NASA Shared Services Center (NSSC)
A-76 Competition

CONFORMED

PERFORMANCE WORK STATEMENT

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1 Introduction

1.1 OVERVIEW

This Performance Work Statement (PWS) describes the performance objectives for operating functions that will be consolidated and performed at the National Aeronautics and Space Administration Shared Services Center (NSSC). For purposes of this document, the term "Service Provider (SP)" refers to the Government or private sector organization selected to perform the work in accordance with Office of Management and Budget (OMB) Circular A-76 (Performance of Commercial Activities). The Service Provider (SP) shall exercise management and operational control over and retain full responsibility for the performance requirements set forth in this PWS.

The services required under this contract or letter of obligation support a broad range of functional activities for Financial Management (FM), Human Resources (HR), Procurement, and Information Technology (IT). The requirements and work descriptions included in this PWS have been organized by functional activity. This grouping is not intended to dictate the SP's organizational structure. It is the SP's responsibility to create the most effective and efficient organization to meet all of the requirements of this PWS.

1.2 BACKGROUND

The National Aeronautics and Space Administration (NASA), also referred to as the "Agency," intends to consolidate select business and technical services that are currently performed across the Agency into a single Shared Services Center to increase operational efficiency and improve overall customer service. Initial services provided by the NSSC will include select human resources, financial management, procurement, and information technology services. The work described in this PWS is currently performed both by government and contractor personnel. As indicated in Attachment J-17, work will be gradually transitioned from the NASA Centers to the NSSC following contract or letter of obligation award. Additional operational activities within the functions listed above may be migrated to the NSSC, as deemed appropriate by NASA.

1.3 NASA ORGANIZATIONAL DESCRIPTION

NASA conducts a wide range of Research and Development (R&D) activities that benefit mankind. Four Mission areas focus Agency efforts and promote successful accomplishment of the NASA mission: Science, Exploration Systems, Space Operations, and Aeronautics. These Mission areas are the Agency's main business lines. They set program direction and oversee work across the Agency for their specific business area.

NASA is a highly collaborative and geographically dispersed Agency with approximately 18,000 civil service employees. Its components include a Headquarters (HQ), in Washington, D.C., nine nationwide Centers, the Jet Propulsion Laboratory (JPL), as well as off-site facilities that support these Centers (such as White Sands Test Facility and Wallops Flight Facility). Private industry, academia, other Federal and state organizations, and international partners assist NASA in the accomplishment of operational and programmatic requirements.

1.4 NSSC OVERVIEW

1.4.1 Mission Statement

The NSSC mission is:

> *"To provide timely, accurate, high quality, cost effective and customer-focused services to NASA."*

The NSSC will improve upon the tradition of excellence for the Mission Support functions at NASA. By consolidating services, NASA expects to achieve synergy within and across functions that will reduce resource requirements for institutional support areas and position the Agency for further business process improvements and innovations.

1.4.2 Strategic Objectives

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.
- To achieve savings that result in more resources for NASA Mission objectives.

1.4.3 Organization

The NSSC will consist of civil servants responsible for the inherently governmental activities not included in this PWS and the overall management of the NSSC. The supporting elements in the NSSC organization include: the SP, Agency Seat Management Services (ODIN) contractor, Agency Contract Closeout contractor, and various contractors providing NSSC administrative services such as security, facility planning, and mail services. The NSSC organization will also include virtual elements located at the Marshall Space Flight Center: NASA Data Center (NDC), Agency Wide Area Network (WAN) Services, and Integrated Financial Management (IFM) Competency Center.

1.5 PWS OVERVIEW

This document outlines both cross-cutting and function-specific SP requirements. It also includes various Technical Exhibits to assist in understanding the requirements. Section 2 "Management, Administrative, and General Requirements" discusses those requirements that are crosscutting and apply to all functions. Section 3 "Performance Requirements and Objective" define the requirements specific to the four functional areas: Financial Management (FM), Human Resources (HR), Procurement, and Information Technology (IT).

2 MANAGEMENT, ADMINISTRATIVE AND GENERAL REQUIREMENTS

The SP shall perform NSSC SP management functions, including but not limited to: resource management, scheduling, subcontract management, configuration management (CM), quality control, business management, and risk management. The SP shall ensure that its subcontractors perform these same program management functions, as applicable to their specific responsibilities. The SP shall establish a management approach that embodies sound financial management concepts and controls, stewardship, flexibility, strong customer-focus, and best business practices. The SP shall perform the activities/functions outlined in this PWS in accordance with all applicable Federal, state, and local requirements.

In support of the NSSC mission, the SP shall develop and maintain a leadership culture characterized by process-centered, customer-focused values that are understood, acted upon, and routinely measured at all levels of the organization. Key elements of strategic alignment are:

- NSSC mission and strategic objectives.
- Business values that align with and support the mission and strategic objectives.
- A set of leadership and management practices that are observable evidence of NASA's values.
- Measurement methods to baseline and periodically measure strategic objective alignment.
- A well-developed system that mobilizes leaders at every level to foster the mission and the strategic objectives.

2.1 SERVICE PROVIDER EMPLOYEE REQUIREMENTS

2.1.1 SP Personnel Training

NASA periodically will provide mandatory training for all NSSC employees in areas such as safety, security, occupational health, and fire prevention for NSSC occupants. When mandatory training sessions are held, the SP shall ensure that its employees attend and maintain attendance records. Training will include, but is not limited to:

- Security orientation training that covers internal security requirements and procedures outlined in NASA Procedural Requirements (NPR) 1600.1 "NASA Security Program Procedural Requirements," as amended.
- Safety orientation training that covers occupational health and safety requirements outlined in NPR 8715.3 "NASA Safety Manual," as amended.

NASA will provide NASA Unique Training in accordance with Attachment J-10 and other on-site training that the SP may be invited to participate. The SP shall provide support for all SP personnel participating in NASA sponsored training courses. Incidental to providing support to SP personnel for NASA sponsored training, the SP shall support civil service personnel whenever possible. Training support shall include the management of the NSSC Learning Domain in the NASA Learning Management System (SATERN), development of alternative training scenarios and approaches, preparation of training plans, development of training curricula, logistical support to facilitate training sessions, evaluation of the training sessions, and management of the training documentation files.

2.1.2 SP Employee Data

The SP shall maintain an on-line employee roster, accessible to the Contracting Officer's Technical Representative (COTR) and other designees, of individuals who perform work under this PWS. The roster shall be updated for each change within five (5) working days of its occurrence. The SP shall include the following information in the roster:

- Employee Name
- Labor Category/Job Title
- Phone/Pager/Cell Number
- Facsimile Number
- Site Location/Address
- Room Number
- Mail Stop
- E-mail address
- Emergency Point of Contact

2.1.3 SP Personnel Access

NASA reserves the right to control and deny access to its facilities, property, and data, including those that are identified in this PWS. Access privileges are tailored to individual NSSC personnel responsibilities. NASA will have the final authority in determining access privileges. NASA's exercise of its right to grant and revoke access by particular individual(s) to its facilities, property, or information will not constitute a breach or change to the contract or letter of obligation, regardless of whether said individual(s) are employed by the SP, and regardless of whether said individual(s) are precluded from performing work under the PWS.

2.1.4 Designation of Position Risk Level

Prior to employment, all NSSC SP staff shall have an appropriate background investigation (security screening) and receive a favorable access determination from the designated servicing NASA Center Security Office. The SP shall comply fully with NASA Federal Acquisition Regulations (FAR) Supplement 1852.204 and NPR 1600.1 "NASA Security Program Procedural Requirements," Chapter 4, as amended. At a minimum, the SP shall:

- Designate each SP position established within the NSSC as High, Medium, or Low Risk per the NASA FAR Supplement and NPR 1600.1 "NASA Security Program Procedural Requirements," Chapter 4, as amended.
- Conduct appropriate background investigations based on the individual's position risk level as outlined in NPR, "NASA Security Program Procedural Requirements," Chapter 4, as amended.
- Forward the results of completed background investigations to the designated servicing NASA Center Security Office for final access determination.

2.1.5 Equal Employment Opportunity

The Service Provider shall comply with all equal employment opportunity requirements and make diversity a priority at the NSSC. The SP shall foster an environment that respects the diversity of the entire workforce and provides opportunities for employees to contribute to fulfilling the NSSC mission (DRD 2.1-1).

2.2 RECORDS MANAGEMENT

The SP shall provide timely and accurate records maintenance and storage in accordance with NASA Policy Directive (NPD) 1440.6G "NASA Records Management" and NPR 1441.1D "NASA Records Retention Schedule," as amended. The SP shall maintain an index for the NASA records generated, managed, and maintained in support of the NSSC. The SP shall develop a plan for documentation development and management and operate a records and files management program in compliance with applicable Federal laws and regulations. The plan shall address and assure the identification, marking, management, preservation, and disposition of NASA documentation and records regardless of format. The NSSC Contracting Officer (CO) shall govern access to NASA records.

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 prepare and 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.

2.7 SECURITY

NASA will appoint a civil servant as the in-residence NSSC security coordinator who will be responsible for interfacing with NSSC management, coordinating all NSSC security requirements associated with facility protection and personnel access with the servicing NASA center security office, and interfacing with the NSSC SP security point of contact (POC) on matters affecting NSSC SP personnel and operations. The servicing NASA center security office will provide all required facility protection and personnel access support. The NSSC security program shall be in compliance with NPR 1600.1 "NASA Security Program Procedural Requirements," as amended. Determinations as to the effectiveness of the NSSC security program will be conducted by the NASA Office of Security Management and Safeguards and/or the designated servicing NASA center security office.

The SP shall identify a single POC to serve as the interface with the NSSC security coordinator. The SP shall provide this information to the COTR within ten (10) calendar days of award of contract or letter of obligation. In the event that the POC must be changed, the SP shall notify the COTR of the proposed change no later than (15) fifteen days prior to proceeding with the change.

2.7.1 Physical Security

Physical security requirements necessary to ensure appropriate protection for NSSC personnel, facilities, and information will be established and managed by the NSSC security coordinator in accordance with NPR 1620.3 "Security Requirements for NASA Facilities and Property," as amended.

2.7.2 Personnel Security Clearances

In coordination with the NSSC security coordinator, SP personnel whose duties require access to Classified National Security Information (CNSI) shall submit requests for security clearances in accordance with the procedural requirements established in Chapter 6, NPR 1600.1 "NASA Security Program Procedural Requirements," as amended. The Office of Security Management and Safeguards has final authority when determining an individual's access to CNSI.

2.7.3 Key Control

The SP shall establish and maintain procedures to ensure that any NSSC access media, such as keys, badges, and pass codes, issued to SP employees by the NSSC security coordinator or servicing NASA Center Security Office are not lost, misplaced, or used by unauthorized persons. SP procedures shall include the requirement to maintain current, accurate, comprehensive records that include the following data:

a. The names of individuals to whom access media are assigned

b. Access media control numbers

SP access control records shall be electronically accessible to the COTR. The SP shall not duplicate NASA-issued access media without written authorization from the NSSC security coordinator. Use of NASA-issued access media is restricted to the SP employees to whom they are issued. The SP shall not permit entrance to controlled or locked areas by any person other than SP personnel engaged in the performance of NSSC work.

The SP shall report any occurrence of lost media or unauthorized access to the NSSC security coordinator immediately upon discovery of the loss or unauthorized access. Additionally, for each lost access media occurrence, the SP shall forward a written report to the NSSC security coordinator by close of business (COB) the next business day, unless directed to do otherwise by the COTR. Lost access media reports shall contain the access media control number, location(s) accessed by the 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

COOP Plan that helps ensure the safety of SP and NSSC inherently governmental personnel, and guarantees continuity of NSSC operations.

The SP shall create, execute, obtain approval for, update, maintain, provide audit support, and test Disaster Recovery Plans for all systems and applications developed and managed by the SP. Additionally, the SP shall support the NSSC management team in disaster recovery activities pertaining to Agency systems. The SP shall conduct and participate in test exercises as required by applicable Disaster Recovery Plans.

The SP shall adopt existing and/or create, execute, obtain approval, update, maintain, and test COOPs for all systems and applications developed and managed by the SP. Additionally, the SP shall support the NSSC management team in reviewing COOP documents for the virtual sites and interfacing systems.

2.8.2 Occupational Health

The SP shall conduct all work in a safe and healthy manner in compliance with, at a minimum, OSHA, Department of Labor regulations and NASA NPR 1800.1, "NASA Occupational Health Program Procedures," as amended.

2.9 RISK MANAGEMENT AND MITIGATION

The SP shall perform and maintain a comprehensive risk management and mitigation program for abating all identified management and technical risks, including labor relations; loss of skill sets and institutional knowledge to support functional activities; information systems infra-structure; disruption to current service levels; and the organizational change necessary to implement NSSC's vision for providing outstanding customer service. The SP's Risk Management Plan shall be documented in accordance with DRD 2.9-1.

2.10 QUALITY CONTROL

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. The SP's Quality Control Plan shall be documented in accordance with the DRD 2.10-1."

2.11 SP FINANCIAL MANAGEMENT

The SP shall submit detailed and accurate monthly and quarterly Financial Management Analysis Reports on NASA Forms (NF) 533M and 533Q, respectively, in accordance with the contract or letter of obligation schedule and the instructions in NPR 9501.2D, NASA Contractor Financial Management Reporting, as amended (DRD 2.11-1).

The SP shall submit a Monthly Allocation Cost Report (DRD 2.11-2). The report shall contain algorithms used to allocate costs for SP-services to NASA Centers and Headquarters based on workload generated by each.

The SP shall submit a Year-End Cost Estimate Report (DRD 2.11-3) in addition to an Annual Phased Plan Report and Variance Analysis (DRD 2.11-4).

The SP shall respond to requests for information in support of annual budget development and other special budget exercises.

2.12 PHASE-IN AND TRANSITION

The SP shall perform the requirements of this PWS in accordance with the SP Phase-In Plan, SP Transition Schedule, and the NSSC Integrated Transition Schedule (ITS) included in Section J. The SP shall manage its readiness, receipt, and coordination aspects of initiating a given activity or task. The SP shall support the NSSC transition readiness process in order to certify SP readiness to proceed with transition of activities. The SP shall support and document lessons learned reviews accordingly.

2.13 NSSC CUSTOMER SUPPORT HOURS

The SP shall provide the capability to support external NSSC customers from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday. Some activities may require other than normal business hour processing. SP holiday, night, and weekend work shall be performed on an exception basis as extenuating or unique requirements dictate. As such requirements are identified, the SP shall promptly notify the NSSC COTR or CO.

2.14 CERTIFICATIONS, LICENSES, AND PERMITS

The SP shall obtain all necessary certifications, licenses, and permits required for performance of work and for complying with all applicable Federal, state, and local laws and regulations.

2.15 ENVIRONMENTAL REQUIREMENTS

The SP shall comply with all Federal, state, and local environmental protection laws, regulations, and standards. The SP shall limit the quantity of Hazardous Materials (HAZMAT) on-site to the minimal amount necessary for normal operations.

All plans and certifications required by Federal and State laws or NASA regulations and policies cited in the contract or letter of obligation or this PWS shall be provided to the NSSC.

The SP shall provide all reports required by Federal, State, and local regulations, Executive Orders, NPD's and NPR's within the timeframe established by the regulatory requirement, Executive Order or NASA requirement. Reports shall be provided via the NASA Environmental Tracking System (NETS) or other means, as specified in the requirement.

The SP shall comply with the current documents below:

- NPD 8500.1B, "NASA Environmental Management," dated April 27, 2004, as amended.
- NPR 8830.1, "Affirmative Procurement of Environmentally Preferable Products," dated February 1, 1999, as amended, is incorporated into the Contract or letter of obligation with the exception that the approval authority for waivers contemplated in the NPR is the NSSC NASA Environmental Manager.
- NPR 8580.1, "Implementation of the National Environmental Policy Act (NEPA)," as amended, and Executive Order 12114, dated November 26, 2001.

2.16 ENERGY MANAGEMENT

The SP shall comply with the energy efficiency and water conservation goals and requirements of the National Energy Conservation Policy Act 42 USC 8251-8287, as amended by the Energy Policy Act of 1992, Public Law (PL) 102-486, and of Executive Order 13123, Greening the Government Through Efficient Energy Management, dated June 3, 1999. The SP shall also comply with:

- 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 customers' perception of NSSC performance, respectively (DRD 2.17-3)

2.18 EMERGENCY CONTRACTING

The Contractor's obligation may include resolution of unusual or emergency situations. The Contractor may be required to assist NASA, within the general scope of work, but in currently unidentified ways, in preparation for, or in response to emergencies. Obligations under this requirement shall only arise when one or more of the criteria at FAR 18.001, enabling NASA to utilize "Emergency Acquisition Flexibilities", are met. If the emergency preparedness and response requirements result in changes to the contract, all contract adjustments will be processed in accordance with the Changes clause of this contract.

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 system in use by the Agency. Payroll processing shall utilize the Department of Interior (DOI) Federal Personnel and Payroll System (FPPS).The SP shall perform the following activities, which include, but are not limited to:

- Develop and maintain appropriate internal controls based on generally accepted accounting principles and NASA policy. Submit Internal Control Plan (DRD 3.1-2).
- Collect information, reconcile data, and provide support to respond to requests received from NSSC internal reviewers, and by NASA from internal and external auditors.
- Perform periodic reconciliations as required by NASA policy and procedures. Prepare financial reports.

- Input transactions into NASA's SAP Core Financial module, Gelco's Travel Manager, the WebTADS time and attendance system, and financial reporting to the U.S. Treasury.
- Utilize the NASA SAP Core Financial module, Business Warehouse, Payroll, and Time and Attendance systems for report generation, retrieval, and distribution in accordance with DRD 3.1-1.
- Perform fiscal year end and New Year activities as required by NASA policy and procedures.
- Design, develop, and update NSSC Finance web pages.
- Update, and maintain SP performance metrics (DRD 3.1-3).
- Refer issues regarding the interpretation of Federal regulations and NASA policy to NASA.
- Complete training as outlined in TE 10: "NASA-Configured SAP and IFM Training."
- Submit new processes to improve efficiencies to a NASA official for approval prior to implementation.
- Support SAP R/3 technical and business process activities for the design and implementation of NSSC financial and procurement modules, including configuration and technical support for the working capital fund (WCF).

3.1.1 Accounts Payable

In accordance with Federal regulations and NASA policy, the SP shall process accounts payable, accounts receivable, travel, payroll, and financial reporting. 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 Section (IS-PS) latest version utilized by NASA. 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 FMR (previously the FMM) and OLQR.

3.1.1.1 Contracts, Purchase Cards, Simplified Acquisitions, and Other Payables

The SP shall provide voucher examination and payment services including assembling, reviewing, processing (including error detection/correction), recording, reporting, and reconciling commercial and government invoices and the government purchase card invoices. The SP shall provide voucher examination and payment services including assembling, reviewing, processing (including error detection/correction), recording and reporting the government-issued travel card's Centrally Billed Accounts (CBA) invoices.

The SP shall process all documents in accordance with the Prompt Payment Act (5 Code of Federal Regulations (CFR) 1315), the NASA FMR (previously the FMM), NASA's OLQR, and other applicable Federal regulations and NASA policies and procedures. The SP shall process payables from the receipt of the initial invoice to payment based on acceptance by NASA. The SP shall submit all documents to NASA certifying officials for approval after coordination with Centers functions. A NASA Certifying Official will certify payments.

The SP shall perform the following additional activities, which include, but are not limited to:

- Review all documents for fund availability, regulatory requirements, accuracy, and completeness. Report any discrepancies to a designated NASA official.
- Validate invoices for simplified acquisitions, contracts, and other payables in the SAP core financial system.
- Validate invoices received from the purchase card provider against SAP Purchase Card (P-card) system generated invoices.
- Confirm two-way and three-way match (purchase order/contract, invoice, acceptance).
- Process payments in accordance with Federal regulations including Prompt Payment criteria and NASA policy and procedures for certifying officers to approve.
- Process IPAC (Inter-governmental Payment and Collection) transactions.
- Process interest and penalty payments and discounts in accordance with Federal regulations including Prompt Payment criteria and NASA policy and procedures.
- Receive FI invoices and outside buyer transactions from NASA Centers and process payments.
- Return invoices to vendors with explanations when they do not meet Prompt Payment Act requirements and cannot be resolved within timeframe designated within Prompt Payment.
- Review, track, and correct disbursement errors.
- Correct and resubmit rejected payment transactions in the accounting system.
- Investigate and respond to cancelled payment inquiries, resubmit cancelled payments and returned electronic fund payments when necessary.
- Credit and reissue payments.
- Process disbursements into NASA's SAP Core Financial module.
- Track invoice and payment reversals made to correct errors in SAP. Report these items to designated NASA official (NASA General Ledger and Standard Form (SF) 224 accountants at the NSSC and cost accountants at the Centers) if not processed in SAP by month's end.
- Process contract closeout final payments and post refunds received (credit memos) to the correct fiscal year and appropriation.
- Initiate an accounts receivable billing for over-payments and collections.
- Input payments into the Treasury payment system.
- Investigate and resolve payment variances.
- Generate Internal Revenue Service (IRS) 1099s based on U.S. Treasury regulations and NASA policies, procedures and deadlines.
- Reissue limited payability checks per U.S. Treasury regulations.
- Initiate corrective action to resolve accounts payable questions and problems.

- Prepare and submit Accounts Payable Payments Report (DRD 3.1-4).
- Prepare and submit Interest Paid and Discounts Earned Report (DRD 3.1-5).
- Review Treasury Confirmation report and report discrepancies to NASA.
- Maintain Accounts Payable Master Data in the SAP Core Financial module.
- Assist the NSSC Finance and Procurement Offices and Center Procurement Offices on quarterly Unliquidated Obligations reviews and annual certification process.
- Process payments outside of the Prompt Payment Act when instructed in writing by a designated NASA official. For example, early payment for a small business company. Written correspondence shall be retained for audit review.

3.1.1.2 Grant/Contract Letter of Credit/SF 272 Payables

The SP shall process grant/contract letter of credit (LOC)/SF 272 payments from establishing the LOC to validating the automated posting from the Department of Health and Human Services (DHHS) Payment Management System (PMS) into SAP, and the validation of quarterly Standard Form (SF) 272 submissions from the recipient. The SP shall perform the following activities, which include, but are not limited to:

- Track the status and follow-up on recipient financial reporting, including quarterly and final SF 272 submissions.
- Validate and reconcile quarterly SF 272 submissions from recipients.
- Monitor recipient drawdowns to ensure the recipient is maintaining minimal balances and provide analysis to NASA.
- Provide instructions and guidance to all recipients on procedures for receiving advance payments within five workdays of notification of a new recipient.
- Prepare and process necessary documentation, and follow up with the recipient to correct the deficiency, when NASA suspends or withholds payments.
- Follow up with those recipients who fail to submit their SF 272 reports based on NASA policies and procedures.
- Resolve payment issues. Initiate an accounts receivable billing for over-payments and collections.
- Complete the following reconciliations and analysis activities monthly; Undistributed Authority Balance Reconciliations (SAP vs. HHS), IPAC Drawdown Reconciliations: IPAC (Agency Listing) vs. SAP (SF224), PMS Corrections Exception Table review, and SF 272 Federal Cash Transactions Report Error Handling. NASA will provide the format for these reconciliations.
- Initiate closeout action upon direction by NASA.
- Inform the NSSC designated NASA official(s) of financial reporting delinquencies.

- Reconcile letters of credit on a monthly basis to ensure the amounts have been posted to proper Standard General Ledger (SGL) accounts for advance payments and drawdowns.
- Validate and maintain the SGL accounts and establish and reconcile subsidiary accounts that support the SGL control accounts.
- Ensure that outstanding funds on completed grants/contract LOCs are reclassified as Accounts Receivables and are collected based on the Debt Collection Improvement Act (DCIA of 1996 Public Law 104-134).
- Notify recipient of initial/amendment to authorization amount for LOC.
- Post transactions to SAP. Reconcile variances and report unresolved issues to NASA.
- Post SF 272 actuals in SAP and resolve variances. Report unresolved issues to NASA.

3.1.2 Accounts Receivable

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 amended. 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 shall use Business Warehouse (BW) for reporting, querying, and reconciling activity.

The SP shall provide consolidated billing, collection, and closeout services for reimbursable and non-reimbursable accounts receivable in compliance with the Debt Collection Improvement Act (DCIA) of 1996, Treasury Financial Manual (TFM), Office of Management and Budget (OMB), and other applicable Federal regulations and NASA policies and procedures. NASA's policies and procedures include the FMR (previously FMM) and OLQR.

The SP shall perform the following activities, which include, but are not limited to:

- Establish accounts receivables in SAP Core Financial as necessary for incurred debt.
- Comply with the NASA FMR (previously FMM) internal control requirements for accounts receivable.
- Update and maintain customer master data in the SAP Core Financial module for non-reimbursable customers.
- Validate accounts receivable and make adjustments as provided by NASA.
- Validate the accounts receivable SGL accounts and the supporting subsidiary accounts per NASA policies and procedures.
- Ensure that Accounts Receivable account reconciliations are in balance and variances reported per NASA policies and procedures.
- Reconcile the accounts receivable SGL subsidiary ledger to the source documents at least monthly and report variances per NASA policies and procedures.

- Age accounts receivable per NASA policies and procedures.
- Process delinquent debt (dunning) including computation of interest, penalty, and any other applicable charges on delinquent bills per NASA policies and procedures.
- Process and record applicable collections as advances against reimbursable agreements. Receive and deposit checks in accordance with FMR.
- Apply collections against receivables as collections are received per NASA policies and procedures.
- Liquidate reimbursable advances monthly based on billed costs per NASA policies and procedures.
- Generate monthly bills of collection after centers have posted cost, made their adjustments, and have been provided with authorization to proceed (for example: deferring bill pending receipt of final cost for reimbursable travel).
- Re-align advances as necessary for movement of funds.
- Submit debt to Treasury's Debt Management Services (DMS) when required.
- Prepare IRS 1099s for debt written off and forgiven.
- Process write-off of bad debt per NASA instructions.
- Process IPAC funds to and from customers.
- Resolve customer inquiries and problems and report unresolved issues to NASA.
- Provide for rescheduling of customer debt per NASA policies and procedures.
- Process reimbursable closeout reports per NASA policies and procedures.
- Prepare and submit the Quarterly Report on Receivables Due from the Public (DRD 3.1-6).
- Initiate reimbursable customer refunds per NASA policies and procedures to be made by Accounts Payable (AP).
- Post refunds received (Credit Memos) to correct appropriation, coordinate with AP.
- Process as necessary limited payability checks per Treasury instructions.
- Submit breakdown of costs, copies of bills, to customers upon request.
- Initiate action and provide appropriate documentation to DOI to collect accounts receivable from employees (such as collection of travel advance made through payroll deductions).
- Distribute copies of customer advance payments, bills of collection and collections to the Centers.
- Provide customer with ability to pay electronically per FMR requirements.
- Process bad checks (Not Sufficient Funds - NSF) per NASA policies and procedures.
- Prepare and submit Accounts Receivable Metrics Report (DRD 3.1-7).

- Prepare and submit Collections Report (DRD 3.1-8).
- Prepare and submit Accounts Receivable Transferred to U.S. Treasury Report (DRD 3.1-9).
- Prepare and submit Average Days Outstanding for Accounts Receivable Report (DRD 3.1-10).

3.1.3 Payroll / Time & Attendance Processing

The SP shall use the DOI Federal Personnel & Payroll System (FPPS) to perform the pay and personnel functions for NASA employees based on the requirements in this section. Additionally, the SP shall use DOI's Data Mart to retrieve historical pay and personnel information as needed. The SP shall use NASA's WebTADS for electronic delivery to DOI, of time and attendance data necessary to process the NASA employee payroll. The maintenance of FPPS, the Data Mart, and WebTADS will not be the responsibility of the SP; however, the SP shall be required to maintain a functional knowledge of the operations of the systems (FPPS, Data Mart, WebTADS).

The SP shall provide general information services including, but not limited to, questions received from employees concerning pay or leave related information. The SP shall act as liaison between the employees, other organizations internal and external to NASA, and the NSSC for problem resolution.

3.1.3.1 Employee Payroll

The SP shall perform the following review and validation activities regarding employee salary and benefits payments in accordance with regulations listed in TE 5: "References." The cutoff is three workdays before payroll processing. The activities include, but are not limited to:

- Validate and reconcile leave, including donated, restored, military, court, annual, sick and other leave.
- Validate compensatory time and the extension of time availability for use of compensatory time.
- Validate payment of awards for non-NASA personnel.
- Validate and correct adjustments resulting from what was paid versus what should have been paid.
- Initiate corrective action for rejected direct deposit information.
- Provide general information services to employees and act as liaison between employees, the NSSC, and DOI for replacement Electronic Funds Transfer (EFT) and check payments, waivers of indebtedness and for problem resolution assistance.
- Provide documents for internal management reviews and external audits.
- Conduct annual review and validation of information contained in employees' payroll files.
- Run, validate, and distribute payroll reports in accordance with DRD 3.1-1.
- Scan employee pay records for on-line retrieval.
- Prepare and submit Payroll Payments Report (DRD 3.1-11).

3.1.3.2 Time & Attendance

The SP shall perform review and validation activities of time and attendance information for all NASA employees for submission to DOI. The SP shall perform the following activities that include, but are not limited to:

- Utilize NASA's WebTADS on-line system for NASA's civil service personnel.
- Validate receipt and proper certification of complete time and attendance information ('timecard') for each employee bi-weekly. Inform employees and/or certifying officials of missing timecards. Request assistance from NASA NSSC in the event the employee or certifying official is not available.
- Conduct statistical examination of erroneous time entry.
- Submit NASA's time and attendance data to the DOI for bi-weekly processing. Validate that the information has been accepted and will be processed by DOI. Inform NASA of the status of bi-weekly time and attendance processing prior to the deadline for receipt by DOI.
- Run, validate, and distribute time and attendance reports in accordance with DRD 3.1-1.
- Prepare and submit Time and Attendance Reports Processed Report (DRD 3.1-12).

3.1.4 Agency Fund Balance with Treasury (FBWT) and Financial Management System (FMS) 224 Reconciliation and Reporting

The SP shall perform various activities related to the reconciliation and reporting of the Agency FBWT and FMS 224 Statement of Transactions to include but not limited to:

- Daily- download and compile appropriate accounting system and Treasury reports in the current Agency reconciliation tool
- Daily- identify and research variances and submit for analysis
- Monthly- prepare FMS 224 in the proper Treasury format
- Compile various month end internal and external reports and submit data for review and analysis. Volume of reports includes one per month per Agency Location Code (ALC). Reports may include but are not limited to:
  - SAP SF 224
  - Submitted SF 224
  - Periodic Monitoring Control Activities Reports
  - Federal Intergovernmental Database On-line (FIDO) Reports
  - Cash reconciliation tool reports
  - Suspense Appropriation Aging reports
  - SAP Trial Balance report
  - FBWT Cumulative report
  - Statement of Difference open items report
  - Outstanding cash items requiring follow up actions
- Distribute various reports to Centers when necessary
- Compile and maintain all supporting documentation in accordance with Federal and Agency regulations to include FMR Volumes 6,8,9,15 and 19 and Treasury Financial Manual Part 2-Chapters 3300 and 4300

- Support internal and external audits and reviews by compiling documents and data

3.1.5 Travel Services

The SP shall provide travel reimbursement services for all authorized Agency travel, including domestic, foreign, local, extended temporary duty and change of station. NASA anticipates implementing an eTravel solution at time of transition. The SP shall use the NASA's travel system(s) in operation at time of transition. The software currently in use is Gelco's Travel Manager.

3.1.5.1 Domestic Travel Payments

The SP shall process travel vouchers for all authorized NASA travel from receipt of the voucher to final payment. A NASA Certifying Official will certify final payment. Reimbursements shall be processed in accordance with the Federal Travel Regulations, NASA FMRs (previously FMMs), IRS regulations and Treasury Prompt Payment requirements.

The service provider shall provide counseling services to government employees who will be performing extended temporary duty assignments of more than thirty (30) days in accordance with Federal Travel Regulations and NASA policy guidance.

The SP shall perform the following activities, which include, but are not limited to:

- Utilize NASA's automated travel voucher authorization and computation system to examine domestic travel payments and extended temporary duty reimbursements.
- Process disbursements into the SAP Core Financial module.
- Statistically examine domestic electronic and manual travel vouchers and local travel SF-1164 reimbursements (Claim for Reimbursement for Expenditures on Official Business).
- Retain vouchers and supporting documentation in accordance with GAO regulations and NASA policies and procedures.
- Examine, validate, and compute all and extended temporary duty vouchers.
- Inform customers of disallowed or rejected expenses and missing information, including the reason for the disallowance or rejection. Resolve disputed claims.
- Initiate an accounts receivable billing for over-payments and collections.
- Notify the traveler of any additional information that may be required to process the travel voucher.
- Validate traveler's direct deposit banking information.
- Inform travelers to submit receipts for vouchers that are selected for sampling and validate the vouchers.
- De-obligate unliquidated travel obligations for completed travel and, at least quarterly, review and reconcile outstanding unliquidated travel obligations.
- Compute taxable payments, including those to be reported on IRS Form 1099. Provide information to SP Payroll.
- Contact each NASA Center when additional funds are needed to process travel payments.
- Prepare and submit Semiannual Report of Payments Accepted from a Non-Federal Source Report. Center coordination will be required, in accordance with FMR 9700 (DRD 3.1-14).
- Prepare and submit Domestic Travel Vouchers Processed Report (DRD 3.1-15).

- Prepare and submit Average Days to Process Travel Voucher Report (DRD 3.1-17).

3.1.5.2 Change of Station Travel Payments

The SP shall examine and prepare change of station travel vouchers for payment in compliance with Federal Travel and IRS regulations and the NASA FMR. The SP shall create a funds commitment document for all authorized entitlements and input disbursements in the SAP Core Financial module. A NASA Certifying Official will certify final payment.

The following types of vouchers shall be processed:

- En route travel
- House hunting trip
- Real estate related expenses
- Home Marketing Incentive (HMI) payments
- Transportation and storage of household goods
- Temporary quarters subsistence expenses
- Miscellaneous expense allowance, withholding tax allowance, and relocation income tax allowance
- Home Leave
- Senior Executive Service Last Move Home

The SP shall examine all Permanent Change of Stations (PCS) and Temporary Change of Station (TCS) vouchers, validate the expenses claimed, inform customers of disallowed or rejected expenses (including the reason for the disallowance or rejection), reconcile vouchers and payments and resolve disputed claims. The SP shall process requests for travel advances and forward to the NASA Certifying Official for approval.

The SP shall calculate and deduct applicable taxes, calculate and process Relocation Income Tax (RIT) allowance, develop tax information for the payroll system, process bills for collection and issue IRS Form 1099.

The SP shall verify customer banking information for direct deposit into the traveler's account. The SP shall initiate billings for over-payments of outstanding travel advances, reconcile and validate unliquidated obligations, re-process payments rejected by financial institutions, inform the traveler of the rejection, and inform travelers of additional information needed to process the reimbursements. The SP shall provide assistance to the employee regarding completion of reimbursement forms. The SP shall be responsible for preparing and submitting the PCS/TCS Travel Vouchers Processed Report (DRD 3.1-18) and, upon approval from a NASA certifying officer, the annual relocation report (DRD 3.1-19).

3.1.5.3 Foreign Travel Payments

The SP shall process foreign travel vouchers for all authorized NASA travel from receipt of the voucher to final payment. A NASA Certifying Official will certify final payment. Reimbursements

shall be processed in accordance with the Federal Travel Regulations, NASA FMRs (previously FMMs), IRS regulations and Treasury Prompt Payment requirements.

The SP shall perform the following activities, which include, but are not limited to:

- Utilize NASA's automated travel voucher authorization and computation system to examine extended temporary duty foreign travel reimbursements.
- Examine foreign travel payments, which are not automated.
- Process disbursements into the SAP Core Financial module.
- Retain vouchers and supporting documentation in accordance with GAO regulations and NASA policies and procedures.
- Examine, validate, and compute all foreign vouchers.
- Inform customers of disallowed or rejected expenses and missing information, including the reason for the disallowance or rejection. Resolve disputed claims.
- Initiate an accounts receivable billing for over-payments and collections.
- Notify the traveler of any additional information that may be required to process the travel voucher.
- Validate traveler's direct deposit banking information.
- De-obligate unliquidated travel obligations for completed travel and, at least quarterly, review and reconcile outstanding unliquidated travel obligations.
- Compute taxable payments, including those to be reported on IRS Form 1099. Provide information to SP Payroll.
- Contact each NASA Center when additional funds are needed to process travel payments.
- Prepare and submit Foreign Travel Vouchers Processed Report (DRD 3.1-16).Financial Management User IT Support

3.1.5.4 Extended TDY Travel Services

3.1.6 Financial Management User IT Support

3.1.6.1 User IT Support

The SP shall provide the following support to NSSC NASA and SP users in those areas not covered by NASA's Agency Seat Management Services (ASMS) contract:

- Provide information and support to users in application problem resolution.
- Provide support to users with software/system applications.
- Provide support to users in loading and configuring software programs not covered by ASMS.
- Provide technical and business management support in application of SAP R/3 to NSSC operations, including application of the working capital fund (WCF).

3.1.7 RESERVED

3.1.8 Permanent Change of Station (PCS) and Temporary Change of Station (TCS) Relocation Support

The SP shall facilitate and support the administrative processes for new hire/transfer relocation services by providing direct assistance for PCS and TCS activities. The SP shall provide the following services in accordance with Federal Travel Regulations and NASA policy guidance:

- Receive and process Relocation Authorization Form from NASA Centers. Review, monitor and track document to ensure completeness and accuracy. Obtain employee signed Offer Letter and assign Travel Authorization Number.
- Distribute and monitor all PCS and TCS documentation in support of the function; verify approved documents are delivered to appropriate entity and retained by NSSC.
- Assist Relocation Services Contractor COTR in reviewing and auditing invoices for consistency of billing before forwarding invoices to appropriate authority for payment.
- Provide technical support, knowledge and expertise to assist government in monitoring the quality of all services provided by the Relocation Contractor.
- Track utilization and cost of PCS and TCS orders by Center.
- Monitor and report Performance Management criteria in direct support of the PCS and TCS program with customer surveys, metrics and data analysis. (DRD)

Transition timeline for this requirement is effective 10/1/2007. Provide relocation entitlement counseling services to transferring and prospective NASA employees. Excludes Relocation Contractor specific requirements regarding Guaranteed Home Sale (GHS) program and Move Management Services.

3.1.9 Financial Management Services Management

3.1.10 Improper Payments Recovery

3.1.11 Agency Conference Reporting

The SP shall provide technical and programmatic discovery support for Agency Conference Reporting and shall assume the Moderator role as described in the Conference Reporting Service Delivery guide. Upon conclusion of the discovery phase, the contract will be modified to reflect the scope of support required in the out-years of the contract,

3.2 HUMAN RESOURCES (HR)

The SP shall provide support in functional areas of Human Resources (HR), to include support to personnel program activity, employee development and training, employee benefits, Human Resource Information Systems (HRIS), and personnel action processing and record keeping. The work requires a practical knowledge of specialized Federal personnel methods, regulations, or principles to perform technical work that is typically transactional and not controversial. The work also includes skill in explaining to employees the creditability of service as it applies to leave, reduction-in-force and retirement; reconciling service discrepancy; setting pay, which shall be reviewed by HR Specialists; or recommending course of action for employees. The SP shall have a working knowledge of staffing and recruitment programs, classification, senior executive service regulations, awards and recognition programs, the health and life insurance programs and retirement, and Thrift Savings Plan (TSP) eligibility. The SP shall have knowledge of computerized integrated personnel/payroll systems and the ability to obtain from the systems the desired results. The SP shall be fully knowledgeable of payroll data processing cycle restrictions to avoid processing of actions that may result in overpayments or incorrect deductions.

3.2.1 Support to Personnel Programs

3.2.1.1 Drug Testing Administration

The SP shall support the administration of the Agency Drug-Free Workplace Program in accordance with Mandatory Guidelines for Federal Drug Testing Programs. The SP shall:

- Secure and manage Agency urinalysis collection, laboratory analysis, and quality control specimens.
- Secure and manage licensed software required to manage all aspects of Drug-Free Workplace Program, specifically:
    - Maintain current list of Testing Designated Positions (TDP)
    - Generate random test lists for all NASA Centers, including Headquarters
    - Record and maintain all test results
- Generate and deliver to each Center, as appropriate, employee notification of Testing Designated Position.
- Order and distribute, as appropriate, specimen collection kits and quality control specimens.
- Coordinate and schedule with appropriate parties random drug-testing dates so that tests are conducted throughout the fiscal year at each NASA Center.
- Produce and deliver employee notifications of scheduled drug tests.
- Oversee specimen collection process at each Center.
- Generate and deliver to each Center, as appropriate, employee notifications of drug test results.
- As necessary, notify appropriate Center personnel of positive drug test result in order to initiate required administrative action.

- As necessary, coordinate retests of specimens with laboratory.
- Manage, maintain, and safeguard all records related to the Agency's Drug-Free Workplace Program.
- Prepare and submit Annual Survey Report and all other requested/required Drug Testing Performance Metrics Reports (DRD 3.2-1).

3.2.1.2 General Employment Inquiries

The SP shall accurately respond to general NASA employment inquiries by applying knowledge of NASA and Federal employment regulations, standardized responses, and web-based resources. The SP shall refer special cases (as defined in advance by NSSC HR representative) to Center HR Specialists. The SP shall receive unsolicited résumés for NASA positions and respond to such solicitations. SP shall be listed as the point of contact on the NASA Jobs website for general employment inquiries.

3.2.1.3 Position Classification Appeals

The SP shall coordinate the Agency's position classification appeals. This will include collecting supporting documentation for position classification appeals case files; coordinating job audit schedules; conducting the audit; making a classification recommendation; and assembling position classification appeals package, which includes: position evaluation, final decision, and evaluation reports. SP shall forward recommendations and all supporting documentation to the Agency Personnel Division for review and approval. SP shall develop and coordinate Agency submissions and requests for information involving appeals to the Office of Personnel Management.

3.2.1.4 RESERVED

3.2.1.5 Employee Recognition and Awards Processing

The SP shall provide administrative and clerical support to the Agency's awards program. This includes processing of awards through the NASA Automated Awards System (including all "out-of-cycle" Agency honor awards), data entry, records management, records maintenance and reporting, supporting the purchase of and maintaining appropriate inventory of NASA-determined and approved award items, preparing and delivering recognition items to Center Awards Officers, and notifying the Center Awards Officer of employees selected for awards/recognition, including effective date of award. The SP shall produce and distribute all award recognition and notifications, including certificates, medals, plaques, letters and other forms of recognition and notification. The SP shall support administration of the Agency External Honor Awards program. This includes collection of employee information required for nominations; review, preparation, and tracking of all Agency External Awards submission packages; and notification of selection to NASA organizations/Center Awards POC of award recipients.

The SP shall maintain supplies for the Agency Honor Awards program. This includes purchase support, maintenance, and delivery of the Agency Honor Awards supplies inventory.

3.2.1.6 Preparation and Distribution of Employee Notices

The SP shall prepare and disseminate Center and Agency employee notices. This includes, but is not limited to, required annual employee notification related to Federal law and regulatory provisions, employee rights, and employee benefits. The SP shall develop and maintain Employee Notice information and provide for posting on Agency and Center Employee Notice web sites. The SP shall respond to inquiries concerning employee notifications.

3.2.1.7 Reserved

3.2.1.8 Providing Support to HR Specialists

The SP shall provide information to the Agency's HR Specialists regarding transactional and operational activities of HR programs within the Agency; including the following HR areas: Benefits, Pay, Leave, Awards and Recognition, Recruitment, and Personnel Action Processing. The SP shall utilize their knowledge of the laws, rules, regulations, handbooks, and advisory guidance (including NASA regulations and guidance), as well as case law, memoranda, and additionally published regulations and guidance provided by the Office of Personnel Management and its partners to provide current information on applicable law, procedure, and decisions when requested. SP shall contact the Office of Human Capital Management to obtain policy guidance on issues that have Agency-wide impact. Advisory services involving new, unusual, or complex issues requiring interpretation of federal or agency policy or practice will continue to be provided by the Office of Human Capital Management.

3.2.1.9 RESERVED

3.2.1.10 RESERVED

3.2.1.11 Development of Information Materials

The SP shall maintain existing and develop informational materials related to a variety of Agency programs. HR subject matter areas include: Benefits, Pay, Leave, Awards and Recognition, SES, Position Classification, Staffing and Recruitment, Personnel Action Processing, and Training. Materials developed will be used to support various subject matter areas, initiatives, and requirements. The SP shall obtain approval for all informational material content from the appropriate NSSC NASA staff before release to any interested NASA and customer parties.

The SP shall develop content for, but is not limited to:

- User instruction manuals
- Employee informational materials
- Troubleshooting documents
- Web sites

3.2.1.12 Design, Production, and Delivery of Information Materials

The SP shall design, produce, and deliver the materials upon approval by the CO, the COTR or their designee. Materials to be produced include, but are not limited to:

- Web sites
- Desk guides
- Brochures
- Recruitment tools
- Training manuals
- User manuals

The SP shall create such materials to meet the needs of the targeted audiences such as subject matter staff, NASA employees, and/or the general public.

3.2.2 Employee Development and Training

The SP shall:

- Provide transactional and other support for standard and unique training requirements. This includes:
  - Collecting standard requirements and coordinating classes.
  - Managing the automated registration and specified logistical support and employee notification process for internal NASA and Center courses.
  - Registering and notifying employees of individually approved and funded training courses, including conferences and academic classes.
  - Entering training data or verifying training data is entered and archived in NASA's on-line training systems.
  - Managing and administering NASA's on-line training systems.
  - Supporting the administration of surveys and assessments.
  - Supporting the Procurement General Schedule (GS) -1102 training program.

3.2.2.1 Training Services Support for Specified Needs that are Standard Across the Agency

Based on requirements from the Agency and/or the centers, the SP shall support the purchase of standard training classes for the Agency (e.g., export control, IT security, and ethics). Support shall include performing market research to identify and recommend potential training providers. The final vendor selection will be made in consultation with the requestor. The SP shall prepare course descriptions for approved courses and update and maintain the list of standard training requirements, communication methods, and schedules.

3.2.2.2 Registration/Reimbursement for Individually Funded Training Activities

Individually funded training is defined as training that requires registration and funding specific to an individual attendee. The SP shall accomplish the following tasks using the Agency Learning Management System (LMS).

Upon receipt of an approved training request for an individually funded training activity, the SP shall conduct registration activities for Agency civil servants, including:

- Complete appropriate procurement documentation (purchase request, etc).
- Register the attendee(s) with the course vendor.
- Send confirmation notices.
- Verify attendance/completion of training.
- Distribute and collect training evaluations and enter data into learning management systems.

The SP shall process employee reimbursements when course fees for individually funded training are not paid in advance. This support includes:

- Verifying approval, reviewing training reimbursement requests, and confirming course attendance/completion.
- Completing required documentation and forwarding to NSSC HR POC for approval.

The SP shall maintain training authorization documentation files. Documentation includes copies of approved training and reimbursement requests, course receipts/proof of attendance documents.

3.2.2.3 Processing of Training Notices for Internal NASA and Center Training

The SP shall receive approved training requests, "reserve" seats for specific courses, track reservations against available seats, maintain a "waiting list" (if necessary), and notify employees and their managers of status of request (confirmed reservation, waiting list, not reserved).

The SP shall distribute the specified pre-work or course materials in keeping with the requirements of the course. The SP shall prepare and provide a course roster to the third party vendor and the requesting training office.

The SP shall prepare an attendance report for each course, collect course evaluations, prepare a summary report, and make the information available in an electronic library. The SP shall also provide completed training notifications (typically by list, certificate, or e-mail notification) to course participants and their supervisors.

3.2.2.4 Training Data Entry

The SP shall enter data into NASA automated Learning Management Systems (LMS) when implemented (currently Administrative Schedule Track Access Report (ASTAR) and NASA On-Line Registration System - NORS) for each training instance to produce updated training histories. Source documents will be in the form of employee nominations, historical training data, approved training forms, attendance and completion data, and course information. Upon request, the SP shall provide reports of data maintained in the automated learning management systems.

3.2.2.5 Administration and Oversight of On-Line Agency Training and Training Systems

The SP shall support Agency on-line training systems and Agency e-learning portals. Currently this includes the Site for On-Line Learning and Resources (SOLAR), ASTAR and NORS, which are all scheduled to be replaced by the Agency Learning Management System (LMS) when implemented. Support includes:

- Facilitating resolution of issues between NASA and the LMS contractor.
- Supporting NASA users in password resets, connectivity, and training as required to access and efficiently use LMS.
- Supporting NASA users in loading new course materials to the LMS website.
- Providing ad hoc reports as requested.
- Maintaining and updating on-line course catalogues, course availability, and course content.

The support activities referenced above shall consider customer needs and feedback as expressed through identification of Agency and Center-specific training needs, systems functionality comments as well as advances in on-line training capability.

3.2.2.6 Support to Surveys and Assessments

The SP shall support, coordinate, facilitate, and administer customer/Agency surveys (to include Employee Exit Surveys), and studies of interest to the Government, as requested by the HR POC. The SP shall:

- Provide support during the development, deployment, and results analysis of surveys and assessments.
- Make effective use of all available media in publicizing any required survey.
- Deploy standard surveys and assessments to the appropriate customer or Agency target audience.
- Collect results and keeping with the design parameters of acceptable response rates, complete initial analysis of results data, and provide summary data reports to the requestor.
- Maintain a survey and assessment repository containing both standard and customized survey assessment questions as well as data files of past survey and assessment results.

The Agency/Centers will retain content definition, determination of appropriate software/tools, definition of implementation plan/schedule, analytical reasoning and analysis, and development of conclusions and recommendations.

The SP shall manage and administer a survey and assessment tools library to make available, for NASA-approved and authorized use, a range of survey and assessment software tools, including updates, license documentation, and user instructions and guidelines.

3.2.2.7 RESERVED

3.2.3 Employee Benefits

The SP shall provide general administrative, advisory, and transactional support for employee health, life and retirement benefits. Benefits administration shall be done in accordance with the applicable

Federal and NASA regulations in such a manner as to provide the customer with timely, accurate, and complete counseling, calculations, and processing of entitlements. The SP shall provide information, counseling, and calculations based on the most current Federal and/or NASA regulations. The SP shall accommodate counseling sessions by telephone, electronic means, and/or face-to-face at the NSSC.

The SP shall provide advice to employees and employment candidates on relevant entitlements and specific timeframes and methods in which to file for such benefits. Upon specific request by the HR POC, the SP shall prepare summary of benefits for use in litigation and/or civil complaints and grievances.

The SP shall prepare retirement calculations and support counseling upon request by NSSC Civil Servants in preparation for prospective or immediate retirement. Upon receipt of specific request and required documentation from employee, the SP shall process retirement claim.

The SP shall support administration of the leave donor program and advanced sick leave program.

3.2.3.1 Benefits Processing

Government-provided benefits include, but are not limited to: Federal Employees Group Life Insurance (FEGLI), Federal Employee's Health Benefits (FEHB), NASA Employee's Benefits Association (NEBA), Thrift Savings Plan (TSP), Federal Long Term Care Insurance Program (FLTCIP), Flexible Spending Accounts (FSA), retirement and disability/long-term illness benefits. The SP shall, upon request:

- Counsel employees, selectees, and other authorized parties pertaining to entitlements, necessary forms, and/or method to enroll, file, and/or claim benefits.
- Review employee's Official Personnel Folder (OPF) and advise authorized parties regarding benefits.
- Calculate and provide annuity estimates to employees.
- Review enrollment and claim forms to ensure appropriate entitlement, completeness, accuracy, and receipt of necessary documentation.
- Process benefit changes and new enrollments.

3.2.3.2 RESERVED

3.2.3.3 New Hire, Transfer, and Reassignment In-Processing

The SP shall provide newly selected individuals at all Centers with automated pre-employment processing packages necessary for entry-on-duty appointment processing through NASA's New Employee Orientation website. The SP shall verify accurate completion of necessary paperwork. Data from designated documents shall be processed to complete entry-on-duty requirements and remaining documents shall be forwarded to the cognizant NASA HR office. Performance of this task shall require obtaining and maintaining current pre-employment checklists from each Center, and ensuring that all pre-employment forms are available electronically.

3.2.3.4 Administration of Leave Donor Program and Advanced Sick Leave

The SP shall accept and process leave donor applications/forms. The SP shall provide potential leave recipient applicants with information and required forms. Upon Center HR POC approval/denial, the SP shall furnish notice to requesting employee and NSSC payroll.

Upon receipt of the advanced sick leave requests and extensions with accompanying medical documentation from employee's supervisor, the SP shall document requesting employee's current leave balances, retirement fund balance, and biweekly salary rate. The SP shall prepare the completed request for cognizant Center HR POC approval/denial. Upon approval/denial, the SP shall provide requesting employee's supervisor and payroll with final disposition and documentation of request.

3.2.3.5 RESERVED

3.2.3.6 Financial Disclosure Forms

The SP shall identify employees required to file forms (SF278), deliver forms to employees and provide the Center's Chief Counsel with a list of employees who were provided forms. For Office of Government Ethics (OGE) form 450, the SP shall generate a list of employees required to file form OGE 450 (or OGE 450A) and provide the list to the cognizant Center representative for further identification of additional covered employees. Upon receipt of Center information, the SP shall update the FPPS and the Ethics Program Tracking System (EPTS) with accurate position coverage information and distribute appropriate forms to identified employees. Upon receipt of the completed forms, the SP shall review for completeness and update the employee's filing information in the EPTS.

3.2.4 Human Resource and Training Information Systems

The SP shall support the NSSC HR and Training organization in the following areas: HRIS systems user training and IT training support; web site development and maintenance; ad-hoc reporting and charting; and transition support to new NSSC HR systems identified under this contract or letter of obligation. The SP shall interface with the staff and systems of the NASA Data Center (NDC), Integrated Financial Management (IFM) Competency Center, DOI National Business Center, and the NSSC civil service HRIS staff in the execution of these tasks. Systems include, but are not limited to, FPPS and systems required by e-gov and IFM initiatives.

3.2.4.1 HR/Training Information Systems

The SP shall support operations of the Agency-wide automated systems that are used by HR and training programs. Operational support includes, but is not limited to, production of customized reports based on a baseline requirement but run at user request; ad-hoc report requests; automated systems support to transactional activities; and support and assistance in the development of rapid application tool development to meet short term requirements. The SP shall also provide support for complementary software applications and tools that are not otherwise provided by the IFM Competency Center or other Agency-wide initiatives.

3.2.4.2 HR and Training Web Site Development & Maintenance

The SP shall provide web site and web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Training web sites that are the responsibility of the NSSC HR and training organizations. The web site types will include informational, transactional, and interactive sites. The web sites shall meet all NSSC HR and training organization, Agency, Center, Federal requirements and standards for content, registration, and security. The SP shall utilize the latest, common technologies and web site designs to ensure that high quality, low cost products are integrated into the scheme of NSSC HR web design. The SP shall apply expertise in HR and IT business practices, policies and regulations in order to ensure appropriate prioritization, delivery, control, access, and security of HR databases, tools, services, and information.

3.2.4.3 User Support / Expertise for Center HR Data Users

The SP shall support the NASA HR data users for the full range of HR functions. Technical and functional expertise shall be provided for the following functions:

- Establish and maintain system/application accounts.
- Establish and reset system passwords.
- Advise users on the input and use of HR system data.
- Advise and assist users in the correction and resolution of data errors.
- Advise and assist users in application problem resolution.
- Provide system application training.
- Provide report training using Agency established report systems.
- Develop and maintain training materials (DRD 3.2-3).

The SP shall provide training locally and/or remotely.

3.2.4.4 IT Support for NSSC Computer Training and Classrooms

The SP shall provide support to the NSSC computer training rooms, Computer Based Training (CBT), and non-computer training classrooms and respond to priority requests for assistance in such a manner as not to delay the start or stop of class and to ensure smooth operations and customer service. The support of classrooms includes tasks such as, but not limited to:

- Support and assistance for classroom projectors, video, smartboards (operation, connections, maintenance requests)
- Support for non-ASMS software required for training (e.g. SAP, groupware, Easy5, Cisco)
- Real-time student/instructor assistance on classroom computers, loads and student administration
- Security surveillance and patching of classroom computers
- Ghosting and recovery of classroom software loads

- Training room server support

3.2.5 Personnel Action Processing and Record Keeping

3.2.5.1 Maintenance of Official Employee and Performance Records

The SP shall maintain all information, forms, and data that comprise the electronic 'Official Personnel Folder' (OPF) and 'Employee Performance File'. The SP shall establish, review, and maintain records on NASA civil service personnel and provide copies or access upon request. Purge, validate, and scan (PVS) residual official personnel folders for new hires. Upon completion of the PVS processes, package and ship residual OPFs to National Archive and Records Administration (NARA).

3.2.5.2 Personnel Action Processing and Related Records

The SP shall support HR transaction processing and related records to produce updated:

- Senior Executive Service (SES) data
- Official Personnel Folder (OPF) data
- SF-50s (Notification of Personnel Action)
- Non-OPF data (e.g., data not recorded on SF-50 - Group Action Request Lists (GARLs) and awards documentation).

The SP shall distribute SF-50s to employees until eOPF "Go-Live" (NSSC/SSC Only). The SP shall follow the OPM regulations for personnel data input and output processing. Sources for these data processes include, but are not limited to: SF-50s, SF-52s (Request for Personnel Action), NASA employee information (i.e. Employee Express) or verification of documents.

3.2.5.3 Official Personnel Folder (OPF) Purge and Validation Support (NSSC/SSC Only)

The SP shall purge, validate, and scan all information, forms, and data that comprise the Official Personnel Folder in accordance with the Office of Personnel Management's eOPF Standard Master Forms List, NASA specific Forms List, and OPM Business Rules.

- Purge and Validate OPFs
- Prepare and ship OPFs to NASA designated scanning facility
- Receive OPFs from scanning facility and perform quality review
- Package and ship OPFs to NARA

3.2.6 RESERVED

3.2.7 SES Case Documentation

3.2.7.1 NASA Candidate Development Program (CDP)

Upon receipt of a complete package, the SP shall prepare the SES Candidate Development Program (CDP) Candidate's Mentor Appraisal in final submission format in accordance with the Office of

Personnel Management (OPM) regulations and guidelines. The SP shall ensure that the documentation is on approved forms, in approved format, written in a professional business style, and submitted to the Agency's POC by the Agency deadline.

The SP shall provide regular status to Agency/Center HR POC on process of SES CDP Candidate's Mentor Appraisals through the Agency approval process to a final decision from OPM.

3.2.7.2 Appointments

From content provided by the Agency, the SP shall prepare SES Appointment documentation in final submission format. The SP shall be responsible for ensuring that the product is on approved forms, in approved format, written in a professional business style, and submitted to the NSSC HR POC by the established deadline. The SP shall provide regular status to Agency/Center HR POC on progress of SES appointment package through the Agency approval process to a final decision from OPM.

The SP shall enter appropriate data on SES appointments into the OPM Executive Information System.

3.2.8 RESERVED

3.2.9 HR Services Management

3.2.10 RESERVED

3.2.11 Financial Disclosure Processing

3.3 PROCUREMENT

The SP shall perform the activities described in this Section (3.3) in conformance with Federal procurement law, the Space Act, the FAR, the NASA FAR Supplement (NFS), NASA Procurement Policy Directives and Guidelines, and other Federal and NASA procurement policies and regulations.

The tasks below require a working knowledge of applicable Federal and NASA regulations and policies as well as knowledge of procurement systems, which will be made available for the SP to use.

It is NASA's intent that the SP shall achieve end-to-end electronic processes for NSSC procurement activities, wherever and whenever such electronic processes are available or can be feasibly procured or developed. Procurement activities subject to this intent include: workload forecasting and status; receipt of documents and information from outside NSSC; generation of draft documents and information within NSSC; communications during the process; electronic signature of documents; final distribution of award or other documents; and required reports.

Toward that end, it is expected that as the NSSC becomes fully operational, NASA will be implementing certain procurement systems that will facilitate electronic end-to-end processes and help provide for one-time data capture. These systems include IFM Core Financial System for electronic recording of commitments and obligations. IFM Contract Management Module (CMM), under development in the FY2005 timeframe, will provide a document generation system to support processing awards and modifications and a procurement management system for managing, tracking, reporting and controlling contractual and grant actions. In addition, the grant systems NASA plans to implement include Grants.gov for electronic proposal submission and post-award reporting; and NASA Solicitation and Proposal Integrated Review and Evaluation System (NSPIRES) for supporting grant proposal submission, peer review, selection, and post-award reporting.

Deployment of the IFM Contract Management Module at the NSSC is forecasted to take place during the 1st quarter of FY06. Therefore, the SP shall plan to utilize the CMM in performance of procurement functions. However, in case deployment of CMM is cancelled or significantly delayed, the SP shall also be prepared to perform the requirements of this PWS using alternative methods. Such alternative methods could include NASA's IDGS software for contract document generation; simple templates for SBIR/STTR contract generation; and portions of existing Center systems for grant generation.

The SP shall use NASA's existing Core Financial software – SAP R/3 – to perform activities associated with procurement (which is known as "purchasing" in the SAP environment). The NASA-configured 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). The SP shall use the Business Warehouse (BW) for reporting and querying activity. Additionally, NASA is using the P-card software to manage bankcard purchase transactions. NASA's On-Line Quick Reference (OLQR) is a web-enabled central repository containing SAP user procedures, forms and job aids.

The SP shall as a minimum provide Agency-wide services in support of the following as further delineated in this PWS:

- Grants

- Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) contracts.
- Training purchases.
- Other procurements made in support of the NSSC or awarded and administered at the NSSC.
- Administration of the NASA Contracting Intern Program (NCIP).

Whenever the word "grant" appears in Section 3.3 of the PWS, it shall be deemed to include, as appropriate, the term "cooperative agreement." Similarly, whenever the word "contract" appears in Section 3.3 of the PWS, it shall be deemed to include, as appropriate, the terms "purchase order, delivery order, or task order." Furthermore, whenever the term "Grant Officer" appears in Section 3.3.2 of the PWS, it incorporates the term "Contracting Officer."

The SP shall perform all grant and contract-related support activities with the exception of the inherently governmental components of such activities, which must be performed by the Contracting Officers (CO) at the NSSC, and those holding other inherently governmental positions. For example, the SP shall contact offerors/grantees to obtain information and clarification to resolve discrepancies and shall draft potential award documentation for Grant Officer or CO review and approval, but the Grant Officer and CO will negotiate with offerors and sign awards. Furthermore, the CO will finalize pre-negotiation positions, sign price negotiation memorandums, approve Purchase Requests in the IFM system, approve invoices, and sign external correspondence.

3.3.1 Procurement Processing and Other Administrative Services

The support described in PWS Section 3.3.1 should be charged against the specific service where the support is being provided.

3.3.1.1 Pre-Award and Post-Award Processing

The SP shall provide general procurement assistance to the NSSC. Services include data preparation, data collection, data entry, preparation of draft contractual documents, and distribution.

The majority of SP procurement-related services shall be in support of NASA grants, SBIRs/STTRs, and training purchase/delivery orders processed at the NSSC. In addition to these activities, COs at the NSSC will award and manage Agency-wide contracts and process procurements as required to maintain the facility and in support of tasks, such as recruitment, as identified elsewhere in this PWS. Transactional SP services will be required for those actions. To support all of the above actions, the SP shall, at a minimum, perform the following activities:

- Post announcements on the Grants.gov site for competitive grant and cooperative agreement announcements and at Federal Business Opportunities (FedBizOpps) web site for opportunities contemplating contracts. The SP shall perform this posting via the NASA Acquisition Internet System (NAIS) Electronic Posting System (EPS). Should NASA generate amendments or modifications to such announcements, the SP shall also post such changes.
- Enter NSSC grant and contract information into NASA procurement management and financial systems.

- Prepare draft Requests for Quotes and Requests for Offers in support of NSSC commercial and simplified operational procurements.
- Review technical evaluation packages for grants, SBIR/STTR's, training, and other simplified procurements for completeness and contact requestors for additional data, if necessary. The SP shall provide information and support to NASA requestors as necessary regarding proper format and content of required documentation. This review shall include, but shall not be limited to, identification of any issues in the proposals such as property, travel, and/or technical data.
- Draft grant, SBIR/STTR and purchase documents, in accordance with the FAR, the NFS, the NASA Grant and Cooperative Agreement Handbook, and IFM reference guides for the review by the CO. The SP shall include all supporting information, such as certifications and assurances in the award documentation. Following the CO's review, the SP shall perform any further steps required, such as preparing revisions to the award package as directed by the CO. This process shall culminate in the CO's signature.
- Coordinate approvals of property with NASA technical offices and property specialists as required. The SP shall prepare and distribute required property documentation.
- Distribute and mail copies of contractual and grant documents, including delegations. The SP shall maintain the official file and record the addresses and dates of distribution.
- Prepare and distribute delegations of property administration and other administrative duties to the appropriate Federal Agency. The SP shall prepare for the CO review and approval, the delegation form and the complete package to be sent to the Agency.
- Perform reporting functions on behalf of the NSSC. This primarily involves entering the data to the Federal Procurement Data System – Next Generation (FPDS-NG) and to IFM on grant and contract awards and modifications. Make corrections to data as required.
- Prepare and distribute the draft documentation for unilateral and bi-lateral modifications, in accordance with the FAR, the NFS, the NASA Grant and Cooperative Agreement Handbook, and IFM reference guides. Following the CO's review, the SP shall perform any further steps required, such as preparing revisions to the award package as directed by the CO. This process shall culminate in the CO's signature.
- Coordinate closely with NSSC Finance regarding funding and payment issues. Research recommendations for suspension or withholding of payment recommendations by NASA technical organizations or other interested parties and notify the CO. The SP shall prepare the necessary documentation, as described in the NASA Financial Management Manual, NASA Grant and Cooperative Agreement Handbook, FAR, and the NFS, and shall follow up with the grantee or contractor regarding correction of the deficiency.
- Transfer the files of all physically complete grant or contract actions to the on-site NASA Contract Closeout contractor.
- Perform research of statutes, regulations, and procurement policy when requested by the CO, providing options and recommendations for resolution of issues.

- Prepare and submit regular and ad hoc procurement reports on NSSC procurement activities, such as Monthly Small Business Statistics report, semi-annual procurement lead time reports, undefinitized contractual action reports, ad hoc congressional district award reports, and ad hoc export control reports. Data for these reports typically resides in NASA procurement systems or in other NASA management systems.
- Support the NSSC Procurement Office on quarterly Unliquidated Obligations reviews and annual certification process.
- Support the NSSC Procurement Office on bankcard transactions.

3.3.1.2 Customer Survey Administration

In coordination with the cognizant procurement POC, the SP shall prepare and distribute electronic surveys of overall NASA procurement performance to NASA-selected procurement customers, collect and assemble the responses, and submit the assembled responses to the requestor. NASA will develop and provide the questions to the SP. This activity does not include performing analysis of the responses.

3.3.1.3 Procurement Forms and Checklists

The SP shall support the development and maintenance of Agency-wide procurement forms and checklists. Automated forms and checklists will be available in the CMM system or can be obtained from the NASA procurement organizations. The SP shall review and assess the procurement forms and checklists currently in use 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 – Procurement Career Development and 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 Career Development and 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 procurement employee data including: educational history, job series and grades, required procurement classes completed and their dates, data on Equivalent/Fulfillment and waiver requests, status on classes taken, Contracting Officer warrant information and the level of Federal Acquisition Certification in Contracting and the date of that certification.
- Prepare Federal Acquisition Certification in Contracting for NASA official's signature.
- Review Equivalency/Fulfillment requests 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 NASA Procurement Career Development and Training Policy from NASA procurement organizations and submit to the Procurement Functional Advisor as required in DRD 3.3-5.
- Migrate NASA procurement employee training and education data and other workforce data to required government-wide training data systems such as the Acquisition Career Management Information System (ACMIS).

3.3.1.6 NASA Contracting Intern Program (NCIP)

The NCIP provides an opportunity for college graduates with degrees in business-related fields to launch a civil service career with NASA. It is a 30-month program, which consists of two rotational assignments between the NASA Centers.

- ***NCIP Web Site Development and Maintenance***

  The SP shall develop and maintain a NCIP web site for internal customers and maintain an existing web site for external customers, in coordination with the NCIP Program Manager. The internal site shall only be accessible to Program participants, the NCIP Program Manager at NASA Headquarters, and Center POCs. It shall be an interactive site, which facilitates active dialog, sharing of information, and provides real-time data. The external site shall be designed to provide information to interested parties and the general public.

- ***Program Support***

  The SP shall support the NCIP Program Manager in matters involving intern duty status (active, Leave Without Pay (LWOP), etc.); awards; promotion dates; conversion status; relocation; reimbursement of student loans; travel cards; and background investigations. Support includes, but is not limited to, providing interns information on applicable NASA policies and processes, tracking status of actions, reviewing applications, and forwarding information and recommendations to the appropriate NASA office.

- ***NCIP Handbook***

  The SP shall review the NCIP Handbook at least annually and submit recommended updates (DRD 3.3-4).

- ***Recruitment***

  The SP shall support the NSSC HR POC by establishing a list of targeted schools with additional input from the cognizant Equal Opportunity representative(s), and Center procurement POCs. The SP shall accomplish this by developing candidate evaluation criteria for NASA's review and approval, by participating in recruitment trips, and by administratively supporting NASA officials when they are conducting final candidate evaluations based on input from the Centers and OPM.

3.3.1.7 The Federal Acquisition Certification for Contracting Officer Technical Representative Program

NASA's policy regarding the FAC-COTR program has its basis in the Office of Federal Procurement Policy (OFPP) Policy Letter 05-01, which establishes the government-wide framework of creating a federal acquisition workforce with the skills necessary to deliver best value supplies and services, find the best business solutions, and provides strategic business advice to accomplish agency missions. Effective October 1, 2009, the SP shall:

- Serve as the POC for Program Operations which includes but is not limited to tracking and issuing FAC-COTR electronic certificates.
- Obtain course completion information from COTR Basic Training Courses purchased under the Agency-wide COTR Training BPA. Completion of the Basic Training Course certifies an individual as FAC-COTR. Acceptable proof of completion can be in the form of a SATERN class certificate or learning plan printout showing completion; a certificate issued by the contractor showing the individual completed the training; or a class roster provided by the instructor identifying all participants that completed the class. Centers not purchasing the COTR Basic Training Course under the Agency-wide COTR Training BPA will submit course completion information similar to what is required under the Agency-wide course for any other training that is intended to meet COTR certification requirements. NASA HQ Office of Procurement makes all determinations on whether or not the training provided by external courses or locally generated internal courses meet the FAC-COTR certification requirements.

- Develop and distribute a FAC-COTR submittal application to centers for FAC-COTR equivalent learners. Learners who have completed the Federal Acquisition Certification in Contracting (FAC-C) Level I or Federal Certification for Program and Project Managers (FAC-P/PM) Mid-Level/Journeyman meet NASA FAC-COTR requirements. Transfers with a FAC-COTR from other agencies should be included in the NASA FAC-COTR database. The short application form should include: name, e-mail address, telephone, center and department, COTR training received and the dates taken, COTR certifications held and the dates awarded. Copies of current certifications should be submitted with the application with originals held at the Center. NASA HQ Office of Procurement will make determinations as to whether or not the individual meets the certification requirements.
- Develop and maintain a searchable NASA FAC-COTR database for tracking new and current FAC-COTRs. The database shall include: Name, SATERN ID, Email, Current Two Year Window, Hire Date, Org ID, CLP/Hours Met, Certification Date, and NASA FAC-COTR Certified (Yes/No). Data uploaded to a searchable website shall include: Name, Email, and Center only. (Mark we believe this is an inherently governmental task as the Gov't is the content owners.
- Create electronic FAC-COTR certificates and provide to appropriate COTR and/or Center Coordinator. Certificates shall be write protected and have the proper security requirements to prevent manipulation. The Government has the certificate boilerplate and will provide this to the SP.
- Develop a COTR training and tracking SATERN report. The report shall include: Name, Email, SATERN ID, Org ID, Active Employee? Hire Date, and Total Hours. Certified FAC-COTR's are required to complete 40 Continuous Learning Points (CLPs)/hours during the current two year period set by FAI. The current two-year period is October 1, 2008 through September 30, 2010. The two-year period remains on this cycle for every COTR regardless of when certified. For verification purposes, the "Total Hours" in SATERN reports is used to calculate the 40 hours of required continuous learning.
- Develop a COTR refresher training requirement report utilizing SATERN. The report shall include: Name, Email, Refresher Completion Date, SATERN ID, Org ID, Active Employee, Hire Date, and Total Hours. COTR Refresher training is required as part of the 40 hour continuous learning requirement. Each COTR will be required to complete the refresher training during each two-year certification cycle. Compare COTR refresher training SATERN report to the NASA FAC-COTR database to ensure training requirements are met within the two year period.
- Compare SATERN report to the NASA FAC-COTR database to ensure a minimum of 40 CLP/hours are met within the two year period. For verification purposes, the "Total Hours" in the SATERN report are used to calculate the 40 hours of required continuous learning.
- Develop electronic reminders to current certified COTRs which state that the 40 CLP/hours deadline is approaching. Reminders are to be distributed at the 1 year mark and 6 month mark prior to end of certification time period. As discussed above, the two-year cycle is from October 1, 2008 through September 30, 2010 and every two years thereafter.

3.3.2 Grants and Cooperative Agreements

The SP shall support NASA programs in the award and administration of grants and cooperative agreements in accordance with the NASA Grant and Cooperative Agreement Handbook. Awards for research through NASA's Mission areas fund thousands of scientists, engineers, and educators each year at U.S. nonprofit organizations through grants and cooperative agreements. In addition, NASA solicits proposals for grants and cooperative agreements to foster aggressive programs aimed at education and public outreach, as well as to ensure maximum participation in NASA programs by minority institutions.

The NSSC grants work consists of all grants to be awarded by NASA, including grants awarded to commercial firms.

The work also includes cooperative agreements to be awarded by NASA to institutions of higher education and other non-profit organizations and to state and local government entities, with the exception of awards for Science and Research Institutes. However, cooperative agreement awards to commercial firms, as described in Section D of the NASA Grant and Cooperative Agreement Handbook, will not be made at the NSSC.

The NSSC grant and cooperative agreement work will include pre-award and post-award actions for both competitive and non-competitive awards.

3.3.2.1 Grants Study

The SP shall perform a requirements analysis and study of grants electronic processes, leading to an SP presentation of options and a recommendation as to the most optimal course of action toward efficient and effective grants automation (DRD 3.3-2).

In light of the development status of the CMM, as noted in paragraph 3.3 of this PWS, SP use of a selected existing grant system may prove necessary as an alternative method. The existing systems are the Glenn Research Center (GRC) Grants Online System, the Langley Research Center (LaRC) Grants Log and Tracking System (GLATS), and the Goddard Space Flight Center (GSFC) Grants System. The study shall include analysis and recommendation of their potential usage for NASA's consideration and decision.

3.3.2.2 Workload Forecasting and Status

The SP shall perform workload forecasting of projected future Grant issuances including quantity, type, and time phasing. The SP shall proactively obtain status information from the NASA grants technical organizations and from NASA data systems, and shall use such data, in combination with internal NSSC status information, to forecast future workload and to discuss workload status and lead times with the Grant Officer. Up-to-date SP workload forecasts shall be readily available, in electronic format, for use by the Grant Officer.

3.3.2.3 Grants Web Site

The SP shall develop and maintain a web site, accessible to both the grantee community and NASA internal customers, which provides status information on NASA grants. The status information shall include milestones from receipt of proposals through award of grants, plus status of post-award activities such as incremental funding.

3.3.2.4 Competitive Grant Announcements

The SP shall proactively support NASA technical organizations as necessary, working closely with the Grant Officer. The SP shall review drafts of NASA Research Announcements (NRAs), and Cooperative Agreement Notices (CANs) for proper format and content.

The SP shall perform all reasonable actions necessary to enable timely completion of the package. The NASA technical organization will provide the technical package, which indicates the selected award recipient and provides allotted funding, at least 29 calendar days prior to the requested award or before the expiration of the funded period in the case of the renewal of an existing effort. The SP shall contact the NASA technical organization promptly if any element of the technical package is incorrect or incomplete.

3.3.2.5 Fact Finding and Analysis

The SP shall perform reviews of proposals received, including cost and other non-technical aspects within the proposal (e.g., property). The SP shall prepare NF 1434, Letter of Request for Pricing-Audit-Technical Evaluation Services, and draft rates and factor recommendations for review and approval by the Grant Officer. The SP shall work with other Government Agencies as necessary. The SP shall provide to the Grant Officer, for review and consideration, the completed analysis and recommendations. The SP shall provide the completed analysis, including recommendations, for the Grant Officer's consideration.

In connection with cost and/or price analysis, the SP shall prepare delegations of rate negotiation to the Office of Naval Research (ONR) for non-profit organizations for which NASA is the cognizant Agency for Grant Officer's signature. The SP shall monitor the delegation package and report status to the Grant Officer as appropriate through ONR approval.

3.3.2.6 Funds Monitoring

The SP shall track and maintain incremental funding profiles (such as actual grant or cooperative agreement value, cumulative obligated dollars, and future Program dollars to fully fund) in order to ensure timely obligations. When issues arise, the SP shall communicate with Headquarters and Center resource staff, and technical sponsors, and shall identify options and recommendations to the NSSC Grant Officer.

3.3.2.7 Administrative Changes

The SP shall prepare all necessary administrative changes to a grant including Principal Investigator transfers, reports substitution, withholding, and supplements for multiple year funding, augmentations, and other actions as necessary.

3.3.2.8 Extensions

The SP shall prepare draft no-cost extension modifications. The SP shall coordinate extension requests with the NASA technical organization before submitting the modifications to the Grant Officer for review and signature.

3.3.2.9 Grantee Reporting

The SP shall monitor grantee reporting, working as appropriate in coordination with the NASA technical organization, the ONR, and the NSSC Finance. The SP shall notify the Grant Officer of reporting delinquencies and shall form a recommended course of action for the Grant Officer.

3.3.3 SBIR/STTR Contracts

The SP shall provide support to the Small Business Innovation Research (SBIR) and Small Business Technology Transfer (STTR) Programs.

NASA's SBIR/STTR Program and its subsequent contract awards play a significant role in the Agency's Mission areas. NASA uses the SBIR/STTR program to generate new technologies needed to fulfill its strategic missions. Thus the SBIR/STTR Program is a major element of NASA's commitment to support and utilize the small business community.

Small business high tech firms submit proposals in response to the SBIR portion of the annual SBIR/STTR solicitation where innovative R&D concepts are sought to address mission programs or to focus on technology needs with high commercial applications.

The STTR involves award of contracts to small business firms for cooperative R&D with a Research Institute (nonprofit research organization) for innovative technology developed by universities into the private market through entrepreneurship, as well as partnering with small businesses.

The SBIR/STTR contract process has three phases: Phase I) Proof of concept, Phase II) Research & Development, and Phase III) Tech infusion back to NASA mission programs and/or commercialization of the technology. Phase I provides the opportunity to establish feasibility and technical merit of the proposed innovation. Phase I's are competitively selected.

In Phase II, the most promising Phase I projects are identified and further developed. Phase II's are competitively selected from proposals resulting from Phase I contracts. In Phase III, the innovation, either a product or a service, is brought to commercial realization. Phase III contracts are awarded at the Centers with no additional need for competition or Justification for Other than Full and Open Competition (JOFOC).

The SBIR/STTR Phase I and II contracts will be awarded and administered by the NSSC. Award and administration of Phase III contracts will not be performed by the NSSC and, therefore, are not part of this work statement.

1. JPL transition has been shifted from Wave 1 to Wave 2
2. Work being transitioned to NSSC will only include new Phase I SBIR/STTR awards and administration, and Phase II awards and administration that may be required as follow-ons to the NSSC awarded Phase I actions. Centers will award/administer those Phase II requirements that are follow-on to Phase I actions that were awarded earlier at the Centers.
3. The value of Phase I awards is being increased from an average of $70,000 per action to $100,000, while NASA's budget for these activities remains relatively unchanged. This will result in a decrease in total number of Phase I awards NSSC will be required to process.

3.3.3.1 SBIR/STTR Study

The SP shall perform a requirements analysis and study of SBIR/STTR electronic processes, leading to an SP presentation of options and a recommendation as to the most optimal course of action toward efficient and effective SBIR/STTR contract process automation (DRD 3.3-3).

3.3.3.2 SBIR/STTR Web Site

The SBIR/STTR Program Management Office maintains a web site, which provides information about the program and access to the SBIR/STTR Electronic Handbook. The SP shall develop and maintain a complementary web site accessible to internal customers (NASA, NSSC) to provide more detailed status information on SBIRs/STTRs from the pre-award activities after public announcement through contract completion. This new web site's status information shall include milestones from receipt of technical packages through award of contracts, status of post-award activities such as incremental funding, and traceability from Phase I and II contracts to support Phase III awards at their respective field centers, which require linkage back to the SBIR/STTR Program.

3.3.3.3 Administrative Support to SBIR Electronic Handbooks

The SP shall work closely with the SBIR/STTR Program Management Office (PMO) and PMO Electronic Hand Book (EHB) Support Contractor and shall provide administrative support to EHBs, including the entry or import of data into EHBs of all procurement-related data necessary to update and document contract award and administration activity. The SP shall prepare draft SBIR/STTR templates such as model contracts, Pre-Negotiation/ Negotiation Memorandums, NF 634, and Rationale templates in accordance with the Program Policy Advisor instructions and annual SBIR/STTR solicitation requirements. Draft templates shall be submitted for review and approval by the Program Policy Advisor, CO and/or designee. The SP shall manage and maintain SBIR EHB "master file" activity for each SBIR and STTR Phase I and II annual solicitation. These files contain documentation to facilitate the assembly and location of all required documents (representations and certifications, correspondence, e-mails) in one area.

3.3.3.4 SBIR/STTR Program Meeting Support

The SP shall participate in SBIR/STTR Procurement meetings, conferences, workshops, and other SBIR/STTR procurement activities when requested by the Program Policy Advisor and/or the NSSC CO. The SP shall prepare draft SBIR/STTR documentation such as presentations/handouts, special reports, metrics, etc., and submit them for review and approval by the NSSC CO when requested.

3.3.3.5 Fact Finding and Analysis

The SP shall prepare NF 1434, Letter of Requests for Pricing-Audit-Technical Evaluation Services, and draft rates and factor recommendations for review and approval by the CO. The SP shall work with other Government Agencies as necessary. The SP shall provide to the CO, for review and consideration, the completed analysis and recommendations.

3.3.3.6 SBIR/*STTR* Phase II Debriefings

The SP shall support the CO with Phase II Unsuccessful Offeror Debriefing requests by working with the NASA SBIR/STTR Program's EHB Support Contractor to obtain copies of the

unsuccessful/successful Phase II proposals and technical evaluations for discussions with the requestor in accordance with the annual SBIR/STTR solicitation. The SP shall be responsible for drafting minutes of the proceedings for the CO's review and approval.

SBIR/STTR Phase I debrief requests are managed and supported by the NASA SBIR/STTR Program Management Office and their Support Contractor in accordance with the annual SBIR/STTR solicitation.

3.3.3.7 Funds Monitoring

The SP shall track and maintain Phase II incremental funding profiles (such as actual contract value, cumulative obligated dollars, future Program dollars to fully fund) in order to ensure timely obligations. When issues arise, the SP shall identify options and recommendations to the CO.

3.3.3.8 Contract Compliance

Contract deliverables are currently captured in the EHB. The SP shall monitor contract performance to ensure all SBIR/STTR contract deliverables are submitted pursuant to their delivery schedule and in compliance with contract requirements, such as: New Technology reporting, NF1018 reporting, and SF298 submittal to Center for Aerospace Information (CASI). The SP shall advise the CO of any contract and other special SBIR/STTR related issues, required actions (such as pending review and acceptance by CO or COTR), or reporting delinquencies (such as performance issues, progress payments, invoices, new technology reporting, NASA property and other reporting requirements), and shall form a recommended course of action for the CO.

3.3.4 Training Purchases

The SP shall support the award and administration of internal and external training purchases. These purchases are made by Government Contracting Officers using purchase orders, delivery orders, interagency agreements, purchase cards, and convenience checks. The SP shall perform all tasks up to award with the exception of negotiations, source selection (competitive purchases), file review, and signature (award document or credit card authorization sheet). While requirements vary based on the dollar value and whether competition is required, they typically include services covered in Section 3.3.1.1, "Pre-Award and Post-Award Processing."

3.3.4.1 External (off-site) Training Purchasing Support

The SP shall support the purchase of external training by providing the following services:

- Preparation of checklists, file documentation templates, fax cover sheets, envelopes, and forms.
- Contacting the training vendor to verify class availability, schedule, location, and payment methods.
- Following up with learners and Center Training Officers when information is missing, training schedules changes, classes are not available, or a cancellation is required.
- Assembling file documentation including catalogs, brochures, advertisements required to document pricing for the purchase.
- Creating order logs in P-card Solutions.
- Creating purchase orders in IEM using the "outside buyer" role.
- Updating information in IT systems (Remedy, SATERN, IEM, etc.).

- Participating in training telecons and meetings.
- Prepare purchasing document (NF1735) for academic purchases.
- Revceive and prepare academic training invoices for payment
- Updating and maintaining the Training Purchases Query System and website for reporting transactions to the Centers.
- Assisting with monthly P-card reconciliation and the payment of academic training purchases.
- Confirm with training vendors that learners have been registered and payment has been received.
- Organize and store files until monthly reconciliations are complete.

3.3.4.2 Internal (on-site) Training Purchasing Support

The SP shall support the purchase of internal training by providing the following services:

- Preparation of checklists, file documentation templates, and forms.
- Reviewing sole source justifications and SOWs for adequacy and coordination with Center Training Officers when revisions are necessary.
- Preparing RFQs and soliciting quotes from training vendors.
- Following up with Center Training Officers when training schedules changes, classes are not available, or a cancellation is required.
- Evaluating quotes to include coordination of technical evaluations with Center Training Officers and the determination of price reasonableness.
- Assembling file documentation required for the purchase.
- Creating purchase orders in IEM using the "outside buyer" role.
- Updating information in IT systems (Remedy, SATERN, IEM, etc.).
- Distributing copies of award documents.
- Participating in training telecons and meetings.
- Updating and modifying the Training Purchases Query System.
- Performing post-award administration on purchase orders to include processing invoices for CO certification and payment by NSSC Financial Management.

3.3.5 RESERVED

3.3.6 RESERVED

3.3.7 RESERVED

3.3.8 RESERVED

3.3.9 Procurement Service Management

3.4 INFORMATION TECHNOLOGY

3.4.1 Overview

The NSSC is a key component of NASA's Integrated Information Infrastructure Program (IIIP). The IIIP organizes IT activities across the Agency in a way that facilitates an integrated infrastructure that supports NASA's strategic objectives. This program plan is aligned with NASA's Enterprises Architecture (EA) effort, ensuring an Agency perspective in the management of NASA's IT infrastructure assets and services.

Since the NSSC will be composed of sub-organizations, the following definitions are offered to ensure the responsibilities of the SP are clearly articulated.

- NSSC: Refers to both the virtual and the physical sites that form the NSSC – the NSSC Site, ASMS Program Management, IFM Competency Center, and MSFC Agency Application Services (e.g., NASA Data Center (NDC) and Wide Area Network (WAN) Services).
- NSSC Site: Refers to the NSSC physical location only excluding the virtual components of the NSSC at MSFC (e.g., IFM Competency Center and MSFC Agency Application Services).
- NSSC Virtual Sites: Refers to virtual sites only -- (IFM Competency Center and MSFC Agency Application Services).

The SP's support to the NSSC falls into four areas:

- IT Management – This includes activities related to policy development, strategic planning, capital planning, resource management, and program management.
- Technology Implementation, Systems Development, and Engineering for the NSSC Site– This includes activities pertaining to software development, engineering and operations support for existing, planned, and future NSSC Site IT systems.
- IT Security – This includes activities related to NSSC IT security, operations and maintenance of IT security monitoring and analysis devices, vulnerability assessments, patch verification, and incident reporting.
- NASA and Federal Government IT Initiatives -- This includes possible future support for Agency-wide and Federal Government Initiatives such as E-Government (e-Gov), Enterprise Architecture (EA), NASA Account Management (NAMS), Cyber Identity Management System (CIMS), WAN Replacement, and Integrated Asset Management implementation.

All services provided under this contract or letter of obligation shall abide by Federal laws and regulations and NASA policies governing the management, provisioning, and development of IT products and services.

3.4.2 Information Technology Management

The SP shall coordinate with NSSC internal and external customers, including NASA Headquarters, NASA Centers, and other Federal and private sector organizations. The SP shall perform IT management tasks and sub-tasks including:

3.4.2.1 Policy Development

The SP shall support NSSC inherently governmental staff in the development of policies for the NSSC Site. The SP shall draft, implement, and comply with approved IT policies, directives, standards, guidelines, processes, and procedures applicable to the NSSC (DRD 3.4-1). NASA policies are routinely updated on a 3-year cycle. These policies shall describe NSSC IT operations and address a broad range of IT related topics including, but not limited to, NSSC security policy, web usage policy, virus protection policy, configuration management (CM), records management, and cell phone usage policy. Existing NASA Center policies will be made available to support the generation of these documents.

3.4.2.2 Delivery Model and Information Technology Assessments

The SP shall assess the impact of new management practices, business processes, delivery models, IT architectures, and technologies that may allow for continuous improvement and cost effectiveness of services provided by the NSSC. The SP shall prepare and submit a gap analysis presentation (DRD 3.4-2). The SP shall monitor technological trends and make recommendations to ensure that architectures, management structures, and service models enable the SP-provided services to evolve to take advantage of innovations and advances in technology, and opportunities to reduce cost while maintaining or increasing quality of services.

3.4.2.3 IT Program and Project Management Support

The SP shall support the NSSC IT program and project management functions such as the following:

- The SP shall support the IT Capital Planning and Investment Control (CPIC) process for the NSSC Site. Services include, but are not limited to, supporting efforts to develop and execute NSSC IT capital planning, as well as investment management guidelines and procedures. The SP shall support activities including the development of supporting documentation, fact-finding, cost analysis, efficiency studies, and workflow/workload modeling. The SP shall support the preparation of OMB Circular A-11 Exhibit 53 and Exhibit 300s for IT systems at the NSSC Site and conduct analysis of Exhibits related to all IT systems within the scope of the NSSC.

- The SP shall follow NASA program and project management processes and procedural requirements and guidelines (NPR 7120.5b "NASA Program and Project Management Processes and Requirements," as amended). The SP shall support the development and/or review of program and project plans for the NSSC. These plans are required prior to undertaking any substantial technology implementation or application development effort. NPR 7120.5b "NASA Program and Project Management Processes and Requirements," as amended, documents the formulation, approval, implementation, and evaluation of all Agency projects and programs. The SP shall provide support in developing the requisite deliverables

throughout the stage-gate processes described in the NPR. The SP shall support project planning, systems analysis, risk analysis, technology assessment, requirements analysis, earned value management, business case development, WBS preparation, metric determination, IT security planning and analysis, and life-cycle-cost estimation for current and future NASA and Federal Government IT initiatives.

- The SP shall support the CM process at the NSSC Site used to identify, baseline, document, and record information technology and systems. The SP shall support the integration of all IT CM reporting for the NSSC site. This process shall ensure a systematic control of changes to information technology and systems, and shall also ensure that the information technology and systems are in compliance with the Agency requirements and government and industry standards and mandates. CM shall be performed for existing and future NSSC Site information technology and systems. The SP shall provide a CM plan (DRD 3.4-3).

- The SP shall support NASA in planning for the implementation of future NASA and Federal Government IT initiatives (see section 3.4.6) at the NSSC Site.

- NSSC IT Consumables Program

The IT Consumables Program provides "just-in-time" delivery of consumables for NSSC's copiers, printers, and fax equipment. The Contractor shall follow the goals of the program, which are as follows:

1. Provide an efficient, effective, and best value approach to acquire and keeping consumables for NSSC's copiers, printers, and fax equipment available to support NSSC operations. Methods to be considered include negotiating volume discounts, paying for material only when it is used, keeping inventory low, and maintaining cost control and accountability. Should required consumables be otherwise provided for by other vendor(s), the SP shall coordinate with the other vendor(s) and verify backup consumables are always readily available.

2. Comply with the Javits-Wagner-O'Day Act (JWOD) that requires that Government agencies purchase from the National Industries for the Blind and the National Institute for the Severely Handicapped (NIB/NISH).

3. Meet environmental requirements, specifically affirmative Procurement goals for recycled/recoverable content and hazardous materials management.

<u>Limitations</u>

This program is limited to general consumables for NSSC's equipment as defined above. Purchase of the following items are excluded: Tagged Equipment, Computer Equipment, Furniture, General Office Supplies, Cafeteria Supplies, Janitorial Supplies, Bulk paper, Electrical devices (space heaters, fans, outlet strips, etc.), Medical Supplies, and Computer paper supplied by the Government Printing Office.

- IT Infrastructure Support

The SP shall provide support for NSSC in-house project level and end user support for ViTS, conference rooms, TREOs, projectors, polycoms, printers, PA systems, laptop loaner pool, and email. This support shall include ensuring proper operation of these systems and managing the maintenance/support required from other organizations.

- Building 1111 Project Management

  Ensure that the IT infrastructure requirements are documented and accounted for during the construction phases. Oversee the operational planning, establishment, execution, and evaluation of all IT related subprograms and or associated activities for the NSSC new construction program. These activities include, but are not limited to, uninterruptible power, electrical, heating, ventilation, air conditioning, the structural network, backbone structure, Internet Protocol Telephony, data center infrastructure; and the distribution thereof. Also conducts research, seeks out, and develops IT Advanced Technology solution recommendations that will facilitate the delivery of NSSC services to the Agency, serves as the principal point of representation and liaison with external constituencies (Federal, State, NASA, contractors, and 3rd party product representatives) on technical matters and provides day-to-day technical/professional guidance and leadership, as appropriate, to the subject area(s) of expertise, oversees, conducts, and/or coordinates the collection, compilation, and analysis of program activity data; develops, writes, and presents comprehensive narrative program reports and documents as required to support the program.

3.4.2.4 Accessibility

The SP shall comply with the requirements of Section 508 of the Rehabilitation Act of 1973, as amended. The scope of Section 508 is broad and includes not only computers and software, but also telephones, public and private web sites, documentation, and most other forms of electronic and information technology. The SP shall adhere to the Access Board standards at 36 CFR Part 1194 for all NSSC products and services.

3.4.3 Technology Implementation, Systems Development, and Engineering for the NSSC Site

The SP shall perform systems development and engineering tasks for the NSSC Site (DRD 3.4-9). The SP shall provide software integration, software engineering, CM, software application development, web application development, application enhancements, and technology implementation for the NSSC Site. These development and/or implementation tasks shall make the greatest use of Commercial-Off-The-Shelf (COTS) and Government-Off-The-Shelf (GOTS) products practicable. The SP shall ensure compatibility with existing Agency applications and systems. Primarily, these tasks are envisioned to include, but are not limited to, a Customer Contact Center (e.g., an integrated NSSC Web Site and contact center that is linked with existing Web sites and contact centers at the NSSC Virtual Site), an approved Grant Study system solution, and intranet-based Web applications. The SP shall also provide enhancements to software tools/applications at the NSSC Site and/or provide other system development/engineering services based on NSSC requirement.

The SP shall provide all hardware, software, firmware, and middleware required for technology implementation, systems development, and engineering tasks at the NSSC Site. Additionally, as

provider of the IT assets, the SP shall provide for all related goods and services. The SP goods and services include, but are not limited to, sustaining engineering, maintenance, service agreement management, server platform administration, systems administration, database administration, system back-ups and restores, applications administration, functional application support, inventory control, license management. The SP shall develop software in accordance with relevant standards and policies from NASA's Software Safety and Assurance Program in accordance with NASA-STD 8719.13a "Software Safety" and NPD 8730.4 "Software Independent Verification and Validation Policy, "as amended. In addition, software tasks shall follow the direction in NPD 2820.1, "NASA Software Policies," as amended. Additionally, the SP shall adhere to all Federal and NASA policies and regulations concerning application and web site development.

All preventative maintenance that results in significant downtime for NSSC Site systems shall be performed during non-business hours and be scheduled at a minimum of 48 hours in advance.

3.4.3.1 Application Development and Engineering

The SP shall provide IT development and support services to the NSSC Site for various software applications that support a variety of organizational and cross-organizational functions. The SP shall promptly deliver copies of source code and executables as requested.

- The SP application development and engineering shall be consistent with the Capability Maturity Model Integrated (CMMI) Level 3 guidelines and the SP software development methodology approved by NASA. CMMI certification is not required.
- The SP shall use an application tool that complements the SP's software development methodology and automates the metrics reporting requirements (DRD 3.4-5).
- The SP shall provide training, including necessary training materials for any technology implemented or application developed.

3.4.3.2 General Web Site Development

The SP shall develop, implement, and maintain web sites including those that are database-driven for the NSSC Site. These web sites shall enable integrated knowledge sharing, workflow management and status; as well as collaboration across NSSC functions in a secure manner. Design of the web sites shall allow for future integration of NSSC-related web sites. These web sites shall be Internet, intranet, and, as needed, extranet accessible and be appropriately secure. The web application shall provide multiple levels of access control. Where required, access control shall include support for multi-factor authentication, including NASA's smart card and token and Public Key Infrastructure (PKI) implementations and incorporation of future security measures, as required.

To the greatest extent possible, the SP shall make use of software reuse and take advantage of other tools, applications, and existing web sites that support other NASA Centers (e.g., Inside NASA Portal). The SP shall register all its web sites via the NASA web registration system.

NASA will be the content owner of all web content and will approve all content that is posted on NSSC web sites. The SP shall provide a content management capability. The SP shall be responsible for web content updates in support of the NSSC Site. The content management capability shall allow NASA's content owners the ability if needed, to directly upload and post documents without the

involvement of the SP. The SP shall keep information on all NSSC Site web sites updated, accurate and complete. The SP shall post all government-approved content updates within the standard update cycle.
All web development shall adhere to NASA policies and standards. NASA will provide the operational hosting site to the SP.

3.4.3.3 NSSC Customer Contact Center Implementation

The SP shall design implement, operate, and maintain the requisite information management and IT systems to provide a scalable, adaptable, and customer-focused contact center (i.e., an integrated contact center and web site) for the NSSC Site. The contact center equipment provided by the SP shall integrate with the ASMS-provided telecom and network infrastructure. The Customer Contact Center shall interface with the IFM Competency Center and Agency Application Services located at the NSSC Virtual Site. The design of the Customer Contact Center shall comply with NASA IT standards and policies; and be interoperable with existing NASA infrastructure. 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

The SP shall provide traffic and metric analysis and reporting. The SP shall properly safeguard all information while stored and while in transit in accordance with NASA and Federal guidelines.

3.4.4 Information Technology Security

Information Technology security is the protection of IT investments (e.g. information systems and telecommunications systems) and their associated information and data from unauthorized access, use, disclosure, disruption, modification, or destruction in order to ensure the integrity, confidentiality, and availability of NASA IT systems. IT security shall be consistent with NPR 2810.1, as amended, and those interim policy updates included in the NASA Online Directives Information System (NODIS).

The SP shall provide IT Security for the NSSC Site. The SP shall support IT security forensics and incident reporting. The SP shall provide IT security monitoring and analysis of the NSSC Site's Local Area Network (LAN) infrastructure with tools including, but not limited to, scanners, intrusion detection systems, application and network monitoring tools, patch verification applications.

The SP shall make recommendations to ensure that all systems are secured according to the risk and magnitude of harm that could result to NASA or its programs resulting from a loss of confidentiality, availability, or integrity of the information or systems.

3.4.4.1 Information Technology Security Planning

The SP shall support preparation of an IT Security Plan for the NSSC Site that documents the implementation of the IT security that is commensurate with the system's sensitivity and the NSSC's business requirements. In addition, the SP shall support the preparation of the system-level IT System Security Plan for each Federal general support computer system and major application located at the NSSC Site. The SP shall support reviewing IT security plans throughout the NSSC. The SP shall maintain inventory of NSSC Site systems for IT security reporting as directed by NASA policies and procedures.

The security plan(s) shall be based on an assessment of risks and risk mitigation and shall document the safeguards necessary to ensure sufficient electronic information availability, integrity, and confidentiality as required by NPR 2810.1, "Security of Information Technology," as amended, National Institute of Science and Technology (NIST) standards. For the NSSC Site, the SP shall plan and conduct NASA certification and accreditation and facilitate changes to NSSC security plans and procedures in accordance with NASA and other Federal IT security policies.

3.4.4.2 Vulnerability and Incident Analysis and Reporting

The SP shall monitor open source and NASA-provided vulnerability assessment and notification services. If an incident occurs, the SP shall immediately inform NSSC management and shall participate in notifying NASA Incident Response Center (NASIRC), collecting Intrusion Detection System (IDS) and firewall logs, and performing forensic analysis (DRD 3.4-6).

3.4.4.3 IT Security Engineering and Operations

The SP shall support the engineering, architecture, management, planning, implementation, maintenance, upgrade, configuration, and documentation of all NSSC IT security network monitoring and analysis devices. The SP shall implement NASA approved network monitoring and analysis devices.

The SP shall perform the following functions, including, but not limited to:

- Monitor the perimeter for penetration attempts and track and report successful penetrations.
- Provide early warning and detection of intrusions into the NSSC's network through analysis of network traffic from Internet Protocol (IP) networks, including the Internet and key signatures associated with known vulnerabilities and IT attacks.
- Analyze all firewall and IDS logs.
- Scan monthly the NSSC Site's complete address space and use the NASA provided patch verification application to ensure the mitigation or elimination of vulnerabilities to systems and networks.
- Use IDS's to detect IT attacks and to validate firewall rule sets.
- Coordinate with other NASA Centers, the NASA Integrated Services Network (NISN) Network Security Operations Center (NSOC) and other NSSC contractors, as applicable, to facilitate placement of IT security monitoring and analysis tools and to ensure scanning and patch management requirements are met.

3.4.4.4 Public Key Infrastructure

The SP shall provide NASA PKI Registration Authority (RA) services for all NSSC Site personnel (NASA, SP, and other contractors). The SP shall support the NSSC Site by providing identity checks of PKI recipients; maintaining a database for PKI digital certificates; and providing technical support for NSSC Site personnel who have questions or problems with the PKI software suite. The Customer Contact Center will be the focal point for receipt of all NSSC PKI related questions, issues or problems.

3.4.4.5 IT Security Metrics Reporting

The SP shall prepare and submit IT Security Metrics Report (DRD 3.4-4).

3.4.5 Building 1111 IT Project Management

3.4.6 RESERVED

3.4.7 RESERVED

3.4.8 RESERVED

3.4.9 IT Services Management

3.4.10 IT Support to Direct Services – IT support provided for specific services shall be tracked under the following subsets:

3.4.10.1 IT Support to Financial Management

3.4.10.1.1 IT Support to Accounts Payable

3.4.10.1.2 IT Support to Accounts Receivable

3.4.10.1.3 IT Support to Payroll

3.4.10.1.4 IT Support to Funds Balance with Treasury

3.4.10.1.5 IT Support to Travel Services

3.4.10.2 IT Support to Human Resources Services

3.4.10.2.1 Support to Personnel Programs

3.4.10.2.1.1 IT Support to Drug Testing

3.4.10.2.1.11 IT Support to the Development of Info Materials

3.4.10.2.2 Employee Development and Training

3.4.10.2.2.6 IT Support to HR Surveys

3.4.10.2.3 Employee Benefits

3.4.10.2.3.1 IT Support for Benefits Processing

3.4.10.2.3.6 IT Support to Financial Disclosures (EPTS)

3.4.10.2.4 IT Support to HR Training and Information Systems

3.4.10.2.4.1 IT Support to SATERN System

3.4.10.2.4.2 IT Support to NAAS System

3.4.10.2.4.3 IT Support to Other HRIS Systems

3.4.10.2.4.3.1 IT Support to HR Websites

3.4.10.2.4.3.2 IT Support to HCIE Portal

3.4.10.2.4.3.3 IT Support to HR Systems

3.4.10.2.5 IT Support to Personnel Action Processing and Record Keeping

3.4.10.3 IT Support to Procurement Services

3.4.10.3.1 IT Support to Procurement Processing and Other Administrative Services

3.4.10.3.1.2 IT Support to Procurement Surveys

3.4.10.3.1.5 IT Support to NCIP

3.4.10.3.1.6 IT Support to 1102

3.4.10.3.2 IT Support to Grants

3.4.10.3.3 IT Support to SBIR/STTR

3.4.10.3.4 IT Support to Training Purchases

3.4.10.5 IT Support to Contact Center

3.4.10.5.1 IT Support to Customer Contact Center

3.4.10.5.2 IT Support to Document Management

3.5 CROSS CUTTING SERVICES

3.5.1 Customer Contact Center (CCC)

The NSSC operational success will be measured on achievement of customer satisfaction and cost performance goals. The SP will be expected to measure and report on customer satisfaction and cost performance measures that will serve as the basis for evaluation of the contact center. The customer base served through NSSC operations is diverse functionally, technically, geographically, and organizationally. Customers will include, but are not limited to, NASA employees, NASA functional specialists (HR, Procurement, Financial Management), general public employment inquiries, vendors, grantees, and retirees. The SP shall establish the necessary customer-focused culture and interfaces to provide timely, accurate, quality support.

The SP shall design and operate a CCC to facilitate responses to customer inquiries. The SP shall staff a CCC to receive and respond to customer inquiries. Customers should be able to make inquiries to the NSSC via telephone and other methods. For inquiries via telephone, the SP shall provide a toll-free contact center telephone number for all NSSC customers. If interactive voice response (IVR) or automatic call distributor (ACD) technology is employed, a simple menu structure will be required and customers must have the ability to "opt-out" to speak with a contact center representative at any time. Contact center personnel shall possess knowledge of the NSSC services, or be able to use knowledge-based tools to accurately respond to and resolve routine customer inquiries on the initial call. Unique inquiries that require NASA consideration shall be promptly referred to the appropriate NSSC NASA personnel for resolution. The SP should propose a process for the resolution of issues and accountability for responding to customers for issues that have been referred to NASA personnel. The SP shall also maintain the confidentiality of proprietary, personal, and sensitive information in accordance with NASA policy and all relevant and current laws and regulations. The contact center function shall include the capability to track customer inquiries from initial inquiry to final resolution. The contact center shall maintain a history of all requests from customers for assistance, including resolution. Additionally, the SP shall provide a mechanism to record and track off-hour customer inquires.

3.5.2 Document Imaging and Electronic Data Management

The SP shall provide document imaging and electronic data management for NSSC records related to activities identified in PWS paragraphs 3.1 through 3.4. The SP shall provide effective, efficient, and adaptive document imaging and electronic data management technology to transfer current, NSSC generated, and NSSC processed documentation to an electronic environment for viewing, storage, retrieval, and enable distribution via online sources, facsimile, and email. The SP shall provide for off-site storage and retention of physical records.

<u>NSSC Mailroom</u>

The SP shall provide operational support for the NSSC mailroom. This support includes the receipt, sorting, and distribution/delivery of all incoming mail to designated distribution points and the pick-up and preparation of all outgoing mail. These functions will be provided on a daily basis during normal business hours (Mon-Fri 07:00-17:00).

NSSC Forms Program

The SP shall provide operational management and support of the NSSC Forms Program including:

- Management of the forms warehouse, a component of the official NSSC Electronic Library
- Design and development of NSSC electronic forms
- Support for NSSC compliance with NASA forms control, approval, and reporting requirements
- Ensuring access to electronic forms for NSSC personnel
- Providing level two help desk support for NSSC electronic forms

AP Waves I through IV FY 08 Invoice and Associated Documents Scanning and Electronic Access/Account Maintenance

The SP shall electronically scan, index and store Accounts Payable Waves I through IV invoices and associated documents in accordance with the SP's technical approaches (Attachment 2 of proposal) submitted June 10, 2008 and the revised cost proposal submitted July 1, 2008 and (Attachment 1 of proposal) submitted January 26, 2009. On-line access and user account management shall be provided for all documents scanned for Waves I through IV. This effort is to be tracked under WBS 3.4.10.1.1.

3.5.3 RESERVED

3.5.4 RESERVED

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3.5.6 RESERVED

3.5.7 RESERVED

3.5.8 RESERVED

3.5.9 Cross Cutting Services Management

3.6 NASA AND FEDERAL GOVERNMENT IT INITIATIVES

The following initiatives, including, but not limited to, E-Government initiatives and NASA IT initiatives, are ongoing or forthcoming and may require SP technical support. The design, development and implementation of these initiatives are within the scope, but are not included in the workload of this PWS.

3.6.1 E-Government Support

The SP may be requested to track and provide impact assessments for NASA's implementation of Agency-wide and Federal Government IT initiatives that will impact the services provided by the NSSC. As directed, the SP shall support project management, cost estimation, scheduling, implementation recommendations, and plans to ensure the NSSC's successful migration to these Agency/Government-wide IT initiatives. In the future NASA may direct the SP to support the development and implementation of E-Government.

3.6.2 Enterprise Architecture (EA)

The SP may be requested to support the implementation of NASA's EA as part of the NSSC's Agency services, as well as the internal NSSC service environment architecture. This may include supporting (with further documentation and development) the "as is" and "to be" architecture as well as the "transition" phase of the implementation. As directed, the SP shall provide support in analyzing and developing a horizontal, data-driven model that captures NASA's business requirements and develops a component-based service oriented architecture for the provisioning of Agency services. The SP may be directed to recommend and support in the implementation of data hubs, middleware, web services, Extensible Markup Language (XML), and other EA integration tools. In addition, the SP may be directed to support the NSSC in achieving the strategic objectives and performance measures in the NASA CIO Information Resource Management Strategic Plan, IIIP and related directives which complement NASA's EA efforts. NASA may direct SP support for the development and implementation of Enterprise Architecture.

3.6.3 Support of NASA IT Initiatives

NASA may request SP support for the implementation of current or future Agency-wide IT initiatives. Current Agency-wide IT initiatives include:

- NASA Integrated Security Environment
  - NASA Account Management Systems (NAMS)
  - NASA Cyber Identity Management System (CIMS, i.e., directory services)
  - Identity Management System (IDMS) including smart cards
- Internet Protocol (IP) Address Management
- Network Security Perimeter (NSP)
- Extensible Markup Language (XML)

- Wide Area Network (WAN) Replacement

3.6.4 Integrated Asset Management Implementation Support

NASA may request SP support for the implementation of the Integrated Asset Management SAP module at the NSSC Site.

3.6.5 Agency SEAT Management *(Specific PWS language to be added via bi-lateral modification)*

3.6.6 Agency IT Security Services *(Specific PWS language to be added via bi-lateral modification)*

3.7 Special Projects

3.7.1 Financial Management *(Projects to be added as required via bi-lateral modification)*

3.7.2 Human Resources *(Projects to be added as required via bi-lateral modification)*

3.7.3 Procurement *(Projects to be added as required via bi-lateral modification)*

3.7.4 Information Technology

3.7.4.1 The SP shall provide Enterprise Licensing Management (ELM) Services for Agency-wide enterprise software licenses procured by the government.

3.7.4.1.1 Enterprise License Management Capability Establishment. The SP shall provide program management support for the Enterprise Licensing Management (ELM) Services program.

The SP shall also be responsible for:

- supporting the transition of existing consolidated licenses, on schedules and in a manner to be proscribed by NASA NSSC at a later date.
- establishing a cost efficient database for enterprise license densities management specific to NASA location (Mission Directorate, Headquarters Office, or Center),
- developing processes for an efficient Enterprise License Seat Management service,
- supporting in the establishment of Center and OCIO contacts and interfaces required for ELM operations,
- and being cognizant and knowledgeable of NASA, federal government and commercial contractual vehicles and documents governing software procurement and management applicable to NASA (SmartBuy, NPR 2800, SEWP, etc.)

3.7.4.1.2 Enterprise License Management Services.

The SP shall

- maintain a current inventory of enterprise licenses within the ELM database from vendor contracts compared against NASA seat management data from available information updates.
- Interface with software vendors for seat management densities.
- Support review, validation and reconciliation of vendor invoices.
- provide discovery, review, and recommendations based on industry analysis to support enterprise license renewal cycles.
- provide information and reports in accordance with DRDs 3.7.4.1-1, 3.7.4.1-2 and 3.7.4.1-3

3.7.4.1.3 Enterprise License Management Opportunity Support.

The SP shall:

- coordinate discovery efforts for future Agency-wide software license consolidations in coordination with Government identified priorities.

- Develop draft Business Cases for Government review. The Business case template is specified in DRD 3.7.4.1-3
- Support transition and/or acquisition of new Agency-wide Enterprise Licenses.
- Track phase-out of legacy licenses upon receipt of a decision by NASA to discontinue a specific software license.

3.7.5 Contact Center *(Projects to be added as required via bi-lateral modification)*

3.7.6 Document Imaging *(Projects to be added as required via bi-lateral modification)*

3.7.6.1 Document Imaging Project 1 – The SP shall electronically scan and store NASA Congressional Budget Submission Books and related materials held by NASA's Office of the Chief Financial Officer (OCFO)in accordance with its technical approach submitted on June 10, 2008 (Attachment 2 of proposal) and the revised cost submission dated July 1, 2008.

3.7.6.2 Document Imaging Project 2 - The SP shall electronically scan and transfer to CDs (CDs provided by Government) historical records from the NASA Headquarters Records Management Officer. The effort shall be in accordance with the technical approach submitted on May 23, 2008 (Attachment 1 of proposal) and the revised proposal dated January 30, 2009.