO						TOTALS
						NO. TYPE
						1 A
						1 B

DATA REQUIREMENT DESCRIPTION

1. TITLE Internal Control Plan	2. NUMBER DRD 3.1-2
3. PURPOSE Ensure sound internal controls for financial reporting and compliance with applicable laws and regulations	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.1

8. PREPARATION INFORMATION
Develop internal control plan for SP financial management functions and provide to NASA for evaluation and concurrence.

1. Utilizing the guidelines in the General Accounting Office Publication entitled "Standards for Internal Control in the Federal Government", November, 1999, (URL: http://www.gao.gov/special_pubs/ai2131.pdf) provide the Service Provider's internal control plan to NASA.
2. Plan shall include, but is not limited to:
 - a. Segregation of Duties
 - b. Accurate & Timely Recording of Transactions
 - c. Documentation of Internal Control plan and policy
 - d. Service Provider management review and monitoring plan for internal controls

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL	NSSC-SP-01	A. ITEM NO. DRD 3.1-3
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B. LINE ITEM TITLE:
Develop Service Provider performance metrics

C. OPR. NSSC	D. TYPE 3	E. INSPECT/ACCEPT 6	F. FREQ. Quarterly Monthly	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE 99 30/10
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J. REMARKS:

K. DISTRIBUTION NSSC CO	TOTALS	
	NO.	TYPE
	1	A

DATA REQUIREMENT DESCRIPTION

1. TITLE Develop Metrics for NSSC Financial activities	2. NUMBER DRD 3.1-3
3. DESCRIPTION To track the volume and value of financial activities	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.1

8. PREPARATION INFORMATION
Develop, update, and maintain the following performance metrics:

1. Quarterly Monthly and cumulative fiscal year payments and dollar value summarized by Center with grand totals for the year.
2. Quarterly Monthly and cumulative purchase card payments and dollar value summarized by Center with grand totals for the year.
3. Quarterly Monthly and cumulative fiscal year number of billings issued and dollar value summarized by Center with grand totals. Subtotals for Reimbursable billings by center and cumulative.
4. Quarterly and cumulative fiscal year number of collections received and dollar value summarized by Center with grand totals.
5. Quarterly and cumulative fiscal year number of payroll payments issued and dollar value summarized by Center with grand totals.
6. Quarterly Monthly and cumulative fiscal year number of IRS Form W-2's issued and dollar value summarized by Center with grand totals.
7. Quarterly Monthly number of Time and Attendance Reports processed.
8. Quarterly Monthly number of domestic Travel Vouchers processed with dollar value by Center with cumulative totals.
9. Quarterly Monthly of international and foreign Travel Vouchers processed with dollar value by Center with cumulative totals.
10. Quarterly Monthly number of PCS/TCS, Travel Vouchers processed with dollar value by Center with cumulative totals.
11. Quarterly Monthly number of reports reviewed and dollar value with cumulative totals by Center.

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-4
B. LINE ITEM TITLE: Accounts Payable Payments Report						
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5	
J. REMARKS: To be utilized to track workload performed by the NSSC and for use in cost allocation.						
K. DISTRIBUTION NSSC CO						TOTALS
						NO.
						TYPE
						1
						A
DATA REQUIREMENT DESCRIPTION						
1. TITLE Accounts Payable Payments Report					2. NUMBER DRD-3.1-4	
3. USE To track the monthly and cumulative fiscal year invoice payments made.					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.1.1	
8. PREPARATION INFORMATION Provide a metric report containing monthly and fiscal year cumulative number and dollar value of invoices paid by type of document (purchases, bankcards, contracts, grants, other payables). Retain detailed backup information for further analysis and audit purposes, if necessary.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL		NSSC-SP-01	A. ITEM NO. DRD 3.1-5
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B. LINE ITEM TITLE:
Interest Paid and Discounts Earned Report (Payment Activities Report)

C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5
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J. REMARKS:
To track timeliness of payments.

K. DISTRIBUTION NSSC CO	TOTALS	
	NO.	TYPE
	1	A

DATA REQUIREMENT DESCRIPTION

1. TITLE Interest Paid and Discounts Earned Report (Payments Activities Report)	2. NUMBER DRD 3.1-5
3. USE To track the monthly and cumulative interest paid and discounts earned by Center and overall agency. Relates to the timeliness of payments and discounts.	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.1.1.1

8. PREPARATION INFORMATION
Preparation information for this report is contained in FMR (previously FMM) except that this report is due to the NSSC monthly with the annual report completed according to the FMR (previously FMM) requirements.

Preparation Requirements can be found at the following link: <http://www.hq.nasa.gov/fmm/9300/9380.pdf>

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-6
B. LINE ITEM TITLE: Report, Quarterly on Receivables Due from the Public						
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. Quarterly	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE	
J. REMARKS: Format for the Receivables Due from the Public report. Instructions can be found in Financial Management Regulations (previously FMM) Section 9343 5. URL: http://www.hq.nasa.gov/fmm/9300/9340.pdf http://www.hq.nasa.gov/cfo/internal/fmr/vo18.htm A link to a sample form may also be found at the U.S. Treasury Financial Management Service web page. URL: http://www.fms.treas.gov/debt/ Report on International Transactions of the Federal Government						
K. DISTRIBUTION NSSC CO						TOTALS
						NO. TYPE
						1 A
						1 B
DATA REQUIREMENT DESCRIPTION						
1. TITLE Quarterly Report on Receivables Due from the Public Quarterly Report on International Transactions of the Federal Government					2. NUMBER DRD 3.1-6	
3. USE Reporting Requirement					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.2 PWS Section 3.1.5.1	
8. PREPARATION INFORMATION EMR (previously FMM) 9343 NASA Financial Management Requirements, Volume 8, Chapter 5 contains the latest preparation information and format. Submit applicable information to the Centers for the quarterly Report on International Transactions of the Federal Government by the 15 th of month following the end of the quarter. Reporting is based on NASA Financial Management Requirements, Volume 8, Chapter 5, which contains the latest preparation information and format.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL

NSSC-SP-01

A. ITEM NO.
DRD 3.1-7

B. LINE ITEM TITLE:
Accounts Receivable Metrics Report

C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT N/A	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5
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J. REMARKS:

K. DISTRIBUTION NSSC CO	TOTALS	
	NO.	TYPE
	1	A

DATA REQUIREMENT DESCRIPTION

1. TITLE Accounts Receivable Metrics Report	2. NUMBER DRD 3.1-7
3. USE To track the monthly and cumulative fiscal year receivables	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.1.2

8. PREPARATION INFORMATION
Provide a metric report containing monthly and fiscal year cumulative number and dollar value of receivables collected for each Center by type of document that generated the receivable. Retain detailed backup information for further analysis and audit purposes, if necessary.

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01	A. ITEM NO. DRD 3.1-8										
B. LINE ITEM TITLE: Collections Report															
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5										
J. REMARKS:															
K. DISTRIBUTION NSSC CO					<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A				
TOTALS															
NO.	TYPE														
1	A														
DATA REQUIREMENT DESCRIPTION															
1. TITLE Collections Report				2. NUMBER DRD 3.1-8											
3. USE To track monthly and cumulative fiscal year collections				4. DATE 08/31/04											
				5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 3.1.2											
8. PREPARATION INFORMATION Provide a metric report of monthly and fiscal year cumulative number and dollar value of collections received with cross-reference to corresponding billing.															

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL	NSSC-SP-01	A. ITEM NO. DRD 3.1-9
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B. LINE ITEM TITLE:
Accounts Receivable Transferred to the U.S. Treasury Report

C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. 30 days after NSSC Operational Date	H. AS OF DATE 30/5
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J. REMARKS:

K. DISTRIBUTION NSSC CO	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A				
TOTALS											
NO.	TYPE										
1	A										

DATA REQUIREMENT DESCRIPTION

1. TITLE Accounts Receivable Transferred to the U.S. Treasury Report	2. NUMBER DRD-3.1-9
3. PURPOSE To track the monthly and cumulative fiscal year receivables	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.1.2

8. PREPARATION INFORMATION
Provide a metric report containing monthly and fiscal year cumulative number and dollar value of receivables transferred from NASA to the U.S. Treasury for collection by Center. Retain detailed backup information for further investigation and analysis and audit purposes, if necessary.

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DRD 3.1-13
HAS BEEN DELETED
IN ITS ENTIRETY VIA MODIFICATION NO. 2

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.1-14
B. LINE ITEM TITLE: Semiannual Report of Payments Accepted from a Non-Federal Source Report						
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ACCEPT 6	F. FREQ. Semi-annually on a fiscal year basis	G. INITIAL SUB. 90 days after NSSC Operational Date	H. AS OF DATE	
J. REMARKS: Reference FMR (previously FMM) 9700						
K. DISTRIBUTION NSSC CO						TOTALS
						NO. TYPE
						1 A
						1 B
DATA REQUIREMENT DESCRIPTION						
1. TITLE Semi-Annual Report of Payments Accepted from a Non-Federal Source Report					2. NUMBER DRD 3.1-14	
3. USE Reporting Requirement					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.1.5.1	
8. PREPARATION INFORMATION Instructions are contained in FMR (previously FMM) 9700.						

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DRD 3.1-16 IS HEREBY DELETED IN ITS ENTIRETY.

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DRD 3.1-17 IS HEREBY DELETED IN ITS ENTIRETY.

DRD 3.1-17's required reporting contents (which include average days to process travel voucher reports, sorted by all types [all metrics listed in SLI Section 4.1: domestic, foreign, all variables for PCS], by Center, etc.) are being incorporated into DRD 2.5-1's deliverable.

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DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL NSSC-SP-01						A. ITEM NO. DRD 3.1-19	
B. LINE ITEM TITLE: Annual Relocation Report							
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. REQ. Annual	G. INITIAL SUB. First Fiscal Year after NSSC Operation Date	H. AS OF DATE		
J. REMARKS: Product shall be compatible with Microsoft Office suite of software.							
K. DISTRIBUTION NSSC CO						TOTALS	
						NO.	TYPE
						1	A
DATA REQUIREMENT DESCRIPTION							
1. TITLE Annual Relocation Report				2. NUMBER DRD 3.1-19			
3. USE External reporting requirement for OMB				4. DATE 08/31/04			
				5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 3.1.5.2			
8. PREPARATION INFORMATION In accordance with FMR 9700- Travel Regulations (as amended)							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL	NSSC-SP-01	A. ITEM NO. DRD 3.2-1
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B. LINE ITEM TITLE:
Drug Testing Performance Metrics Reports

C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. As stated below	G. INITIAL SUB. 30 days prior NSSC Operational Date	H. AS OF DATE
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J. REMARKS:
Monthly report of SP activities related to employee drug testing activities

K. DISTRIBUTION NSSC CO	TOTALS
	NO. TYPE
	1 A
	1 B

DATA REQUIREMENT DESCRIPTION

1. TITLE Drug Testing Performance Metrics Reports	2. NUMBER DRD 3.2-1
3. USE Ensures contractor run test program meets HHS requirement levied on NASA to test a minimum of 25% of the employees occupying test designated positions Reference latest version of NPR 3792.1, as amended	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.2.1.1

8. PREPARATION INFORMATION

A. Collection and Analysis Status Report
30 days prior to initiation of Drug Testing activity, report the chosen method and supplier for collection, processing, and lab analysis of test samples. Update this report as required.

B. Drug Testing Program Monthly Status Report
Initial submission of this report is required 30 days after initiation of Drug Testing activity. Each monthly report shall document the following information, by site/center:

1. Indicate date collection and laboratory analysis contract was secured
Standard: 50 days prior to drug test
2. Indicate date drug testing was scheduled and actual drug testing date(s)
Standard: 50 days prior to drug test
3. Indicate date/time employee notice for drug testing was delivered to employee supervisors
Standard: day of, or within 2 hours of, scheduled drug test
4. Report the number of drug test deferrals received
5. Report the number of employees tested
6. Report the number of employees entering test designated positions and were sent written notice of placement in the position within 30 days of entry into the position.
7. Report the number of completed and signed Employee Acknowledgements of Test Designated Position notification received and filed in the employee's Official Personnel Folder. In the event the employee refuses to sign the acknowledgment, the SP shall report the number of acknowledgements returned by the employee supervisor noting on the acknowledgment form that the employee received the notice
8. Report the number of drug test notification packages delivered, include the date of delivery to responsible personnel and the scheduled date of the drug test.

C. Monthly Drug Testing Program Plan: If by the end of the 2nd quarter of each fiscal year, the SP has not tested at least 50% of the required workforce (25% of total Agency testing designated positions), the SP shall provide a monthly drug testing program plan to the Agency Drug Program Coordinator until the end of the year.
The Monthly Drug Testing Program Plan will address the SP's plan to meet the required number of drug tests (25% of total Agency testing designated positions). The SP shall provide a monthly status to the Agency DPM to show the progress and status of the Agency meeting the required number of drug tests for the year.

Annual Drug Testing Program Plan (initial submission 30 days after initiation of Drug Testing activity; annually every 3rd Quarter): The SP shall provide the Agency Drug Program Coordinator with an annual Drug Testing Program Plan addressing the procedures for implementing the drug testing program in the following fiscal year. This includes, identifying the collection, processing, and laboratory analysis of test samples procedures by quarter; number of employees in test designated positions; and the number of employees to be tested each quarter.

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**DRD NUMBER 3.2-2 HAS BEEN RENUMBERED / MOVED TO
DRD NUMBER 3.3-5.**

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL		NSSC-SP-01		A. ITEM NO. DRD 3.2-3	
B. LINE ITEM TITLE: Training materials for HR data users					
C. OPR. NSSC	D. TYPE A-D below = Type 1 E below = Type 3	E. INSPECT/ ACCEPT 6	F. FREQ. As Required	G. INITIAL SUB. Upon request by NSSC CO OCT 2008	H. AS OF DATE
J. REMARKS: Develop and maintain training materials for Human Resource and Training data users For Type 1 deliverables submit 1 electronic and 1 hardcopy for signature for each item. For Type 3 deliverables submit 1 electronic.					
K. DISTRIBUTION NSSC CO					TOTALS
					NO. TYPE
					4 A
					5 B
DATA REQUIREMENT DESCRIPTION					
1. TITLE Training materials for HR data users				2. NUMBER DRD 3.2-3	
3. USE Training materials to support ongoing implementation of Agency-wide HR/Training tools and applications				4. DATE 08/31/04	
				5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP				6. REFERENCES PWS Section 3.2.4.3	
8. PREPARATION INFORMATION Tasking will come from NSSC HR/Training. As requested training materials will be in the form of Quick Guides (electronic and paper), User Guides (electronic) and Computer Based Training (CBT). The Service Provider shall support all aspects of the training development including: <ul style="list-style-type: none"> A. Needs Assessment B. Development of Performance Objectives C. Training Aid Design (including suggested method of delivery) D. Production of materials E. Development and collection of Training Evaluation 					

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.3-1
B. LINE ITEM TITLE: Procurement Forms Standardization Plan						
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. Semi-annual	G. INITIAL SUB. 180 days after NSSC Operational Date CMM roll-out	H. AS OF DATE	
J. REMARKS: Service Provider will survey the center's local procurement forms to prepare a form standardization plan						
K. DISTRIBUTION NSSC CO						TOTALS
						NO. TYPE
						1 A
						1 B
DATA REQUIREMENT DESCRIPTION						
1. TITLE Procurement Forms Standardization Plan					2. NUMBER DRD 3.3-1	
3. USE Prepare a standard set of electronic procurement forms for the Agency					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.3.1.3	
8. PREPARATION INFORMATION Review current procurement forms in use throughout the Agency and develop a standardization plan leading to one set of electronic procurement forms for the Agency. Initial report shall be a narrative statement describing the method and approach to be used to conduct the survey. The narrative shall include a proposed schedule (milestones, tasks, activities, events). Follow-on progress reports shall address: progress made during the reporting period, a description of difficulties that could affect the schedule and the cost, proposed corrective actions, revised schedule, and planned activities for the next reporting period.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.3-2										
B. LINE ITEM TITLE: Grants Study																
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ACCEPT 6	F. FREQ. One Time	G. INITIAL SUB. Study plan: 6 Months after CMM rollout date of 11/14/2006. Final report: 180 days following Study Plan.	H. AS OF DATE											
J. REMARKS: NASA will provide Points of Contact for relevant NASA and interagency grant-related systems.																
K. DISTRIBUTION NSSC CO						<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">A</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">B</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A	1	B		
TOTALS																
NO.	TYPE															
1	A															
1	B															
DATA REQUIREMENT DESCRIPTION																
1. TITLE Grants Study					2. NUMBER DRD 3.3-2											
3. USE Report findings will be used by NASA management in formulating a plan of action for automation of NASA grants processes.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.3.2.1											
8. PREPARATION INFORMATION See PWS 3.3.2.1 for description of requirement. Additional instructions are as follows: <ul style="list-style-type: none"> - SP is encouraged to consult with NASA grant managers frequently while designing and conducting study. - The study shall consider ramifications of potential courses of action from all standpoints, including: cost, technical, schedule, complexity, interfaces, and risk. - Study Plan delivery shall include outline of proposed course of action. - Final Report delivery shall include detailed narrative report plus Microsoft Powerpoint briefing package summarizing report. 																

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.3-3
B. LINE ITEM TITLE: SBIR/STTR Study						
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. One Time	G. INITIAL SUB. Study plan: 6 Months after CMM rollout date of 11/14/2006. Final report: 180 days following Study Plan.	H. AS OF DATE	
J. REMARKS: The SP shall perform a requirements analysis and study of SBIR/STR electronic processes, leading to an SP recommendation as to the most optimal course of action toward efficient and effective SBIR/STTR contract process automation. In performing this analysis, the SP shall examine the SBIR/STTR Electronic Handbooks system and the IFM Contract Administration Module (for document generation and reporting). The SP study shall consider pros and cons of potential electronic integration between such systems.						
K. DISTRIBUTION NSSC CO						TOTALS
						NO. TYPE
						1 A
						1 B
DATA REQUIREMENT DESCRIPTION						
1. TITLE SBIR/STTR Study					2. NUMBER DRD 3.3-3	
3. USE Report findings will be used by NASA management in formulating a plan of action for automation of NASA SBIR/STTR contract processes.					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.3.3.1	
8. PREPARATION INFORMATION See PWS 3.3.3.1 for description of requirement. Additional instructions are as follows: <ul style="list-style-type: none"> - SP is encouraged to frequently consult with NASA field center procurement managers and field center procurement IT specialists while designing and conducting study. - The study shall consider ramifications of potential courses of action from all standpoints, including: cost, technical, schedule, complexity, interfaces, and risk. - Study Plan delivery shall include outline of proposed course of action. - Final Report delivery shall include detailed narrative report plus Microsoft PowerPoint briefing package summarizing report. 						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.3-4	
B. LINE ITEM TITLE: NASA Contracting Intern Program (NCIP) Handbook							
C. OPR.	D. TYPE	E. INSPECT/ ACCEPT	F. FREQ.	G. INITIAL SUB. 1 year after NSSC	H. AS OF DATE		
NSSC	2	6	Annually and amend as needed	Operational Date			
J. REMARKS: NCIP Handbook provided by NASA. SP to provide annual review of the Handbook and updates as necessary.							
K. DISTRIBUTION						TOTALS	
NSSC CO						NO.	TYPE
						1	A
DATA REQUIREMENT DESCRIPTION							
1. TITLE				2. NUMBER			
NASA Contracting Intern Program (NCIP) Handbook				DRD 3.3-4			
3. USE				4. DATE			
Information and Communication regarding the NSSC/NCIP				08/31/04			
7. INTERRELATIONSHIP				5. ORGANIZATION			
				NSSC			
8. PREPARATION INFORMATION				6. REFERENCES			
				PWS Section 3.3.5.3			
<p>The Service Provider shall review the Handbook at least annually to ensure that the information is accurate and complete and update as necessary. Timely revisions are of utmost importance as the NCIP Handbook serves as a guide for interns, Center points of contact, and others involved in the program. Based on the reviews and feedback from NASA, the SP shall submit recommended changes, updates and deletes.</p>							

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.2.2 3.3-5
B. LINE ITEM TITLE: Annual NASA Suggested Revisions to the 1102 Procurement Training Program/Training Policy						
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ACCEPT 6	F. FREQ. Annually	G. INITIAL SUB. 1 year after NSSC Operational Date	H. AS OF DATE	
J. REMARKS: Comprehensive list of suggested revisions to the 1102 Training Policy.						
K. DISTRIBUTION NSSC CO					TOTALS	
					NO.	TYPE
					1	A
					1	B
DATA REQUIREMENT DESCRIPTION						
1. TITLE Annual NASA Suggested Revisions to the 1102 Training Handbook/Training Policy					2. NUMBER DRD 3.2.2 3.3-5	
3. USE Should be used for updating NASA Training Policy					4. DATE 08/31/04	
7. INTERRELATIONSHIP					5. ORGANIZATION NSSC	
					6. REFERENCES PWS Section 3.2.2.6 3.3.1.5	
8. PREPARATION INFORMATION The Service Provider shall annually gather information from NASA Procurement organizations on suggested revisions to the Training Policy and/or the Training Handbook; organize the suggestions into a document; and submit it to the NASA inherently governmental official responsible for making official changes to NASA Procurement Training Policy. The document should trace the issue and recommendation, costs of implementation for each recommendation, and schedule for implementation of each issue. Background information should contain requestor information and feedback to requestor information.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-1
B. LINE ITEM TITLE: Policy Development						
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ACCEPT 6	F. FREQ. As Required	G. INITIAL SUB. 60 days after request by NSSC CO	H. AS OF DATE	
J. REMARKS:						
K. DISTRIBUTION NSSC CO						TOTALS
						NO. TYPE
						1 A
						1 B
DATA REQUIREMENT DESCRIPTION						
1. TITLE Policy Development					2. NUMBER DRD 3.4-1	
3. USE To document policies, directives, standards, guidelines, processes and procedures applicable to the NSSC.					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
INTERRELATIONSHIP PWS paragraph 3.4.2.1					6. REFERENCES PWS Section 3.4.2.1	
<p>8. PREPARATION INFORMATION To develop NSSC policies, directives, standards, guidelines, processes and procedures that are derived from policies promulgated from the Office of the CIO. These documents will address a broad range of IT related topics such as security policies, web usage, virus protection, cell phone usage, computer energy, etc. The SP shall utilize current documents existing at other Centers as a template (electronic copies will be provided). Additionally, policies at NASA are on a three-year refresh cycle and the SP will assist in updating these NSSC documents. The following are examples of some of the policies required for the NSSC for the first year:</p> <p style="padding-left: 40px;">Access to NSSC IT Systems via Personally Owned Computers and Personal Digital Assistants (PDA), Conducting Computer Searches, Dedicated Lines, Denying Network Access, Dial-in Access, Distribution of Network Diagrams, Exclusions to Automated System Updates, File Transfer Protocol (FTP), Imported Software Inspection for Malicious Code, Notification to Users at Login, Penetration Testing, Privileged Access or Access with Limited Privileges to Information in NSSC's IT Systems, Providing Network Services to Contractor and other outside Personnel, Software Usage, Use of External Mail Systems, Use of NASA IT Resources, Use of Standard Ports, Use of Wireless Network IT Devices, Virtual Private Networks (VPN), Web Site Registration</p> <p>and others as requested by NSSC Contracting Officer.</p>						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01		A. ITEM NO. DRD 3.4-2	
B. LINE ITEM TITLE: IT Delivery model and Information Technology Assessments							
C. OPR. NSSC		D. TYPE 2		E. INSPECT/ACCEPT 6		F. FREQ. Yearly	
				G. INITIAL SUB. 6 months after NSSC operational date		H. AS OF DATE	
J. REMARKS:							
K. DISTRIBUTION NSSC CO							TOTALS
							NO. TYPE
							1 A
							1 B
DATA REQUIREMENT DESCRIPTION							
1. TITLE Delivery Models and Technology Assessments						2. NUMBER DRD 3.4-2	
3. USE To establish and maintain a high quality service at the NSSC leading edge technology and delivery models should be assessed yearly. The latest IT management practices, service models, IT technological trends, architectures, innovations and advances in IT technology should be compared to existing capability at the NSSC.						4. DATE 08/31/04	
						5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP						6. REFERENCES PWS Section 3.4.2.2	
8. PREPARATION INFORMATION A gap-analysis presentation shall be prepared which addresses current management practices, delivery models, IT technological trends, architectures, innovations and advances with that currently being utilized by the NSSC. This presentation will be used for continuous improvement of services provided by the NSSC. The presentation shall, at a minimum, identify new trends, identify advantages/disadvantages of adopting new models/technologies, identifying gaps at NSSC, present options for adoption, and provide rough order of magnitude cost and schedule impacts. A report shall be provided which includes supporting detailed write-up that determined conclusions reached and presented in the above presentation.							

DATA REQUIREMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-3										
B. LINE ITEM TITLE: Configuration Management Plan																
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT N/A	F. FREQ. Annually	G. INITIAL SUB. January 2006	H. AS OF DATE											
J. REMARKS:																
K. DISTRIBUTION NSSC CO						<table border="1"> <thead> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>A</td> </tr> <tr> <td>1</td> <td>B</td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	TOTALS		NO.	TYPE	1	A	1	B		
TOTALS																
NO.	TYPE															
1	A															
1	B															

DATA REQUIREMENT DESCRIPTION

1. TITLE Configuration Management (CM) Plan	2. NUMBER DRD 3.4-3
3. USE Documents the process used to identify, baseline, change and record items requiring configuration management and ensures the systematic control of changes to those items.	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.4.2.3
<p>8. PREPARATION INFORMATION</p> <p>Provide documentation which maintains accurate records reflecting each item's original configuration and all changes. The CM Plan should also document a Change Request (CR) system by which changes to the IT systems configuration management items will be coordinated which will also include changes to interfacing items outside the scope of the CM Plan. The CM Plan should address the following:</p> <p>a. Interface Control – maintain effective management of all IT systems that have been placed under configuration management. All interface changes and updates must be documented. Accurate records reflecting all changes are to be maintained by the requesting and receiving NASA organizations.</p> <p>b. Configuration Reporting – provide an accurate record, status and history of all information technology and systems configuration managed items. A Configuration Management Item (CMI) is considered to be under configuration control once it has been identified and baselined by the appropriate control authority. Once the CMI is under configuration control, the SP will establish and maintain a CMI database. This database will contain a description of all CMI's according to CR Number, effective date and other characteristics. All changes that are made to any configuration managed item must occur through a CR process. Changes will be recorded and added to the database for tracking purposes.</p> <p>c. Records Management – provide updates to the CMI database to reflect configuration changes decisions. Verification of completion of the CMI baseline or change constitutes closures of the CR. All records, paper and electronic, will be stored according to the Center and NASA requirements.</p> <p>d. Recommend that IT items should receive configuration management.</p>	

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL						NSSC-SP-01		A. ITEM NO. DRD 3.4-4		
B. LINE ITEM TITLE: IT Security Metrics Report										
C. OPR. NSSC		D. TYPE 2		E. INSPECT/ ACCEPT 6		F. FREQ. As defined in table below		G. INITIAL SUB. March 2006		H. AS OF DATE
J. REMARKS:										
K. DISTRIBUTION NSSC CO								TOTALS		
								NO.	TYPE	
								1	A	
								1	B	
DATA REQUIREMENT DESCRIPTION										
1. TITLE IT Security Metrics Report							2. NUMBER DRD 3.4-4			
3. USE To document and review IT metrics for trends/issues.							4. DATE 08/31/04			
							5. ORGANIZATION NSSC			
7. INTERRELATIONSHIP							6. REFERENCES PWS Section 3.4.2.5			
REPARATION INFORMATION The following table identifies metrics that need to be completed, the reference to the format, and indicates when or how often these items need to be rechecked. Each requirement consists of a set of tasks that, when completed, help ensure an acceptable level of security.										
IT Metric		CIO Letter (s) and Reporting Format						Frequency		
IT Security and Awareness Training (Employees)		FY 2004 Reporting Requirements for Information Technology Security Training, Dated 19 Dec 03						Yearly (with quarterly updates)		
System Administrator Certification		IT Security Certification for Computer and Network Administrators Dated 25 Nov 2002 FY 2004 Reporting Requirements for Information Technology Security Training, Dated 19 Dec 03						Yearly (with quarterly updates)		
IT Security Vulnerability Elimination or Mitigation		Scanning and Vulnerability Elimination or Mitigation, Dated 19 Dec 03						Quarterly		
IT Security Incident Reporting		Information Technology Security Incident Reporting Requirements, Dated 12 Feb 04						Quarterly		
IT Security Plan Registry		Information Technology System Security Plan Registry, Dated 1 May 03						Quarterly		
Patch Management		NASA Information Technology Security Patch Management Systems, Dated 9 March 04						Quarterly		
FISMA Requirements		OMB MEMORANDUM FOR HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES: Reporting Instructions for the Federal Information Security Management Act and Updated Guidance on Quarterly IT Security Reporting, Date 6 Aug 2003						Quarterly		
OA&M		OMB MEMORANDUM FOR HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES: Reporting Instructions for the Federal Information Security Management Act and Updated Guidance on Quarterly IT Security Reporting, Date 6 Aug 2003						Quarterly		

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-5
B. LINE ITEM TITLE: Application Development and Engineering Metrics						
C. OPR. NSSC	D. TYPE 2	E. INSPECT/ ACCEPT 6	F. FREQ. Monthly	G. INITIAL SUB. Initial deliverable for NSSC approval: 45 days after NSSC Operational Date	H. AS OF DATE 30/10	
J. REMARKS: High quality software and Web development is essential at the NSSC.						
K. DISTRIBUTION NSSC CO						TOTALS
						NO. TYPE
						1 A
						1 B
DATA REQUIREMENT DESCRIPTION						
1. TITLE Application Development and Engineering Metrics					2. NUMBER DRD 3.4-5	
3. USE To ensure high quality software deliverable of unclassified NASA electronic information and data processed by Federal general support computer systems and major software applications.					4. DATE 08/31/04	
					5. ORGANIZATION NSSC	
7. INTERRELATIONSHIP					6. REFERENCES PWS 3.4.3.1	
8. PREPARATION INFORMATION Initial delivery: The SP shall provide to the NSSC, a recommended set of software development and engineering metrics to be approved by NASA. Monthly deliverable: Application Development and Engineering Metrics report based on the NSSC and SP approved agreement.						

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL					NSSC-SP-01	A. ITEM NO. DRD 3.4-6										
B. LINE ITEM TITLE: Vulnerability and Incident Analysis and Reporting																
C. OPR. NSSC	D. TYPE 3	E. INSPECT/ ACCEPT 6	F. FREQ. As required	G. INITIAL SUB. As required	H. AS OF DATE											
J. REMARKS:																
K. DISTRIBUTION NSSC CO						<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th colspan="2">TOTALS</th> </tr> <tr> <th>NO.</th> <th>TYPE</th> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">A</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	TOTALS		NO.	TYPE	1	A				
TOTALS																
NO.	TYPE															
1	A															
DATA REQUIREMENT DESCRIPTION																
1. TITLE SA Incident Response Center Reporting					2. NUMBER DRD 3.4-6											
3. USE To provide analysis and documentation to aid in vulnerability assessments and notification.					4. DATE 08/31/04											
					5. ORGANIZATION NSSC											
7. INTERRELATIONSHIP					6. REFERENCES PWS Section 3.4.4.2											
<p>8. PREPARATION INFORMATION</p> <p>For all IT security incidents the SP shall report at a minimum, the following information: any system compromises, information compromises, unauthorized access, and/or denial of service to NASIRC. The initial report should contain as much of the following information as possible: exploited IP addresses, hostile IP address and domain name, exploit used, date and time of discovery, date and time of exploit, operating system with version number, incident summary, information categories of the computers affected, labor hours and cost of downtime, and identify System Security Plan for the exploited system. Follow-on reports to provide information not available during the preparation of the initial report should be sent to NASIRC on a weekly basis until all relevant information is captured. Incidents will remain open until all information requested above is provided. Once all information is provided, the incident will be closed.</p>																

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL				NSSC-SP-01	A. ITEM NO. DRD 3.4-7
B. LINE ITEM TITLE: IT Security Planning					
C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT 6	F. FREQ. Yearly; updates as required	G. INITIAL SUB. Draft: Center level Plan and Contact Center Plan with proposal Final: January 2006	H. AS OF DATE 3/17/04
J. REMARKS: The information technology Center and systems security plan(s) must be consistent with and further detail the approach contained in the SP's proposal or sealed bid that resulted in the award of this contract and in compliance with the requirements stated in each document referenced in "6. References" below.					
K. DISTRIBUTION NSSC CO					TOTALS
					NO. TYPE
					1 A
					1 B

DATA REQUIREMENT DESCRIPTION

1. TITLE Information Technology Security Plan	2. NUMBER DRD 3.4-7
3. USE To document information technology security risk management and safeguards for protection of unclassified NASA electronic information and data processed by Federal general support computer systems and major software applications.	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP NPR 2810.1 – Security of Information Technology NPR 1620.1A—Security Procedural Requirements NFS 1804.470-3 – Security Plan for Unclassified Federal Information Technology Systems NFS 1852.204-76 – Security Requirements for Unclassified Information Technology Resources	6. REFERENCES PWS Section 3.4.4.1
8. PREPARATION INFORMATION The Plan shall document the safeguards necessary to ensure sufficient availability, integrity, and confidentiality of that information accessed or managed within the systems and/or applications, based on the SP's assessment of risks. A draft Center IT Security Plan, consistent with the applicable references, will be required with the proposal. Additionally, a draft systems-level security plan will be required for the contact center 90 days after contract start, with the final version due 120 days after contract start. All other draft systems level plans will be January 2006, with the final version due 30 days prior to the NSSC operational start date. The Information Technology Security Plan shall meet the requirements of the applicable documents in "6. References" and document how the SP personnel will utilize, in a secure manner commensurate with the sensitivity of the information involved, those Federal computer systems and software applications managed by others. The Plan shall describe the SP's processes for implementing information security including personnel background screening, personnel awareness and training, information protection and security incident response. Additionally, a separate system-level Information Technology System Security Plan shall be prepared for each Federal general support computer system or major software application managed by the SP personnel in the performance of this contract. The Information Technology System Security Plan(s) shall meet the requirements of the applicable documents in "6. References" above. NPG 2810.1 defines "general support computer systems" and "major applications" and provides plan requirements for both.	

DATA REQUIREMENT DOCUMENT

CONTRACT APPLICATION INFORMATION FOR DRL	NSSC-SP-01	A. ITEM NO. DRD 3.4-8
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B. LINE ITEM TITLE:
Customer Contact Center, Web and Help Desk Integration Business Case Study

C. OPR. NSSC	D. TYPE 1	E. INSPECT/ ACCEPT 6	F. FREQ. One time deliverable.	G. INITIAL SUB. Study plan: 90 days after NSSC Operational Date: 10/1/07 Final report: 12 months after NSSC Operational Date: 4/1/08	H. AS OF DATE
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J. REMARKS:
NASA will provide Points of Contact for relevant NASA help desks and systems.

K. DISTRIBUTION NSSC CO	TOTALS	
	NO.	TYPE
	1	A
	5	B

DATA REQUIREMENT DESCRIPTION

1. TITLE Customer Contact Center, Web and Help Desk Integration Business Case Study	2. NUMBER DRD 3.4-8
3. USE Report findings will be used by NSSC management in formulating a plan of action for integrating NSSC Customer Contact Center, websites as well as appropriate NSSC and Center help desks.	4. DATE 08/31/04
	5. ORGANIZATION NSSC
7. INTERRELATIONSHIP	6. REFERENCES PWS Section 3.4.3.3

8. PREPARATION INFORMATION
The SP shall perform a study and develop a business case for integrating the Customer Contact Center, web sites and help desks such as at the NSSC Virtual Site and related Center sites (DRD 3.4-8). The integrated web site and Customer Contact Center shall support, at a minimum, the following capabilities: End-to-end problem tracking and resolution, Customer knowledge base and service history repository, Self-service capability for customers, Web and electronic forms (including NASA Standard Forms), Email support, Customer satisfaction evaluation

Additional instructions are as follows:

- SP is encouraged to consult with NSSC and other NASA management frequently while designing and conducting study.
- The study shall consider ramifications of potential courses of action from all standpoints, including: cost, technical, schedule, complexity, interfaces, and risk.
- Study Plan delivery shall include outline of proposed course of action.
- Final Report delivery shall include detailed narrative report plus Microsoft PowerPoint briefing package summarizing report.

APPENDIX A

EVALUATION PERIODS AND MAXIMUM AVAILABLE AWARD FEE

Period Number	Description	Start Date	End Date	Available Max	Award Fee Earned
1	Phase-In	09/01/2005	02/28/2006	\$ [REDACTED]	\$ [REDACTED]
2	Base	03/01/2006	09/30/2006	\$ [REDACTED]	\$ [REDACTED]
3		10/01/2006	03/31/2007	\$ [REDACTED]	\$TBD
4	Base	04/01/2007	09/30/2007	\$ [REDACTED]	\$TBD
5		10/01/2007	03/31/2008	\$ [REDACTED]	\$TBD
6	Base	04/01/2008	09/30/2008	\$ [REDACTED]	\$TBD
7		10/01/2008	03/31/2009	\$ [REDACTED]	\$TBD
8	Base	04/01/2009	09/30/2009	\$ [REDACTED]	\$TBD
9		10/01/2009	03/31/2010	\$ [REDACTED]	\$TBD
10	Base (Last Six Months)	04/01/2010	09/30/2010	\$ [REDACTED]	\$TBD
11	Option 1	10/01/2010	03/31/2011	\$ [REDACTED]	\$TBD
12		04/01/2011	09/30/2011	\$ [REDACTED] 5	\$TBD
13	Option 2	10/01/2011	03/31/2012	\$ [REDACTED] 6	\$TBD
14		04/01/2012	09/30/2012	\$ [REDACTED] 6	\$TBD
15	Option 3	10/01/2012	03/31/2013	\$ [REDACTED]	\$TBD
16		04/01/2013	09/30/2013	\$ [REDACTED]	\$TBD
17	Option 4	10/01/2013	03/31/2014	\$ [REDACTED]	\$TBD
18		04/01/2014	09/30/2014	\$ [REDACTED]	\$TBD
19	Option 5	10/01/2014	03/31/2015	\$ [REDACTED]	\$TBD
20		04/01/2015	08/31/2015	\$ [REDACTED]	\$TBD