AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE

PAGE 1 OF PAGES 3

2. AMENDMENT/MODIFICATION NO.
000068

3. EFFECTIVE DATE
See Block 16C

4. REQUISITION/PURCHASE REQ. NO.

5. PROJECT NO. *(If applicable)*

6. ISSUED BY CODE NSSC
NASA/Shared Services Center
Building 1111
Stennis Space Center MS 39529-6000

7. ADMINISTERED BY *(If other than Item 6)* CODE NSSC
NASA/Shared Services Center
Building 1111
Stennis Space Center MS 39529-6000

8. NAME AND ADDRESS OF CONTRACTOR *(No., street, county, State and ZIP Code)*
COMPUTER SCIENCES CORP
Attn: Information Technology & Science
7700 HUBBLE DR
LANHAM MD 20706-6229

CODE | FACILITY CODE

(x) 9A. AMENDMENT OF SOLICITATION NO.

9B. DATED *(SEE ITEM 11)*

x 10A. MODIFICATION OF CONTRACT/ORDER NO.
NNX05AA01C

10B. DATED *(SEE ITEM 13)*
06/01/2005

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 _____ copies 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 ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*
See Schedule

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

CHECK ONE	
	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:
X	D. OTHER *(Specify type of modification and authority)* Unilateral IAW NFS 1852.216-76 Award Fee for Service Contracts

AWARD FEE
PAY IMMEDIATELY

E. IMPORTANT: Contractor ☒ is not. ☐ is required to sign this document and return 0 copies to the issuing office.

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

A. The purpose of this Modification is to definitize the Award Fee earned for evaluation Period 7 of the Contract. Pursuant to the provisions of Section G.5 NFS Clause 1852.216-76, Award Fee for Service Contracts, (June 2000), and the Findings and Determination of the Fee Determination Official dated May 9, 2009, the amount of Award Fee earned by the Contractor for the period October 1, 2008 through March 31, 2009, is [redacted]. As [redacted] of Award Fee was provisionally paid during the period, the balance of [redacted] is paid under this modification.

B. As a result of the changes discussed in the above paragraph, total contract value is being DECREASED from [redacted] by [redacted], to [redacted] The decrease reflects the

Continued ...

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)*

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

15B. CONTRACTOR/OFFEROR
(Signature of person authorized to sign)

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA
(Signature of Contracting Officer)

16C. DATE SIGNED
5/12/09

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORP

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	removal of unearned award fee for period 7. Attachment No. 1 to this modification provides a replacement page for contract Section B.2, Estimated Cost and Award Fee (NFS 1852.216-85) (SEP 1993). A summary of total contract value is as follows: 1. CLIN 01 (Phase In) remains unchanged with [redacted] in total estimated cost and [redacted] in maximum available award fee for a total CPAF of [redacted] 2. CLIN 02 (Base Period), total estimated cost remains unchanged at [redacted] Maximum available award fee is decreased from [redacted] by [redacted] [redacted] The total for CLIN 02 is decreased from [redacted] by [redacted] a new total NTE CPAF amount of [redacted] 3. CLINs 03 through 07 (Options 1 through 5), total estimated cost remains unchanged at [redacted] Maximum available award fee remains unchanged at [redacted] The total for CLINs 03 through 07 remains unchanged with a total NTE CPAF amount of [redacted] C. Appendix A of the Contract¿s J-5 Award Fee Plan is hereby superseded by Attachment No. 2 to this modification to reflect the Award Fee earned in Item A above. D. Immediate payment of [redacted] for earned award fee is authorized by the issuance of this modification. E. List of Attachments to this document: ATTACHMENT NO 1, Replacement Page 1, Contract Section B.1, 1 page ATTACHMENT NO 2, Replacement Page Appendix A to Contract J-5, Award Fee Plan, 1 Page F. 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. Delivery Location Code: NSSC NASA/Shared Services Center Bldg. 1111, C. Road Continued ...				

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED NNX05AA01C/000068	PAGE 3	OF 3

NAME OF OFFEROR OR CONTRACTOR
COMPUTER SCIENCES CORP

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Stennis Space Center MS 39529-6000 US				

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)

(a) The estimated costs and award fees for each period of this contract areas follows:

Item No.	Description	Estimated Cost	Max Available Award Fee	Total
CLIN 01	Phase-in	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
CLIN 02	Base	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
CLIN 03	Option [redacted]	$ [redacted]	$ [redacted]	$ [redacted]
CLIN 04	Option [redacted]	$ [redacted]	$ [redacted]	$ [redacted]
CLIN 05	Option [redacted]	$ [redacted]	$ [redacted]	$ [redacted]
CLIN 06	Option [redacted]	$ [redacted]	$ [redacted]	$ [redacted]
CLIN 07	Option [redacted]	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	$ [redacted]	$ [redacted]	$ [redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Total Phase-in, Base and Options		$ [redacted]	$ [redacted]	$ [redacted]

Note: The period of performance for periods 01-07 are included in contract clause F.2

(End of Clause)

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]	[redacted]
4	Base	04/01/2007	09/30/2007	[redacted]	[redacted]
5		10/01/2007	03/31/2008	[redacted]	[redacted]
6	Base	04/01/2008	09/30/2008	[redacted]	[redacted]
7		10/01/2008	03/31/2009	[redacted]	[redacted]
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]	$TBD
13	Option 2	10/01/2011	03/31/2012	[redacted]	$TBD
14		04/01/2012	09/30/2012	[redacted]	$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
Total				[redacted]	[redacted]

National Aeronautics and
Space Administration

NASA Shared Services Center (NSSC)

Building 1111
Stennis Space Center, MS 39529-6000

May 11, 2009

Reply to Attn of: Procurement Division

Computer Sciences Corporation
Attn: Jan Kellet
NASA Shared Services Center
Building 5100
Stennis Space Center, MS 39529

Subject: Modification No. 68; Award Fee for Period 7

Ref: (a) NNX05AA01C – NSSC's Service Provider Contract

In consideration of the NASA Award Fee Report, your Semi-annual Award Fee Self Assessment Report, and the recommendations of the Performance Evaluation Board (PEB), the Fee Determination Official (FDO) has determined that your performance for the period merits an overall composite rating of "Excellent."

In consonance with the above rating, the Information Technology & Science Solutions Division of Computer Sciences Corporation is awarded [redacted], or 96.56% of the [redacted] maximum available award fee for this period.

Enclosed are CSC's original copy of subject modification and copies of the FDO's Determination and Findings, NASA Award Fee Report, and the charts from NASA's oral presentation. There is no action required by CSC, as payment of fee will be made based on this modification. Please acknowledge receipt of this document by signing and dating the "Acknowledgement of Receipt" portion below, and returning this letter to me.

Should there be any question regarding the documents provided, please contact me at mark.w.chadwick@nasa.gov or (228) 813-6022.

Mark W. Chadwick
Contracting Officer

ACKNOWLEDGEMENT OF RECEIPT OF CONTRACT MODIFICATION NO. 68

By Jan Kellett Date 5/12/09

4 Enclosures:
(1) Modification No. 68
(2) FDO's Determinations and Findings
(3) NASA Award Fee Report
(4) NASA's Oral Presentation charts

Copy to: (w/out Encl.)
Executive Director/Mr. Arbuthnot
Deputy Director/Ms. Short
Service Delivery Directorate/Mr. Newton
Business & Administration Office/Ms. Dubuisson

FINDINGS AND DETERMINATIONS

NSSC SERVICE PROVIDER (SP) CONTRACT NO. NNX05AA01C

AWARD FEE DETERMINATION

PERIOD 7: October 1, 2008 through March 31, 2009

Decision to award additional fee pursuant to the provisions of Section G.5, "Award Fee for Service Contracts," of the above numbered Contract.

FINDINGS

1. The Performance Evaluation Board, acting under the authority of NASA's Award Fee Contracting Guide dated June 2001, the Contract's "Quality Assurance Surveillance Plan," dated May 7, 2007, and the Contract's Attachment J-5, "Award Fee Plan," and acting within the intent of Section G.5 of the Contract, has completed its evaluation of the Contractor's performance on said Contract for the period of October 1, 2008 through March 31, 2009. Based upon the evaluation developed by the Performance Evaluation Board, the Contractor has performed (during the period set forth above) the requirements of the Contract in such a manner as to warrant the award of additional fee in accordance with the "AWARD FEE" provision of the Contract.

2. The Performance Evaluation Board has recommended an adjectival performance rating of "Excellent."

3. Based thereon and other documentation in the files, the contractor is entitled to 96.56 % of the available award fee.

DETERMINATION

Upon the basis of the findings set forth above, I hereby determine that, pursuant to the provisions of Section G.5, "Award Fee for Service Contracts," Contract NNX05AA01C, Information Technology & Science Solutions Division of Computer Sciences Corporation, the Contractor, is awarded fee in the amount of [redacted] for the period of October 1, 2008 through March 31, 2009.

Richard E. Arbuthnot
NSSC Executive Director
Fee Determination Official

5-9-09
Date

Attachment to FDO's Findings and Determination
Performance Evaluation Period 7 October 1, 2008 through March 31, 2009

Based on the PEB minutes, the SP's self-assessment, the award fee evaluation report and oral presentations, my conclusions are as follows.

Unparalleled Customer Service

During this performance period, the Service Provider (SP) provided excellent customer service as is demonstrated by meeting or exceeding 22 of the contract's 24 monthly customer satisfaction indicators. Numerous "thank you" e-mails and phone calls were received from customers expressing their appreciation for a variety of services received.

Leader in Shared Service Delivery

In the area of becoming a leader in shared services delivery, the SP consistently met or exceeded almost all performance metrics. The SP met 107 out of 108 available points for level one measures, 49 out of 49 available points for level two measures, and 84 out of 84 points for level three (3) measures. Because of such outstanding performance, the SP received 49.72 out of a possible 50 points.

The SP also made significant strides in supporting the Areas of Special Emphasis (ASE) for this performance period. There has been demonstrated improvement in responsiveness for Human Resources benefits processing and excellent support in transitioning grants reconciliation responsibilities to the NSSC. Additional support above and beyond the contract's requirements was provided in the Agency Purchase, Fleet and Travel Card Program and a proactive effort to involve the Centers in attempting to improve the Accounts Payable processes.

Finally, the SP's performance was a key factor in the NSSC being selected as the 2009 Best New Captive Service Delivery Organization by the Shared Services Outsourcing Network. This is a major commercial sector award with corporate nominees from across the globe.

Free More Resources for NASA Mission Objectives

The SP operated within .4% of contract value for this performance period which is well within the award fee plan's +/- 2% threshold. While meeting the metric demonstrates effective contract cost control measures and results in earning 25 of the available 25 points under the award fee plan, the SP is encouraged to pursue cost-cutting actions through process improvements.

Business Processes and Management Systems

During this performance period, the SP submitted all DRDs and other ad hoc reports in a timely manner; submitted monthly 533 reports that accurately reflected contract modifications; and obtained industry certification for the NSSC's Contact Center. There were some problems noted in the accuracy and timeliness of cost proposals submitted in response to NSSC Letter RFPs, the accuracy of some data in the PPBE process and in the inadvertent release of PII information outside the NSSC. The SP has taken steps in these areas to ensure the problems are corrected.

In managing its small business subcontracting plan, the SP appears to be making progress. For the first time since contract award, an accurate SF 294 was submitted. There was also positive movement towards increasing dollars going to small businesses in an effort to meet the subcontracting plan goals. There is still concern that the SP may fall short of its goals and action has been initiated to provide the Government with a plan that clearly indicates what steps the SP will be taking with regards to the subcontracting goals.

Summary

Overall, the SP's performance during this period has been excellent. The SP demonstrated significant improvement from the last two award fee periods and has shown its willingness to adapt to the often shifting priorities within the NASA culture.

After weighing the above factors, the Performance Evaluation Board's recommendation, the SP and COTR oral presentations, the SP's self-assessment and the Objective Champion Award Fee Report, as the Award Fee Determining Official, my overall assessment of SP performance is Excellent. I assigned a score of 96.56%.

Richard E. Arbuthnot
Executive Director, NSSC
Fee Determination Official (FDO)

NASA Shared Services Center

NSSC AWARD FEE REPORT

NSSC Service Provider Contract

NASA/NSSC Contract Number NNX05AA01C

October 1, 2008 – March 31, 2009

Seventh Semi-Annual Evaluation Period

Maximum Available Award Fee Pool: [redacted]

May 5, 2009

Submitted by:

Kenneth L. Newton
Deputy Director, Service Delivery
Contracting Officer's Technical Representative

Objective Champion Concurrence:

Kenneth L. Newton
Deputy Director
Service Delivery Directorate

Technical Performance

Objective 1: Unparalleled Customer Service

Objective 2: Leader in Shared Services Delivery

Robert A. Poncet
Lead, Budget & Operations
Business & Administration Office

Objective 3: Free More Resources for NASA Mission

Mark W. Chadwick
Contracting Officer, Service Provider Contract
Service Delivery Directorate

Objective 4: Business Management and Small Business

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III. Free More Resources for NASA Mission Objectives **page 8**

IV. Business Management and Small Business Goals **page 9**

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Appendix B: Contract Background page 13
Appendix C: Customer Contact Center Metrics page 15
Appendix D: Performance Metrics Summary page 17
Appendix E: CSC's Technical Solution (Stoplight Chart) page 18
Appendix F: Criteria Rating Computations page 19

Introduction

During this rating period, the NSSC introduced a new Award Fee Process moving away from a totally subjective process to a predominantly objective process. Unparalleled Customer Service scores are solely based on customer satisfaction feedback and the performance of the Customer Contact Center (CCC). Over 60% of customer contacts are resolved in the CCC; while over 35% are resolved by level 2 Service Provider subject matter experts. Only 4% are elevated to Civil Service subject matter experts. The Leader in Shared Services Delivery objective has 50 of 55 total points earned based on performance against Service Level Indicators and contract performance standards. The other five (5) points are earned based on subjective assessment of SP Program Management, quality control, and cross-cutting support within information technology and document imaging & electronic data management. Cost Control or the SPs actual cost performance is assessed against a criterion of +/- 2% of contract value. Cost performance outside the criterion would be subjectively assessed based on cause and overall impact. Lastly, there is a subjective assessment of contract business management and small business performance against contract goals.

The overall recommended rating for the 7th Performance Period is (High) Excellent as demonstrated in the write-up to follow.

I. Unparalleled Customer Service

Objective 1: Provide unparalleled customer service: customer satisfaction includes an evaluation of innovative techniques used to measure customer satisfaction, overall customer assessment capability, and customer satisfaction trends that are monitored and reported monthly.

For this rating period, Unparalleled Customer Service is based solely on objective performance as reported in validated SP performance measures (see Appendix A) to include: 1) Customer Satisfaction Rating based on customer satisfaction survey data for the Customer Contact Center (CCC0 (heavier weighting due to volume of contacts), domestic/foreign/PCS travel (aggregate), and training purchases; 2) CCC Initial Call Response; 3) CCC Call Answer Rate (Non-Satern calls); and 4) CCC Call Abandonment Rate (Non-Satern calls).

The tabulated Objective 1, Unparalleled Customer Service, 22 out of 24 available points or a score of 92%. (9.2 points out of an available 10).

II. Leader in Shared Services Delivery (55 Points)

Objective 2: Become a leader in Shared Services Delivery: technical performance evaluation, includes all areas of contract performance – Technical Exhibit 4: Performance Requirements Summary; PWS 2.0 Management, Administrative and General Requirements specifically risk management and mitigation, quality control, innovation and continuous improvement and performance reporting; PWS 3.0 Performance Requirements and Objectives.

Objective Measure Point Value (50 points)

For this rating period, Leader in Shared Services Delivery is primary based on objective performance as reported in validated SP performance measures (see Appendix A) to include: 1) 18 level one (1) service level indicators with a point value of 30; 2) nine (9) level two (2) service level indicators with a point value of 15; and 3) 14 level 3 performance standards with a point value of 5.

The Performance Metrics summary scorecard is included in Appendix D. Additionally, CSC's Technical Solution Service Delivery Model with assessed stoplight condition is included in Appendix E.

The tabulated Objective 2, Leader in Shared Services Delivery; 106 out of 107 available points for level one (1) measures (99%), 54 out of 54 available points for level two (2) measures (100%), and 84 out of 84 points for level three (3) measures (100%). The aggregate weighted point value for this objective is 49.72 out of an available 50 points.

Subjective Assessment (5 points)

During this rating period, the SP successfully transitioned seven of ten Centers to the NSSC. To ensure that the data was reconciled, they completed a 100% review of all grants. The SP automated the close-out process by incorporating Remedy in concert with the Procurement Close-out team. The SP stepped up and provided a tracking mechanism for all Final 272s reconciliation. This reduces the need for hard copy documents and misplacements of hard copies to ensure a timely turnaround of the reconciliation of Final 272s. In addition, the SP provided suggestions to Grants Handbook to better reflect the grants reengineered process. They also provided suggestions to a change to the Control Monitoring Program. For the month of February, the SP successfully performed CMP activity for Wave 1 centers with no errors. The SP provided training material to the Customer Contact Center (CCC) to handle calls relating to the transition of Financial Management Grant Activities. Material provided reduced the number of Help Desk Tickets related to level 2 and level 3. They develop the process for incoming documents related to FM activities through Tech Doc system. The SP provided the set-up for the FM grants group accounts in Remedy. It allows the CCC to route help desk/change request tickets to FM Grants. The SP should be commended for doing an excellent job. (ESS)

Competence in Benefits Processing (AoSE) – The Benefits Processing team demonstrated knowledge of the changes affecting employees benefits, e.g., Hero's Earning Assistance with Relief Tax Act (HEART Act), and the American Recovery and Reinvestment Act of 2009 (ARRA), prior to receiving policy guidance from the Office of Human Capital Management (OHCM) and the Office of Personnel Management (OPM). With regards to the American Recovery Relief Act (ARRA), once we received policy guidance from OHCM, the SP was ready to act and able to notify affected employees timely. (ES)

Responsiveness in Benefits Functions (AoSE):

- ✓ Team cohesiveness/cooperation represents demonstrated improvement, during end of year surge in retirement/buyout package processing.
- ✓ Customers reported satisfaction with timely personal contact from SP upon receipt of retirement and benefit change documents at the NSSC. (ES)

Effective/Efficient Program Management – Best New Captive Service Delivery award. This was no small accomplishment and took the combined efforts of the entire NSSC team. (SS)

Proactive Agency Support:

SP stepped up and created the Agency Calendar using NSSC capabilities to quickly deliver a High-Quality product for use by NASA Executives. This is an Agency high-visibility project.

The SP IT resource that supports FBWT and the Travel/Fleet Card Transition for SmartPay2 continuously provides unparalleled service to FBWT as well as the SmartPay2 Transition Team. The resource continues to update Agency Cash Reconciliation Tool (ACaRT) on a timely basis. It is anticipated that the timelines established in the project plan will be met or exceeded. For the SmartPay2 project there were several actions that required a very quick turnaround. Since the SmartPay2 also involved the data associated with NASA employee's accounts, the accuracy of the SmartPay2 data left very little room for error. All deadlines were met with 100% accuracy. This is a testament to the dedication and conscientiousness possessed by the resource.

The SP implemented screen-scrape functionality for IPAC transactions. This functionality saves the NSSC a considerable amount of time. Prior to the implementation, the IPAC process took at least 4 days to complete; the process now takes 3 – 4 hours. It also improves the accuracy of the posting because it takes a large portion of the human intervention out of the process.

The SP has improved their accuracy and timeliness of processing payments and following the escalation process. In addition, they implemented a "Get to Green" program for the Accounts Payable area. The SP meets one-on-one with Center representatives and provides supporting data to identify where improvements are needed (normally through training and change communication) to reduce the number of non-NSSC interest penalties. The SP has also provided trend analysis charts for the Agency as a whole and by center. The SP also supported meetings with two Centers with very little advance notice. The meetings were very successful and beneficial to the centers and the NSSC. AP and Proactive Agency Support -- AR SP performed very well during year end start up activities. This year was the first year that the NSSC performed this activity for the centers. The backlog of invoices was processed in less than a week once the system was operational for the new year's activity. Additionally during this time, the SP supported JSC due to Hurricane Ike. The NSSC received kudos from JSC for this support. Two SP employees received a group achievement award based on their outstanding support.

The New Hire and PAP teams provided exceptional support in the testing and identification of issues with the new Entry on Duty System (EODS) launched by JSC. Their attention to detail and clear explanation of issues allowed for quick resolution of problems by the programmers and prevented the use of a faulty system for senior hires associated with the

presidential transition. (SS)

Proactive Cross Functional Services – Document Imaging corrective action efforts have resulted in zero daily backlog and restoration of customer confidence in document processing. Information Technology accomplishments include: EPTS 278 process automation, effective HRIS support. (SS)

Responsive and/or Expedited support provided in the following areas:

- ✓ Grant Award Processing - SP was highly responsive to HQ requested expedited grant and cooperative agreement processing to meet FY08 funds obligation goals in 1st Quarter, FY09. SP did was necessary to meet customer needs significantly exceeding established SLA's.
- ✓ Awards Processing - Positive feedback on response times for Out-of-Cycle Agency Honor Awards that are typically shipped on same day nomination received at the NSSC even though primary support provided by an external print vendor to accomplish the unique certificates.
- ✓ Benefits Processing - SP took the initiative to contact individuals in California who would be affected by FEHB insurance changes (discontinued vendor) prior to loss of coverage.
- ✓ SES Documentation Processing - SP provided unparalleled customer service by accommodating the Agency with quality deliverables in response to requests for expedited SES cases in order to meet the OPM end of year deadline. (S)

Grants Electronic File Initiative – The SP revised the organization and method of creating electronic grant and cooperative agreement award and supplemental award files with the goal of demonstrating 100% consistency between paper (official) and electronic copies. All instruments awarded to-date in FY 2009 adhere to the new format and almost 300 FY2008 files have been revised and updated to the new format. (S)

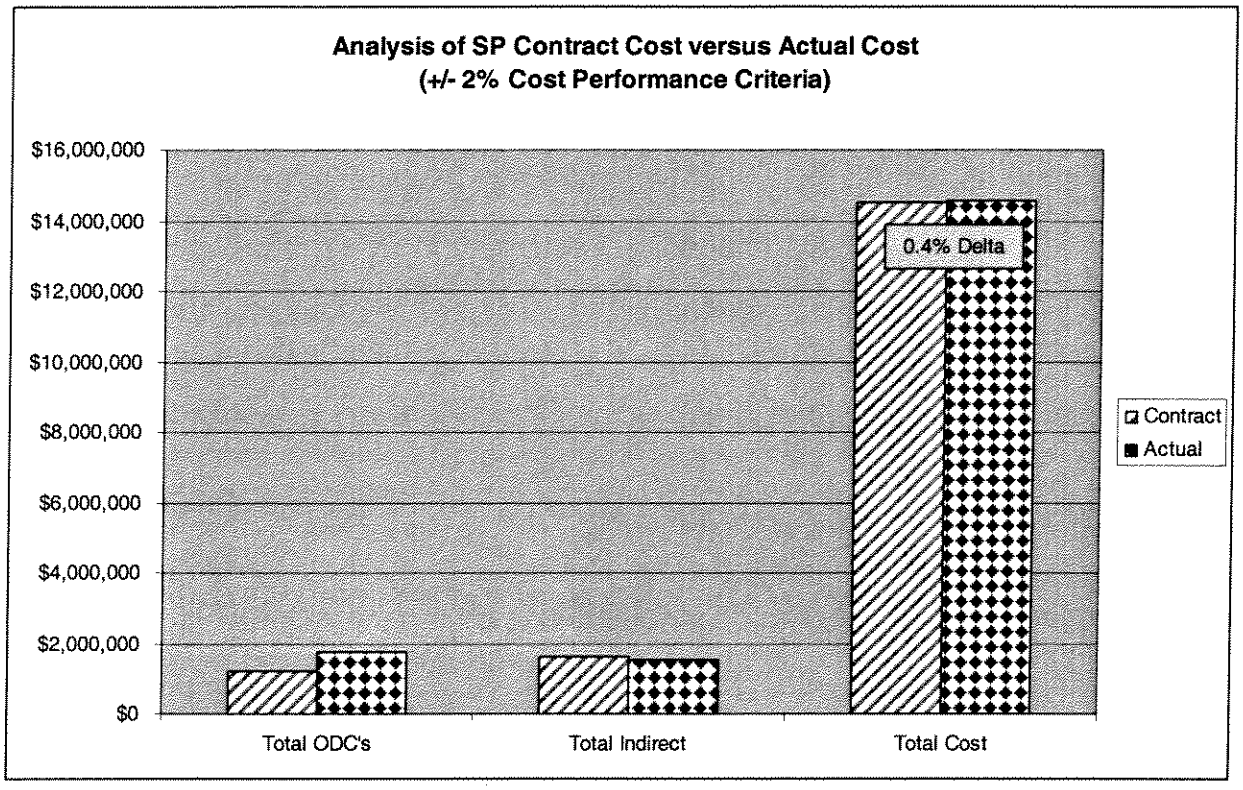
Agency/NSSC Purchase Card Support -- The SP personnel supporting the Agency and NSSC purchase card programs have provided invaluable support during the transition from Bank of America to JP Morgan Chase. The SP has participated in a huge number of telecons and meetings; has learned a variety of new P-card systems and has served as the primary POC for all issues related to the P-card when the Agency APC is out of the office. The quality of the support provided has consistently been above the requirements set forth in the contract. (S)

SBIR/STTR Process Improvement Needed – SP must focus on improved communication with NSSC Contracting Officers prior to and during the award process. Doing so would reduce the high rate of rejection of SBIR / STTR packages (greater than 95%) we experienced in the recent cycle of awards. The SP should exercise greater diligence in reviewing prepared packages, identifying potential issues that could preclude award and ensuring CMM entrees are accurate and match proposed award, satisfactorily document price analysis, etc. (W)

The Recommended Adjective Rating for Objective 2, Leader in Shared Services Delivery is a (High) Excellent or 95%. Earning 4.75 of an available 5 points

III. Free More Resources for NASA Mission Objectives (25 Points)

Objective 3: Achieve savings to free more resources for the Agency Mission: Overall cost performance evaluation, how well actual costs are controlled as compared to total negotiated costs, as represented in NF 533 and cost efficiencies achieved during the rating period. Cost not under the direct control of the SP will be excluded.



The Objective Score for Objective 3, Free More Resources for NASA Mission Objectives based on Actual Cost Performance being within +/-2% of Contract Value. Actual Cost Performance as assessed by B&A reflects a slight overrun to the phased contract value by 0.4% which is within the performance evaluation limits. 100% of point value is earned, 25 of an available 25 points.

IV. Business Management (5 Points) & Small Business (5 Points)

Objective 4: Become the best in business processes and management: evaluation of the overall administration of the contract. Includes accuracy and timeliness of all reporting requirements and proposal submissions, ability to meet or exceed subcontracting goals, overall effectiveness of managing subcontracts, overall ability and effectiveness to respond to operational and management problems, and management of government furnished property, services, facilities, and information.

Business Management

During this rating period, the SP Records Management Team is currently spearheading the effort to reorganize and improve the NSSC's Electronic Library (TechDoc). SP Records Manager and team were instrumental in laying the foundation for developing the Project Plan. A tremendous effort and the above-and-beyond attitude of SP to accommodate NSSC requirements and recommendations have resulted in many new ideas and improvements for the TechDoc re-design project. The Records Management Team was instrumental in organizing the Master Records Index (MRI) kick-off meetings for NSSC Records Liaison Officers (RLOs). This inventory of records by department/functional area is a work-in-progress that the SP Records Management Team is managing very well. As the project progresses, the Team constantly uses "lessons learned" to improve and accelerate the process.

The SP has had several incidents where PII information was released outside of the NSSC, which constituted an interior breach that had to be reported to HQ. The information breaches were confined within the agency, but still fell into the definition of a reportable breach. Upon investigation of these breaches, the SP took numerous corrective actions to mitigate the possibility of future incidents. It was recommended that the SP provide additional training to its personnel denoting the type of work and information that poses greatest risk for a PII breach. The SP proactively took actions to eliminate external breaches and to minimize interior breeches. Currently, there are no government-wide or NASA performance standards associated with PII breaches but NASA and the SP are working to develop HR specific and cross-cutting standards for future rating periods.

Proposal/PPBE Submission Quality and Timeliness

The SP continues to submit proposals, PPBE spreadsheets, etc., that are filled with errors. Several change orders have been received containing many errors. Four of the change orders worked during this review period (20, 21, 22, 25) contained mathematical errors in the proposal spreadsheets. Some errors were identified by the SP after submission, but most were found by the Government while conducting cost analysis. In addition to the accuracy of the proposals, there is concern about the timeliness of proposal submission. CO #22 for a DoL Wage Adjustment was submitted 8 days after the due date specified in the RFP and CO #21 and CO #23 were submitted several months after requests for equitable adjustments were first discussed and CSC was invited to submit those requests. As the award fee period has progressed, the accuracy of the proposals has increased. The SP's initial input to the PPBE exercise was submitted in a timely manner yet contained errors. NASA identified errors in the submissions requiring resubmission of the budget. Five resubmissions were received requiring additional work by civil servants to reenter the details by WBS each time into the budgeting software. Some errors had been identified in previous submissions but took 2 or 3 revisions to correct (e.g., WYE calculations for FY15). As a result of thorough review of the submission by the functional area managers, a list of questions was formally sent to the service provider. Excluding questions removed by NASA, there were 20 questions submitted. The SP never formally answered the questions but addressed some answers through the revised submissions. Six of the questions were never addressed in any revision. Most of those questions were in the HR area where the lack of response caused budgeted cost and rates to increase without adequate explanation. NASA requested a listing of IT materials to support the PPBE submittal. What was received was

the materials list supporting change order #21 which did not correlate to the PPBE submission. CSC never attempted to reconcile the difference which was the reason for the request of the details. NASA looked at the contract value, added the change orders outstanding, and compared that to the PPBE submissions. This was an extensive effort on the part of NASA and it reflects inconsistencies at every level between the Contract and the Budget submittal. The considerable rework that takes place due to the poor quality submissions takes a toll on very small staffs on both the government side as well as the SP. Though by the definition of "significant weakness", this does not appreciably increase the risk of unsuccessful contract performance; it is having a significant impact on the staffs involved. Corrective action to address these problems is critical on the overall performance of the business office staffs. (W) *Note: This item was submitted by the B&A Objective champion as a significant weakness; however, in the review of the COTR in regards to the definition of a significant weakness as contained in the NSSC Quality Assurance Surveillance Plan, "Significant Weaknesses (SW) refer to performance which failed to meet contract requirements and has a significantly negative impact on NSSC operations." This in the assessment of the COTR did not have a significantly negative impact on NSSC operations.*

Small Business Goals Performance -- The October 2008 eSRS 294 submission had to be rejected because CSC Headquarters entered incorrect data in the submission. The report was rejected on November 5, 2008, but a corrected report was not submitted until December 11, 2008. To date, every eSRS submission made by the SP since contract award has had to be rejected for corrections. There is also concern about the SP's ability to meet its contractually required small business goals. On January 30, 2008, an e-mail was sent to the SP expressing concern about the fact that 66% of the base period of performance is already completed yet only 43% of the overall small business dollar goal has been met.

The Recommended Adjective Rating for Objective 4, Business Management is a (High) Good or 80% (4 of 5 available points) and Small Business Goal Achievement is a (High) Good or 80% (4 of 5 available points). Earning 8 of an available 10 total points.

Appendix A. PERFORMANCE METRICS SUMMARY

No.	Performance Area	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL	SCORE		
1	Customer Satisfaction	1	1	1	1	1	1	6			
50	Customer Initial Call Response	1	1	1	1	1	1	6			
51	Call Answer Rate (Non-SATERN Calls)	0	1	1	0	1	1	4			
	Call Abandoment Rate (Non-SATERN Calls)	na	na	1	1	1	1	4			
	Objective 1 Metric (Customer Satisfaction) Total	2	3	4	3	4	4	20	91%		
2	Accounts Payable (%on-time)	0	1	1	1	1	1	5			
3	Accounts Payable ($/M Measure)	1	1	1	1	1	1	6			
9	Payroll / Time & Attendance Processing	1	1	1	1	1	1	6			
10	Domestic Travel Vouchers	1	1	1	1	1	1	6			
11	Foreign Travel Vouchers	1	1	1	1	1	1	6			
12	PCS – Actual Temporary Quarters, Real Estate, Constructive and All Other Vouchers	1	1	1	1	1	1	6			
13	PCS – Enroute, Misc, Fixed Temporary Quarters, House Hunting Trip (Fixed/ Actual)	1	1	1	1	1	1	6			
14	PCS – Relocation Income Tax Allowance (RITA) and Income Tax Reimbursement Allowance (ITRA)	1	1	1	na	na	na	3			
19	Registration/Reimbursement for Individually Funded Training Activities (Off-Site)	1	1	1	1	1	1	6			
22	Benefits Processing (Retirement Estimates)	1	1	1	1	1	1	6			
27	Benefits Processing (Retirement Packages)	1	1	1	1	1	1	6			
23	Benefits Processing (Expedited Actions)	1	1	1	1	1	1	6			
32	Personnel Action Processing and Record Keeping (1)	1	1	1	1	1	1	6			
32	Personnel Action Processing and Record Keeping (2)	1	1	1	1	1	1	6			
41	On- Site Training Purchases ($3,001-$25,000)	1	1	1	1	1	1	6			
42	On- Site Training Purchases (>$25,000)	1	1	1	1	1	1	6			
35	Grants / Cooperative Agreements (Awards)	na	1	1	1	1	1	5			
	Grants / Cooperative Agreements (Supplementals)	1	1	1	1	1	1	6			
37	SBIR/STTR (Phase 1&2)	na	na	1	1	1	1	4			
	Objective 2 Level 1 Metric Total	15	16	19	16	18	18	102	94%		

15	Permanent/Temporary Change of Station	1	1	1	1	1	1	6			
16	Agency Honor Awards and Processing	1	1	1	1	1	1	6			
17	SES Case Documentation – Nominations (ECQs)	1	1	1	na	na	1	4			
18	SES Case Documentation – CDP Mentor Appraisals	na	1	na	1	1	na	3			
29	HR & Training Website Development & Maintenance	1	1	1	1	1	1	6			
30	HR and Training Information Systems	1	1	1	1	1	1	6			
33	eOPF Maintenance	1	1	1	1	1	1	6			
44	NSSC Systems Uptime	1	1	1	1	1	1	6			
45	NSSC Website Availability	1	1	1	1	1	1	6			
	Objective 2 Level 2 Metric Total	8	8	8	8	8	8	48	100%		

6	Process Billings and Collections	1	1	1	1	1	1	6			
7	Reconcile subsidiary ledger	1	1	1	1	1	1	6			
8	Process delinquent payments	1	1	1	1	1	1	6			
20	Processing of Training Notices for Internal NASA and Center Training	1	1	1	1	1	1	6			
21	Administration and Oversight of On-Line Agency Training	1	1	1	1	1	1	6			
25	Benefits Processing - Disability and Long-Term Illness	1	1	1	1	1	1	6			
26	Benefits Processing	1	1	1	1	1	1	6			
28	Administration of Leave Donor Program and Advanced Sick Leave	1	1	1	1	1	1	6			
34	Entering obligations and FPDS data into procurement and finance systems	1	1	1	1	1	1	6			
36	Grant lead times for modifications and other administrative actions (renewals, PI transfers, etc)	1	1	1	1	1	1	6			
38	NASA SBIR/STTR lead times for new awards (Phase II)	1	1	1	1	1	1	6			
39	Unilateral SBIR/STTR Funding Modifications	1	1	1	1	1	1	6			
40	Bilateral SBIR/STTR Modifications	1	1	1	1	1	1	6			
43	Lead time for new awards-over $100,000	1	1	1	1	1	1	6			
	Objective 2 Level 3 Metric Total	14	14	14	14	14	14	84	100%		

Appendix B. CONTRACT BACKGROUND

The NASA Shared Services Center (NSSC) Service Provider (SP) Contract supports a broad range of select functional activities for Financial Management, Human Resources, Procurement, and Information Technology. NASA is consolidating these selected business and technical services currently performed across the Agency into a single shared services Center to increase operational efficiency and improve overall customer service. As a service contract, continual improvement in the services provided and the cost for providing these services is a crucial element. The purpose of the award fee provisions of this contract is to recognize the performance of the SP. The emphasis of this performance evaluation is to encourage continual improvement in all aspects of the contract.

The purpose of this performance evaluation is to provide both general and specific criteria to serve as a basis for the periodic evaluation of the SP's performance. This plan covers the administration of the award fee provisions of Contract No. NNX05AA01C with the SP. The contract was awarded May 17, 2005 in accordance with the provisions of FAR Part 15 and OMB Circular A-76, revised.

The SP will provide the required services to the NSSC and the Agency. The term of this Cost-Plus-Award-Fee (CPAF) performance based contract is from Sept. 1, 2005 to August 31, 2015. The estimated cost-plus-award-fee for performing the contract for its full ten-year period is [redacted] The total maximum available award fee (for all evaluation periods) is [redacted] he total amount of award fee available for this fourth performance period is [redacted]

EVALUATION FACTORS

The strategic objectives of the NSSC are to provide unparalleled customer service; to implement an organization that employs shared services leading practices in management and process development; to drive toward a One NASA experience for all employees and vendors by standardizing business processes and management systems; and to achieve savings that result in more resources for NASA Mission objectives. These objectives directly support the NSSC Mission "To provide timely, accurate, high quality, cost effective and customer-focused services to NASA." The Service Provider (SP) is responsible for providing services that meet or exceed the following overarching NSSC mission objectives:

A – Technical Performance (70%)

Objective 1 (10%):
Provide unparalleled customer service: customer satisfaction includes an evaluation of innovative customer satisfaction trends and the performance of the Customer Contact Center.

Objective 2 (55%):
Become a leader in Shared Services Delivery: technical performance evaluation, includes all areas of contract performance – Technical Exhibit 4: Performance Requirements Summary; PWS 2.0 Management, Administrative and General Requirements specifically risk management and mitigation, quality control, innovation and continuous improvement and performance reporting; PWS 3.0 Performance Requirements and Objectives.

B – Cost Control (25%)

Objective 3:
Achieve savings to free more resources for the Agency Mission: Overall cost performance evaluation, how well actual costs are controlled as compared to total negotiated costs, as represented in NF 533 and cost efficiencies achieved during the rating period. Cost not under the direct control of the SP will be excluded.

C – Business Management (5%)/Small Business (5%)

Objective 4:
Become the best in business processes and management: evaluation of the overall administration of the contract. Includes accuracy and timeliness of all reporting requirements and proposal submissions, ability to meet or exceed subcontracting goals, overall effectiveness of managing subcontracts, overall ability and effectiveness to respond to operational and management problems, and management of government furnished property, services, facilities, and information. Additionally, the SP's ability to meet Small Business contracting goals.

The SP degree of success in achieving these objectives will be measured as indicators of contractor performance and will be the foundation of the award fee evaluation.

Areas of Special Emphasis
Areas of Special Emphasis are to be limited to major SP functions and/or special activities having the potential to impact broad areas of mission performance, or which if singular in nature, are of such importance that inadequate SP performance would jeopardize the ability of NASA to effectively meet requirements.

The COTR, in conjunction with the CO, Objective Champions, and NSSC Performance Monitors is responsible for summarizing the SP's performance utilizing the NSSC PMs surveillance inputs to judge the level of SP performance in meeting the NSSC objectives.

The Areas of Special Emphasis for this award fee rating period included:

Transition of AP Grants

The SP shall support AP Grants transition planning through a joint effort in development of a plan, process development, communications and cut-over plan and produce a project schedule.

Competence In Benefits Processing

This SAE is intended to address the Contractor's performance in developing and training personnel. This factor evaluates the Contractor's performance in developing, maintaining and enhancing staff skills; and in succession planning to avoid perturbations in task activities due to turnover of contractor personnel. The goal is to ensure work products reflect high quality and technical expertise by providing qualified and well trained personnel to perform benefits functions

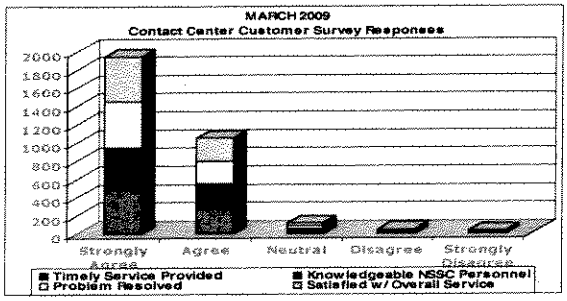
Responsiveness In Benefits Functions

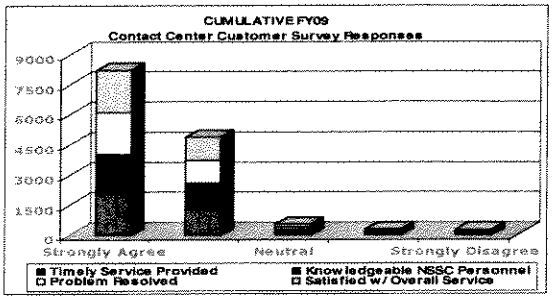
This SAE focuses on the extent to which the Contractor's practices are complimentary and supportive of the Government's and the extent to which the Contractor cooperates with Government personnel in presenting a favorable image in responding to customer calls and inquiries.

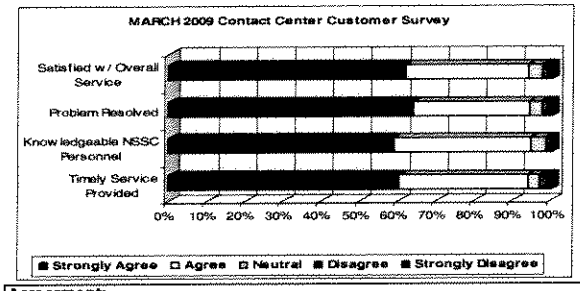
Appendix C: Customer Contact Center Metrics

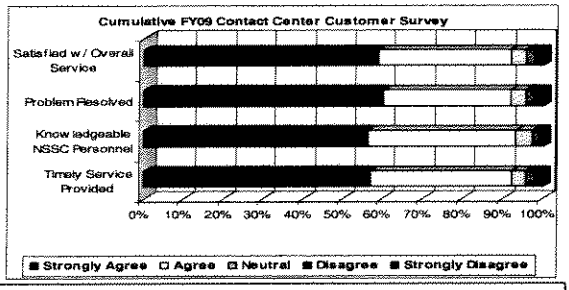
Customer Contact Center Customer Satisfaction Survey

CUSTOMER SATISFACTION SURVEY









Assessment:
94.0% of randomly selected customers "agree" or "strongly agree" that they were satisfied with the overall service of the NSSC.
94.1% of randomly selected customers "agree" or "strongly agree" that their problem was resolved to their satisfaction.

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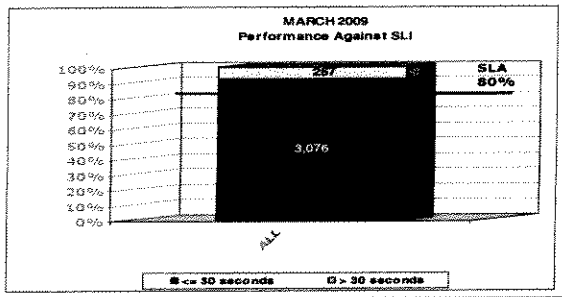
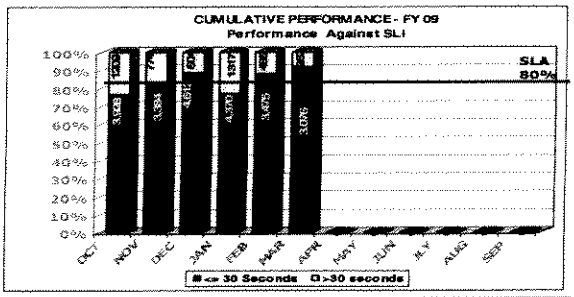
Customer Contact Center Average Speed of Answer (Non Satern)

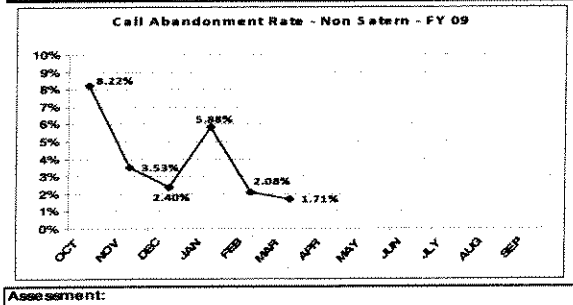
CALL RESPONSE RATE

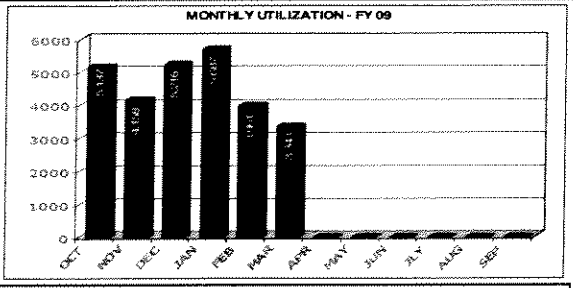
Service Level Indicator: 80% of Customer Calls are answered within 30 Seconds during NSSC business hours.





Goal	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEPT
80%	76.46%	81.39%	88.42%	76.84%	87.73%	92.01%						
Cumulative YTD	5,137	9,295	14,511	20,198	24,159	27,502						





Assessment:

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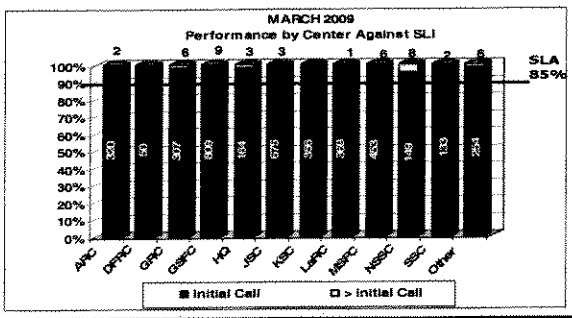
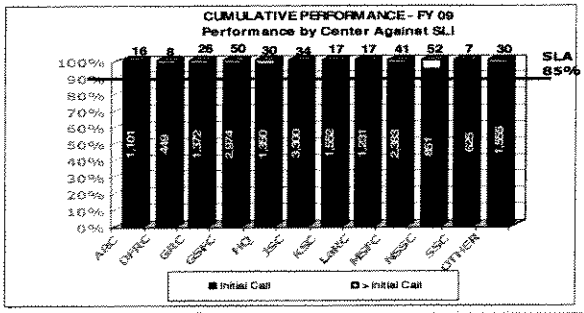
Customer Contact Center
Initial Call Resolution

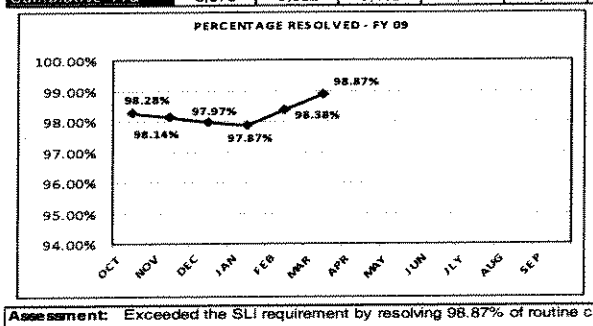
INITIAL CALL RESOLUTION

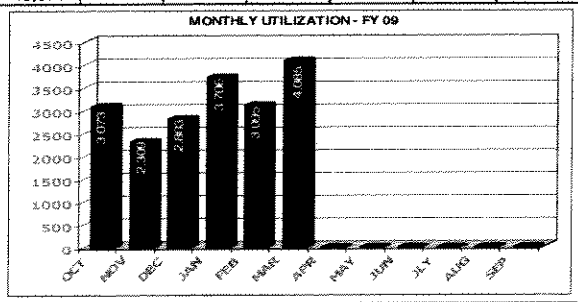
Service Level Indicator: 85% of Routine Customer Inquiries are resolved on initial call during NSSC Business Hours.





Goal	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEPT
85%	98.28%	98.14%	97.97%	97.87%	98.38%	98.87%						
Cumulative YTD	3,073	5,382	8,185	11,891	14,986	19,071						





Assessment: Exceeded the SLI requirement by resolving 98.87% of routine customer inquiries on initial call during NSSC business hours during the month of March.

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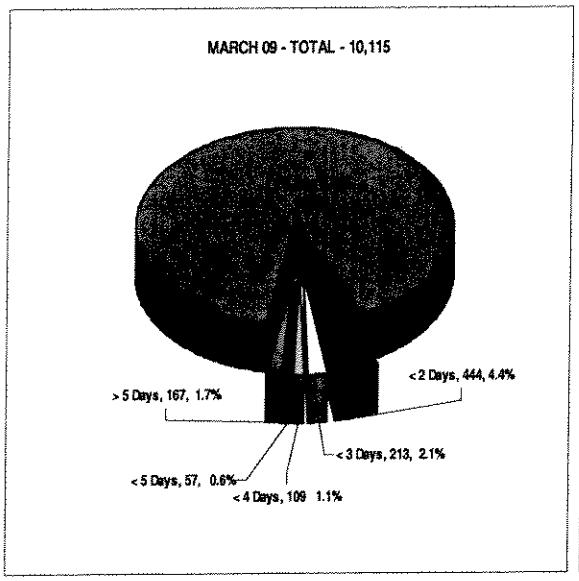
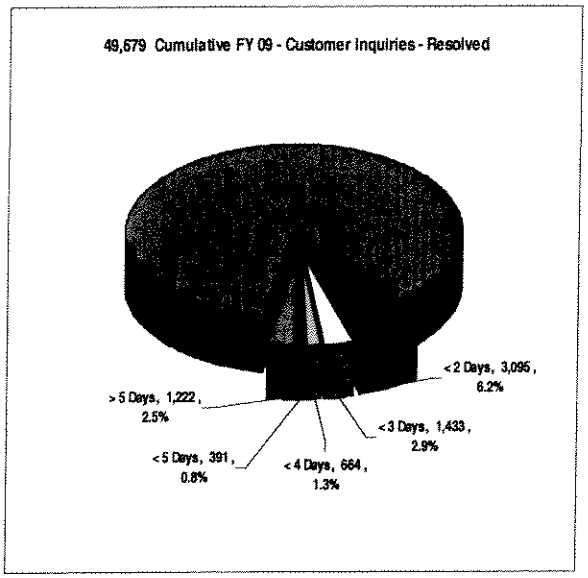
Customer Contact Center
Resolved Customer Inquiries (Resolution by Days)

Service Level Indicator:
Customer Inquiries (Resolution by Days)





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Appendix D: Performance Metrics Summary

Scorecard – March Overall

Activity	MAR 09
Accounts Payable – Non Bona Payments	●
Accounts Payable – Bona – Non-SBM	●
Payroll	●
Domestic Travel	●
Foreign Travel	●
Bona Travel	●
Bona Travel	●
Bona Travel	
Relocation Assistance – Residential	●
Agency Bonus Awards	●
Off-Site Training	●
Internal Training – ODR	●
Internal Training – ODR	●
SES Appointments	●
SES ERP Service Agreements	
Reimbursed Education – 10 day	●
Reimbursed Education – 20 day	●
Reimbursed Education – 45 day	●
Reimbursed Processing – 10 day	●
Reimbursed Processing – 20 day	
[illegible] – 15 day	●
[illegible] – 25 day	●
Reimbursed Action Processing	●
Grants	●
Grants Supplementals	●
[illegible] – Phase 1	
[illegible] – Phase 2	●
Initial Call Recordations	●
Call Responsiveness Rate	●
Call Abandonment Rate	●
Website Availability	●

AP Legend:

- ● >= 98%
- ○ < 98% & >=97%
- ● <97%

Legend

- ● Met or Exceeded SLA
- ○ 0 – 5% of stated target SLA
- ● >5% of stated target SLA

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Scorecard – By Month

Activity by Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Accounts Payable – Non Bona Payments	●	●	●	●	●	●						
Accounts Payable – Bona – Non-SBM	●	●	●	●	●	●						
Payroll	●	●	●	●	●	●						
Domestic Travel	●	●	●	●	●	●						
Foreign Travel	●	●	●	●	●	●						
Bona Travel	●	●	●	●	●	●						
Bona Travel	●	●	●	●	●	●						
Bona Travel	●	●	●									
Relocation Assistance	●	●	●	●	●	●						
Agency Bonus Awards	●	●	●	●	●	●						
Off-Site Training	●	●	●	●	●	●						
Internal Training – ODR	●	●	●	●	●	●						
Internal Training – ODR	●	●	●	●	●	●						
SES Appointments	●	●	●			●						
SES ERP Service Agreements		●		●	●							
Reimbursed Education – 10 day	●	●	●	●	●	●						
Reimbursed Education – 20 day	●	●	●	●	●	●						
Reimbursed Education – 45 day	●	●	●	●	●	●						
Reimbursed Processing – 10 day	●	●	●	●	●	●						
Reimbursed Processing – 20 day												
[illegible] – 15 day	●	●	●	●	●	●						
[illegible] – 25 day	●	●	●	●	●	●						
Reimbursed Action Processing	●	●	●	●	●	●						
Grants		●	●	●	●	●						
Grants Supplementals	●	●	●	●	●	●						
[illegible] – Phase 1				●								
[illegible] – Phase 2			●	●	●	●						
Initial Call Recordations	●	●	●	●	●	●						
Call Responsiveness Rate	Y	Y	●	●	●	●						
Call Abandonment Rate	Y	●	●	●	●	●						
Website Availability	●	●	●	●	●	●						

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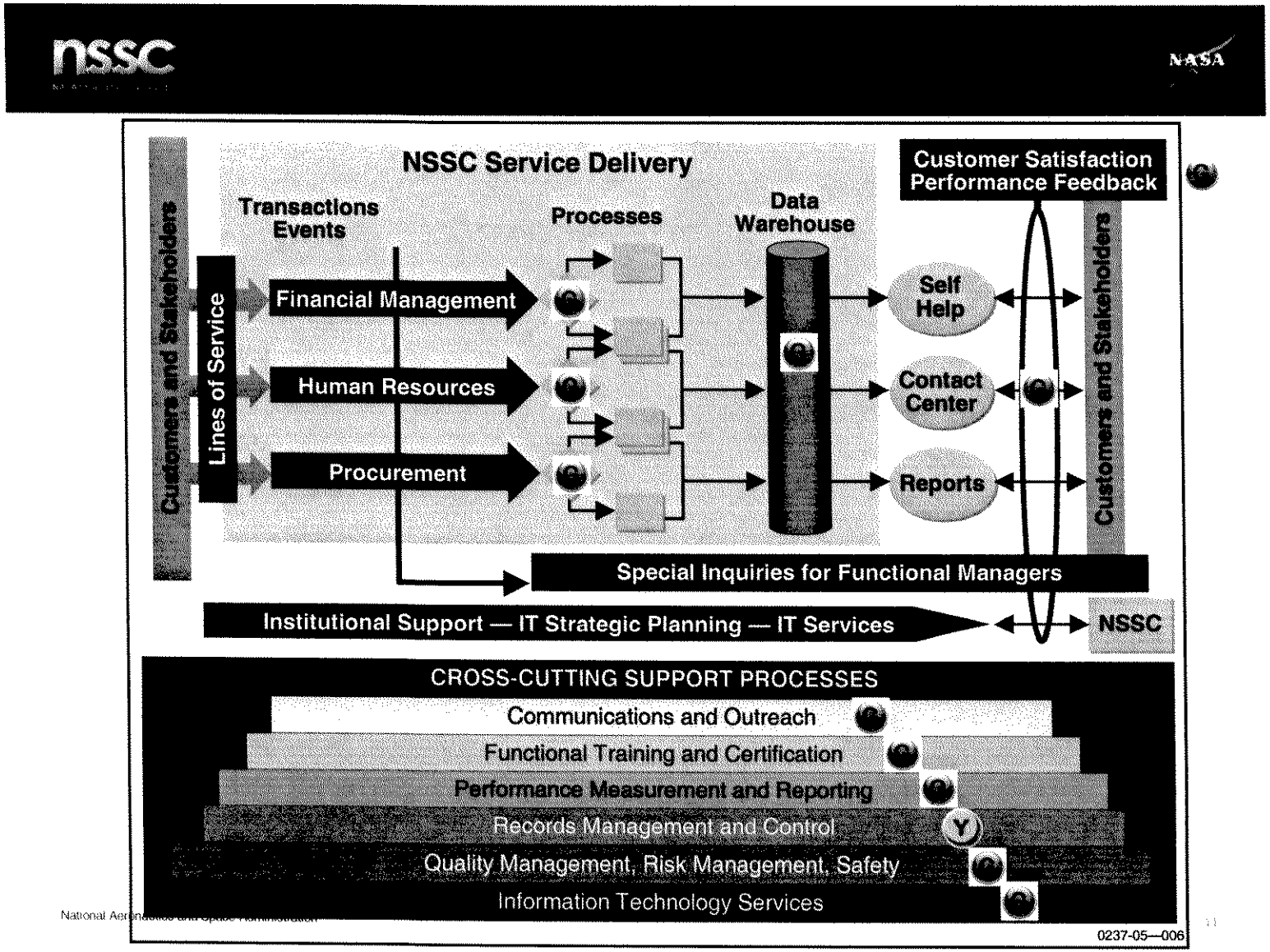
Appendix E: CSC's Technical Solution (Stoplight Chart)



Appendix F: Criteria Rating Computations

NSSC Service Provider Contract
NASA/NSSC Contract #NNX05AA01C
Award Fee Evaluation Briefing
7th Semi-Annual Evaluation Period
October 1, 2008 through March 31, 2009

Ken Newton
Deputy Director, Service Delivery
Contracting Officer's Technical Representative

May 4, 2009

Governing Documents

- NSSC Service Provider Contract
  - Attachment J-5, Award Fee Plan
- NSSC Quality Assurance Surveillance Plan

Purpose

- Provide the periodic evaluation of the Service Provider's performance

Scope

- The term of this Cost-Plus-Award-Fee (CPAF) performance based contract is from September 1, 2005 to August 31, 2015.
- The estimated cost-plus-award-fee for performing the contract is [redacted]. The total available award fee (for all evaluation periods) is [redacted]. Maximum Available Award Fee Pool for this Evaluation Period is: [redacted]
- The estimated cost and award fee are subject to equitable adjustments arising from changes or other contract modifications.
- The Fee Determination Official (FDO) will periodically determine the award fee payable in accordance with the Award Fee Plan.
- The award fee amount and the award fee determination methodology are unilateral decisions made solely at the discretion of the Government.
- The unearned award fee in any given period shall be lost and shall not be carried forward or "rolled-over" into subsequent periods.

Evaluation Criteria for Evaluation Period 7

Semi-Annual Evaluation	Technical Customer Satisfaction	Technical Performance	Cost	Business Management /Small Business	Total
Totals	10%	55%	25%	10% (5%/5%)	100%

Customer Satisfaction – 10% Objective Measures
Technical Performance – 50% Objective Measures/5% Subjective
Cost Control – 25% Objective Assessment w/in +/-2% Contract Value
Business Management – 5% Subjective
Small Business Goals – 5% Subjective

Quality Assurance Surveillance Plan

A – Technical Performance (65%)

- Objective 1 (10%): *Provide unparalleled customer service*: **Customer satisfaction includes overall customer assessment capability and customer satisfaction trends that are monitored and reported monthly. To include objective assessment of Customer Contact Center performance against established service level indicators.**
- Objective 2 (55%): *Become a leader in Shared Services Delivery*: **Technical performance evaluation, includes all areas of contract performance – Technical Exhibit 4: Performance Requirements Summary; PWS 2.0 Program Management, Administrative and General Requirements specifically risk management and mitigation, quality control, innovation and continuous improvement and performance reporting; PWS 3.0 Performance Requirements and Objectives.**

Quality Assurance Surveillance Plan

B – Cost Control (25%)

- Objective 3: *Achieve savings to free more resources for the Agency Mission*: **Overall cost performance evaluation, how well actual costs are controlled as compared to total negotiated costs, as represented in NF 533 and cost efficiencies achieved during the rating period. Cost not under the direct control of the SP will be excluded.**

C – Business Management (5%)/Small Business Performance (5%)

- Objective 4: *Become the best in business processes and management*: **Evaluation of the overall administration of the contract. Includes accuracy and timeliness of all reporting requirements and proposal/PPBE submissions, overall effectiveness of managing subcontracts, overall ability and effectiveness to respond to operational and management problems, and management of government furnished property, services, facilities, and information. Specific emphasis on SP ability to meet or exceed small business subcontracting goals.**

Areas of Special Emphasis (AoSE)

✓ **Transition of AP Grants**
The SP shall support AP Grants transition planning through a joint effort in development of a plan, process development, communications and cut-over plan and produce a project schedule.

✓ **Competence In Benefits Processing**
This SAE is intended to address the Contractor's performance in developing and training personnel. This factor evaluates the Contractor's performance in developing, maintaining and enhancing staff skills; and in succession planning to avoid perturbations in task activities due to turnover of contractor personnel. The goal is to ensure work products reflect high quality and technical expertise by providing qualified and well trained personnel to perform benefits functions.

✓ **Responsiveness In Benefits Functions**
This SAE focuses on the extent to which the Contractor's practices are complimentary and supportive of the Government's and the extent to which the Contractor cooperates with Government personnel in presenting a favorable image in responding to customer calls and inquiries.

Leader in Shared Services Delivery

The Service Delivery Priorities during this award fee period were:

- Stabilization and building customer confidence in Accounts Payable
- Stabilization and building customer confidence in Benefits Counseling
- Transition and stabilization of Grants Letter of Credit Payments
- Continued Emphasis on Employee Responsiveness
- Identifying and implementing process efficiencies--automation, self-help, etc.

Overall Recommended Rating

- Proactively partnered with the government to stabilize Benefits Processing activities and transitioned Grants Letter of Credit Payments
- The SP implemented corrective action in Document Imaging and Electronic Data Management to reduce/eliminate daily backlog and assure proper routing of documents.
- Proactively met or exceeded Areas of Special Emphasis
- Implemented "Get to Green" Program in Accounts Payable processing emphasizing the importance of stabilization and partnering with each Center to meet/exceed 98% On-time Standard and to continue to reduce penalties/interest spent on late payments.
- Customer Contact Center was audited by the Help Desk Institute and awarded HDI Support Center certification. The NSSC CCC is dedicated to providing quality operations, continuous improvement, positive work environment, and high levels of customer service.
- The NSSC was recognized by the Shared Services Outsourcing Network as the 2009 Best New Captive Shared Services Organization.

Overall Recommended Rating

• Unparalleled Customer Service Objective Score:	9.09%
• Leader in Shared Services Objective Score:	49.72%
• Leader in Shared Services Subjective Score (95%):	4.75%
• Cost Control Objective Assessment:	25.00%
• Business Management Subjective Score (80%):	4.00%
• Small Business Subjective Score (80%):	4.00%
• Overall Recommended Rating:	96.56%

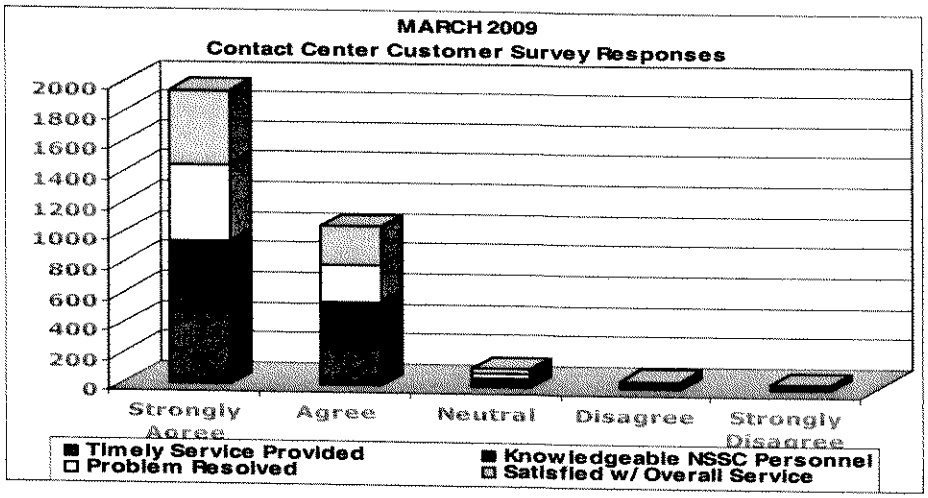
Overall Recommended Adjectival Rating:
(Mid/High) Excellent

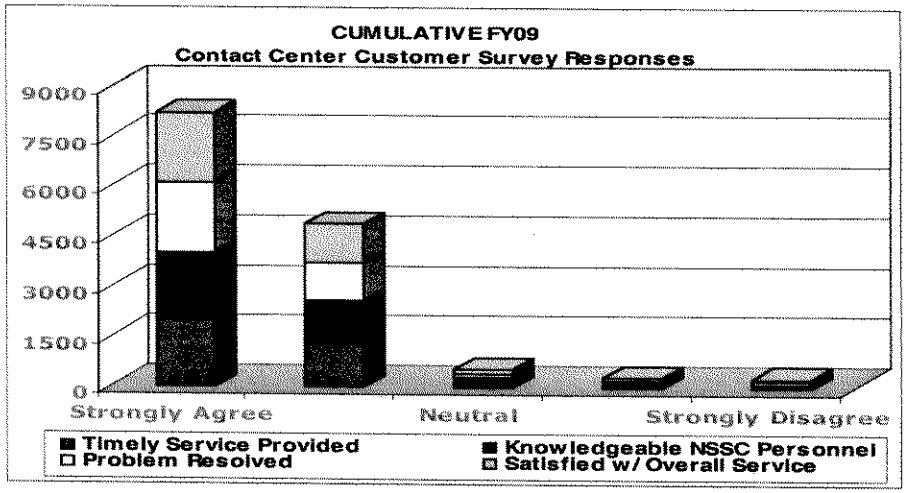
Unparalleled Customer Service

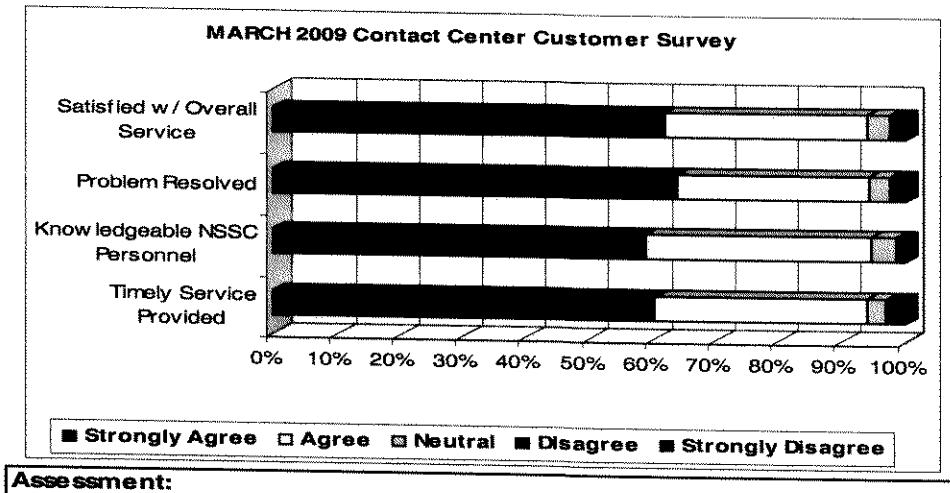
No.	Performance Area	OCT	NOV	DEC	JAN	FEB	MAR	TOTAL	SCORE		
1	Customer Satisfaction	1	1	1	1	1	1	6			
50	Customer Initial Call Response	1	1	1	1	1	1	6			
51	Call Answer Rate (Non-SATERN Calls)	0	1	1	0	1	1	4			
	Call Abandoment Rate (Non-SATERN Calls)	na	na	1	1	1	1	4			
	Objective 1 Metric (Customer Satisfaction) Total	3	3	4	3	4	4	20	83%		

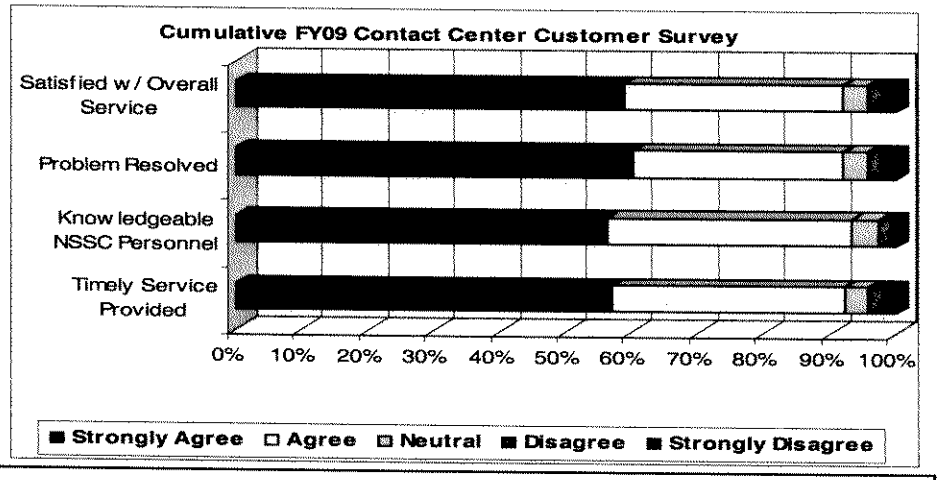
Customer Contact Center
Customer Satisfaction Survey

CUSTOMER SATISFACTION SURVEY









Assessment:

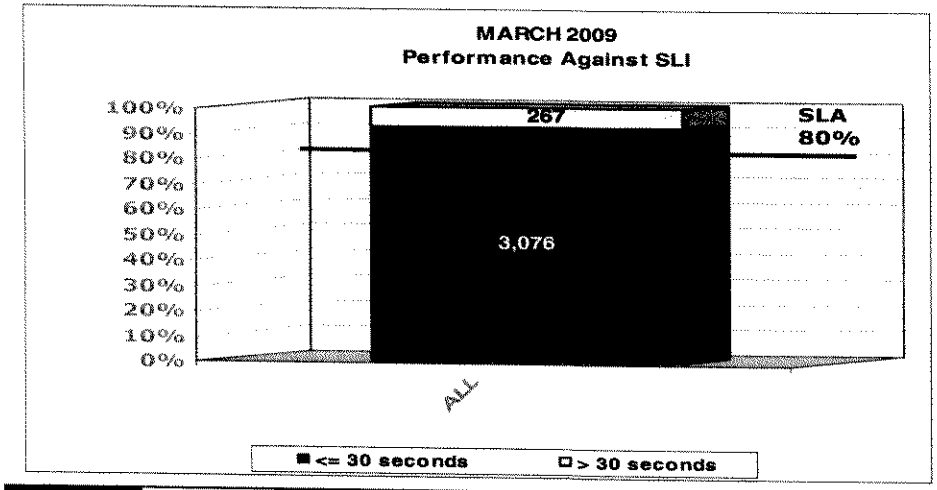
94.0% of randomly selected customers "agree" or "strongly agree" that they were satisfied with the overall service of the NSSC.

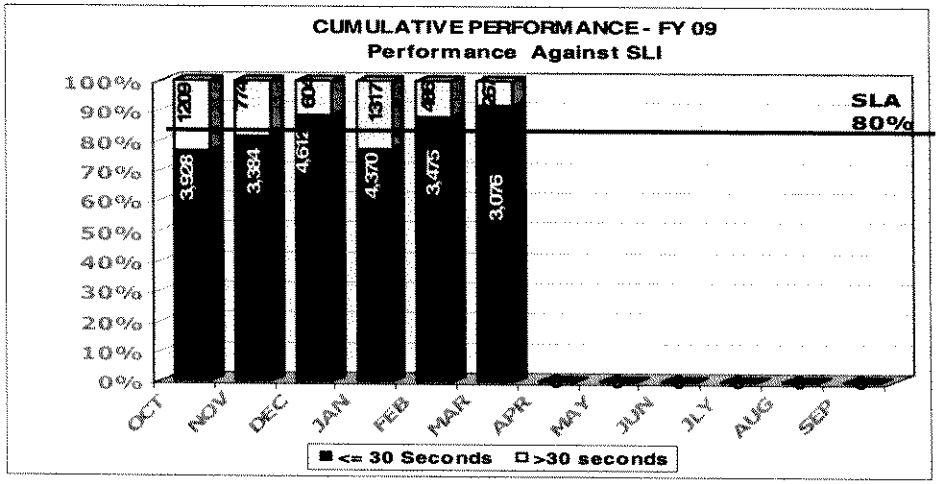
94.1% of randomly selected customers "agree" or "strongly agree" that their problem was resolved to their satisfaction.

Customer Contact Center
Average Speed of Answer (Non Satern)

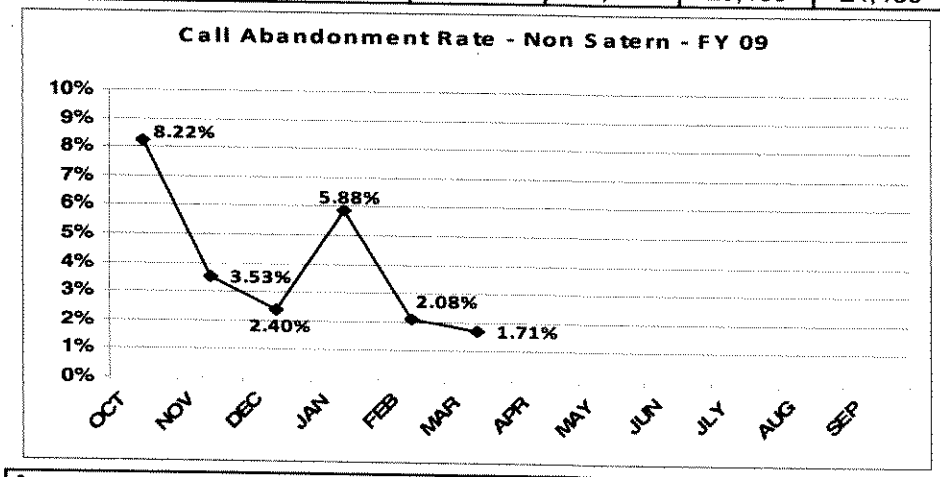
CALL RESPONSE RATE

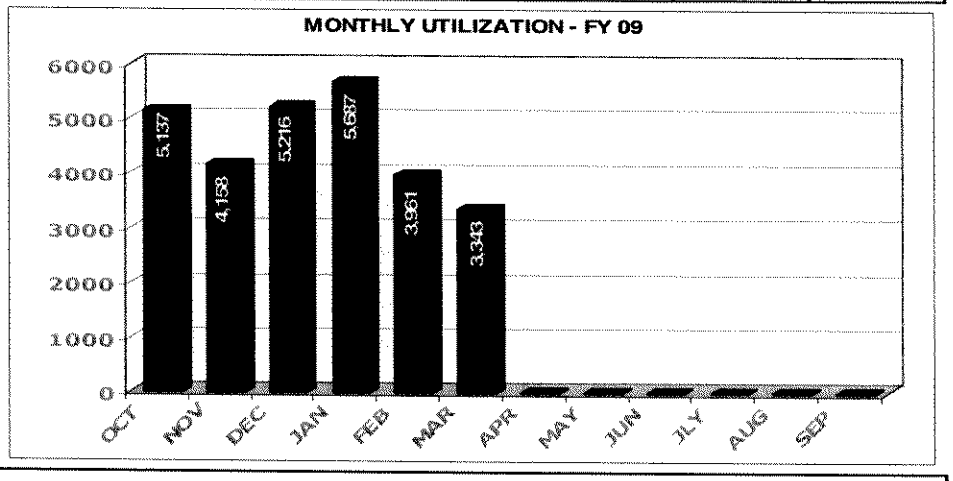
Service Level Indicator: 80% of Customer Calls are answered within 30 Seconds during NSSC business hours.





Goal		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEPT
80%		76.46%	81.39%	88.42%	76.84%	87.73%	92.01%						
Cumulative YTD		5,137	9,295	14,511	20,198	24,159	27,502						



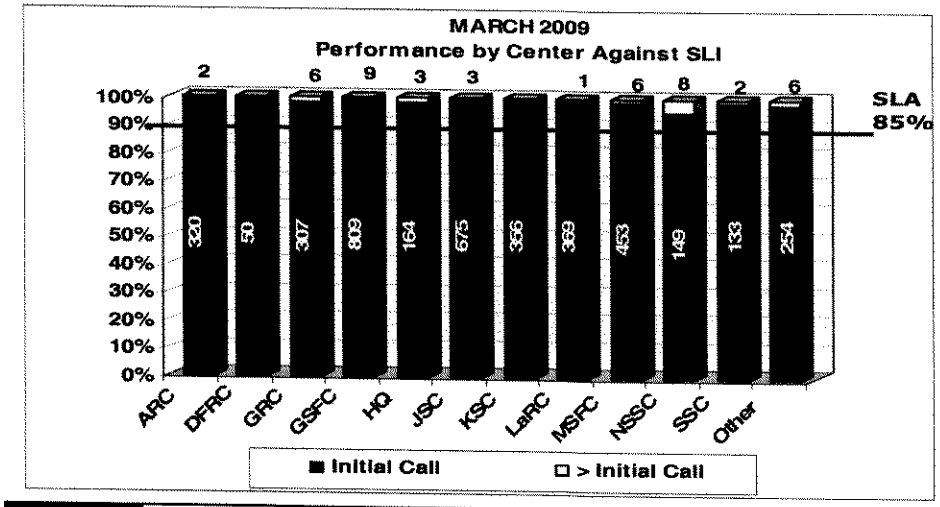


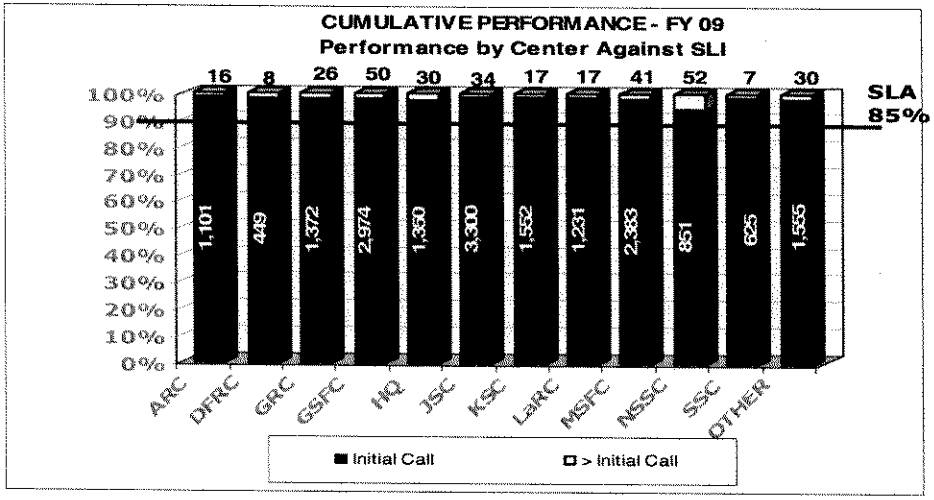
Assessment:

Customer Contact Center
Initial Call Resolution

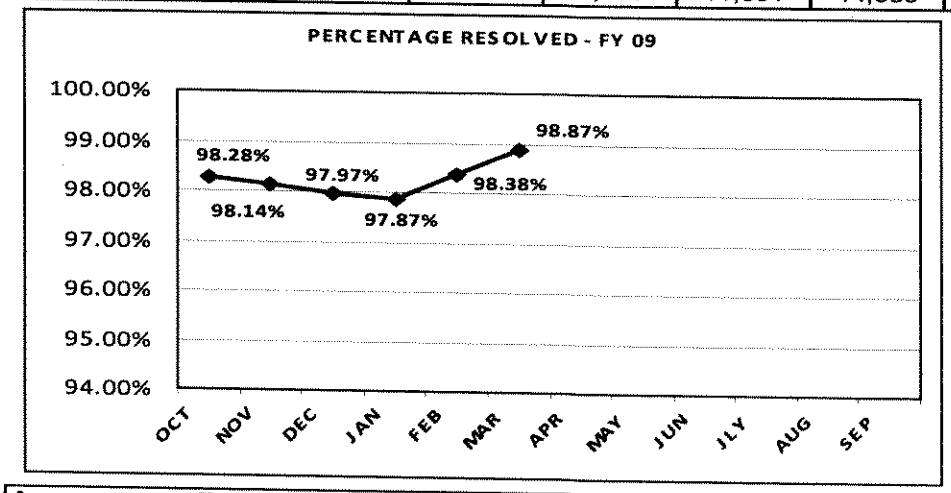
INITIAL CALL RESOLUTION

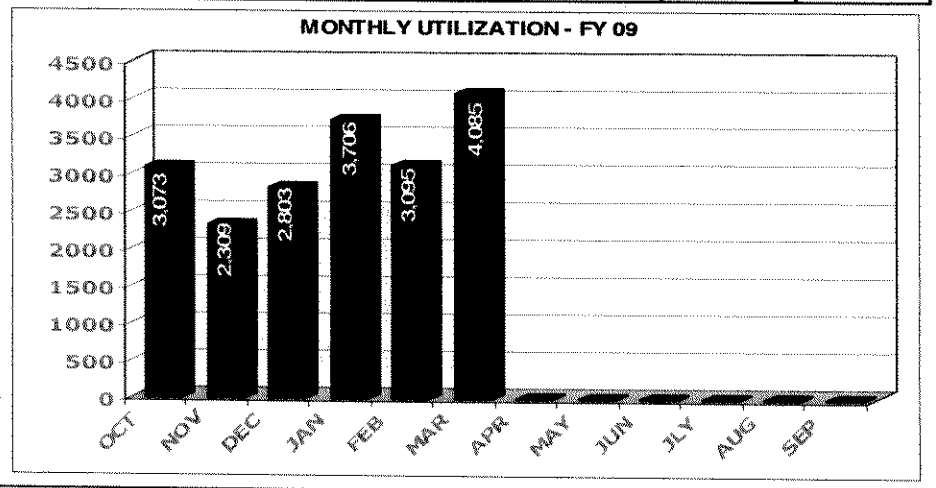
Service Level Indicator: 85% of Routine Customer Inquiries are resolved on initial call during NSSC Business Hours.





Goal		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JLY	AUG	SEPT
85%		98.28%	98.14%	97.97%	97.87%	98.38%	98.87%						
Cumulative YTD		3,073	5,382	8,185	11,891	14,986	19,071						





Assessment: Exceeded the SLI requirement by resolving 98.87% of routine customer inquiries on initial call during NSSC business hours during the month of March.

2	Accounts Payable (%on-time)	0	1	1	1	1	1	5			
3	Accounts Payable ($/M Measure)	1	1	1	1	1	1	6			
9	Payroll / Time & Attendance Processing	1	1	1	1	1	1	6			
10	Domestic Travel Vouchers	1	1	1	1	1	1	6			
11	Foreign Travel Vouchers	1	1	1	1	1	1	6			
12	PCS – Actual Temporary Quarters, Real Estate, Constructive and All Other	1	1	1	1	1	1	6			
13	PCS – Enroute, Misc, Fixed Temporary Quarters, House Hunting Trip (Fixed/ Actual)	1	1	1	1	1	1	6			
14	PCS – Relocation Income Tax Allowance (RITA) and Income Tax Reimbursement	1	1	1	1	1	1	6			
19	Registration/Reimbursement for Individually Funded Training Activities (Off-Site)	1	1	1	1	1	1	6			
22	Benefits Processing (Retirement Estimates)	1	1	1	1	1	1	6			
27	Benefits Processing (Retirement Packages)	1	1	1	1	1	1	6			
23	Benefits Processing (Expedited Actions)	1	1	1	1	1	1	6			
32	Personnel Action Processing and Record Keeping (1)	1	1	1	1	1	1	6			
32	Personnel Action Processing and Record Keeping (2)	1	1	1	1	1	1	6			

41	On- Site Training Purchases ($3,001-$25,000)	1	1	1	1	1	1	6			
42	On- Site Training Purchases (>$25 000)	1	1	1	1	1	1	6			
39	Grants / Cooperative Agreements	1	1	1	1	1	1	6			
37	SBIR/STTR	1	1	1	1	1	1	6			
	Objective 2 Level 1 Metric Score	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		

15	Permanent/Temporary Change of Station	1	1	1	1	1	1	6			
16	Agency Honor Awards and Processing	1	1	1	1	1	1	6			
17	SES Case Documentation – Nominations (ECQs)	1	1	1	1	1	1	6			
18	SES Case Documentation – CDP Mentor Appraisals	1	1	1	1	1	1	6			
29	HR & Training Website Development & Maintenance	1	1	1	1	1	1	6			
30	HR and Training Information Systems	1	1	1	1	1	1	6			
33	eOPF Maintenance	1	1	1	1	1	1	6			
44	NSSC Systems Uptime	1	1	1	1	1	1	6			
45	NSSC Website Availability	1	1	1	1	1	1	6			
	Objective 2 Level 2 Metric Total	9	9	9	9	9	9	54	100%		

Leader in Shared Services Delivery

6	Process Billings and Collections	1	1	1	1	1	1	6			
7	Reconcile subsidiary ledger	1	1	1	1	1	1	6			
8	Process delinquent payments	1	1	1	1	1	1	6			
20	Processing of Training Notices for Internal NASA and Center Training	1	1	1	1	1	1	6			
21	Administration and Oversight of On-Line Agency Training	1	1	1	1	1	1	6			
25	Benefits Processing - Disability and Long-Term Illness	1	1	1	1	1	1	6			
26	Benefits Processing	1	1	1	1	1	1	6			
28	Administration of Leave Donor Program and Advanced Sick Leave	1	1	1	1	1	1	6			
34	Entering obligations and FPDS data into procurement and finance systems	1	1	1	1	1	1	6			
36	Grant lead times for modifications and other administrative actions (renewals, PI transfers, etc)	1	1	1	1	1	1	6			
38	NASA SBIR/STTR lead times for new awards (Phase II)	1	1	1	1	1	1	6			
39	Unilateral SBIR/STTR Funding Modifications	1	1	1	1	1	1	6			
40	Bilateral SBIR/STTR Modifications	1	1	1	1	1	1	6			
43	Lead time for new awards over $100,000	1	1	1	1	1	1	6			
	Objective 2 Level 3 Metric Total	14	14	14	14	14	14	84	100%		

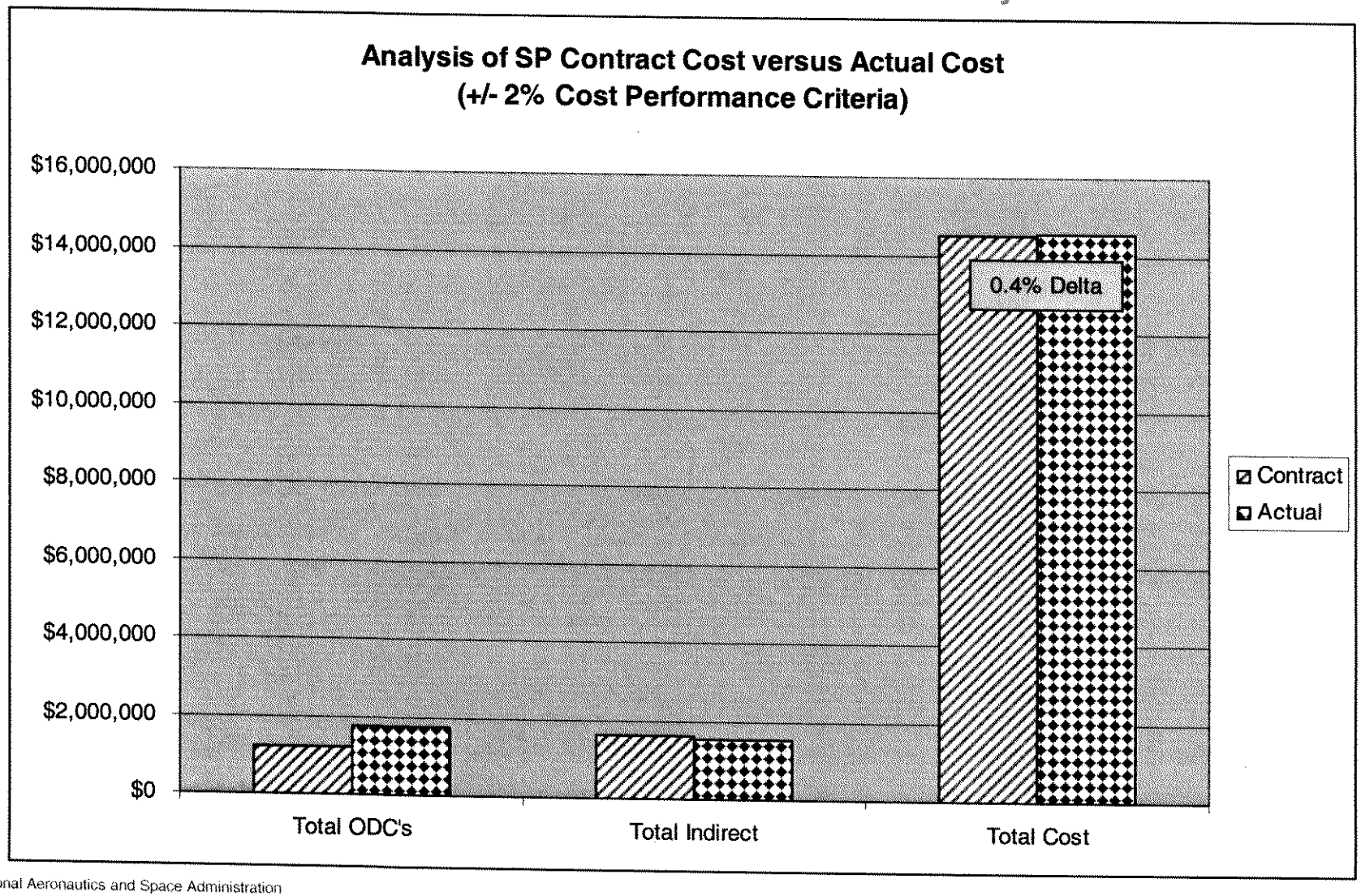
Leader in Shared Services Delivery: Significant Strengths & AoSE

- Grants Letter of Credit Payments Transition (7 of 10 Centers) (ESS)
- Increased Competence in Benefits Processing (AoSE) (ES)
- Increased Responsiveness in Benefits Functions (AoSE) (ES)
- Best New Captive Shared Service Delivery Award (SS)
- Proactive Agency Support—Agency Calendar Project, Bank Card Transition IT Support, "Get to Green" Program for Accounts Payable, Entry on Duty System testing support (SS)
- Proactive Cross Functional Services—Document Imaging Enhancements (Zero Daily Backlog), EPTS 278 Automation, ACART Enhancements, screen-scrape functionality for IPAC transactions (SS)
- Responsive and/or Expedited support—Out of Cycle Honor Awards, FEHB Insurance Changes, SES Case processing to meet OPM EOY deadlines (S)

Leader in Shared Services Delivery: Weaknesses

- SBIR/STTR Process Improvement Needed – SP must focus on improved communication with NSSC Contracting Officers prior to and during the award process. Doing so would reduce the high rate of rejection of SBIR / STTR packages (greater than 95%) we experienced in the recent cycle of awards.

Free More Resources for NASA Mission Objectives :



Business Management Strengths:

- Records Management reorganization and NSSC Electronic Library Enhancements

Weaknesses:

- PPBE/Proposal Submission Quality

Small Business Performance Weakness:

The October 2008 eSRS 294 submission had to be rejected because CSC Headquarters entered incorrect data in the submission. The report was rejected on November 5, 2008, but a corrected report was not submitted until December 11, 2008. To date, every eSRS submission made by the SP since contract award has had to be rejected for corrections. There is also concern about the SP's ability to meet its contractually required small business goals.

QUESTIONS???

NASA