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NASA Shared Services Center

NSSC SERVICE LEVEL AGREEMENT

Fiscal Year 2013

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1.0 INTRODUCTION AND OBJECTIVES

1.1 Introduction

This document represents a mutual agreement between the National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) and its customers consisting of the NASA Centers, NASA Headquarters (HQ), Mission Directorates, Office of Education, Office of the Chief Information Officer (OCIO), Office of the Chief Technologist (OCT), Office of the Inspector General (OIG), and the NASA Management Office (NMO) as proxy for the Jet Propulsion Lab. The services covered by this Service Level Agreement (SLA) are:

- Financial Management (FM) Services;
- Human Resources (HR) Services;
- Procurement (PR) Services;
- Information Technology Services (ITS); and
- Agency Business Support (ABS) Services.

1.2 Purpose of Agreement

The purpose of this SLA is to formally quantify performance expectations for services provided by the NSSC. This SLA defines the roles and responsibilities of the NSSC and its customers, as well as service level commitments and associated performance standards.

1.3 Parties to the Agreement

This SLA is between representatives from each of the NSSC customers and the NSSC. The following representatives or their designee(s) are the authorized parties to this agreement:

NSSC

Executive Director

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Centers

Director
Executive Director, HQ Operations
Chief Financial Officer (CFO)
Chief Information Officer (CIO)
Director, Human Resources
Procurement Officer

Mission Directorates, OCIO, OCT, Education, NMO

Associate Administrator
Deputy Associate Administrator
Resources Management Officer, Education
NASA CIO
NASA Chief Technologist
Director, NMO

OIG

Assistant Inspector General, Management and Planning

The authorized representatives are responsible for the performance of the obligations entered into by this SLA. They have the authority to recommend consensus changes in service levels, service standards, and service charges outlined in this SLA by mutual consent of the parties in accordance with Section 1.6, "Updates and Changes to the Agreement and Version Control." Understanding that the NSSC's Service Level Indicators (SLIs) may have a direct relationship to the rates which are based on projected customer utilization, changes to rates or SLIs during the year of execution are limited to those that are necessary, highly visible, and/or present an unacceptable organizational risk. Once established, changes to rates during an execution year must be approved by the Agency CFO.

Additionally, the authorized representatives will attempt to resolve any disputes resulting from services covered by this SLA. The dispute resolution process is detailed in Section 5.0.

1.4 Points of Contact

The following representatives are the designated points of contact within the NSSC for the specific services covered by this SLA:

Service

Customer Contact Center and Performance Reports
Customer Satisfaction and Communication
Working Capital Fund, Chargebacks, Rates, and Status Billing
Financial Management
Human Resources
Information Technology Services
Procurement
Agency Business Support Services
-I3P Business Office

Contact

Deputy Director, Service Delivery
Chief, Customer Satisfaction and Communication
Chief, Operations and Budget Management
Chief, Financial Management Services Division
Chief, Human Resources Services Division
Chief, Information Technology Division
Chief, Procurement Services Division
Director, Business and Administration Office
-Chief, I3P Business Office

1.5 Working Capital Fund

The NSSC operates under the NASA Working Capital Fund (WCF) in accordance with NASA Procedural Requirements (NPR) 9095.1, "Working Capital Fund Policies and Requirements." Customers are typically charged for the services they receive via a usage-driven methodology. This approach results in charges based on the estimated value of service provided to the customers. It clearly communicates to the customers their financial commitments for each budget year of the Agency's Planning, Programming, Budgeting, and Execution (PPBE) submit. Where the NSSC is unable to develop a service charge based upon a usage-driven transaction, a method of equitably distributing the costs of the services to NSSC customers is developed typically based upon some form of workforce distribution.

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To recover full costs for NSSC services, customer funds must be provided in advance of the expenditure or commitment of the funds by the NSSC. Customer-advanced funding is to be provided to the NSSC incrementally during the fiscal year. Service rates (prices) for each service will approximate the expenses of operation and will be based on a price schedule established through a rate-setting process following the Agency PPBE schedule. The financial goal of the NSSC, operating as a WCF business entity, is to break even for each service. Based on estimated costs and customer consumption, NSSC service rates are calculated as accurately as possible to achieve a neutral Net Operating Result for the fiscal year. Service rates are not changed during the year of execution unless the NSSC is granted a waiver from the NASA CFO, usually as the result of an event that has a significant impact on the NSSC cost of operations or on Agency strategic direction.

In the event that a customer overruns their forecasted utilization, additional funding will be required in that current year using appropriated funds available for obligation at the time of the overutilization. In the event a customer underruns their forecasted utilization, the excess funds will be credited to the periodic Intra-Governmental Payment and Collection System (IPACs) in the following year assuming the current year funds remain available for obligation in the following year. The NSSC and customers must work diligently each year to minimize credit balances rolling from the current year into the following year to ensure any possible expiring funds balances per customer are minimized. For workforce based services, there is no risk of utilization underruns or overruns since these services are based on Agency planned workforce and utilization is assessed at 1/12th of total annual planned workforce to each customer on their monthly bill. This workforce based assessment, for applicable Services, is consistent with NSSC and customer processes utilized since NSSC Go-Live in March 2006.

The Agency's annual PPBE budget formulation process is the mechanism used to ensure that adequate resources are budgeted in the customer's appropriated funds accounts to pay the established service rates and resulting customer-specific chargebacks. The NSSC will bill its customers and recognize revenue in accordance with the guidelines established by NPR 9095.1. Typically, funds are advanced four times each fiscal year of operations (in August of the prior fiscal year for Periods 1-2 (Oct-Nov) of the current fiscal year (FY) assuming the appropriated funds remain available for obligation in the current FY; in November for Periods 3-5 (Dec-Feb); in February for Periods 6-8 (Mar-May); and in May for Periods 9-12 (Jun-Sep)) through IPAC prepayment push of funds. If these funds are not pushed by the scheduled month, then the NSSC may pull the prepayments, identified in customer orders, to enable the NSSC to fund operational costs. This last resort method of pulling the prepayments would be well coordinated with the affected customer and with the Office of the Chief Financial Officer (OCFO) prior to any actions taken by the NSSC.

Adjustments to the advanced funding schedule may be necessary to accommodate special events such as overutilization by a customer, changes in a customer's training purchases plan, or the use of one-year appropriated funds. In the event of one-year

appropriated funds used for advanced funding, there will be no August IPAC for the follow-on fiscal year Oct-Nov Services or training purchases. Forward funding NSSC support for Oct-Nov of the following FY is not a bona fide need of the current FY using appropriated funds only available in the current FY. In such events as described here, the NSSC will work with the customers to develop and publish an adjusted schedule as early as possible once the impact is known and understood by all.

The service rates reflected in this document are the billing rates for PPBE14 FY13. Once the service performance metrics and customer utilization data have been collected and analyzed, the monthly Performance and Utilization Report is created and posted to the metrics page on the NSSC Customer Service Web site (www.nssc.nasa.gov/metrics). This report includes the SLIs as measured against the performance goals and the Utilization Report by customer which reflects the current month utilization and the year-to-date utilization by service. This monthly report is considered the official customer billing and reflects the status of current month and year-to-date funding received and the percentage of customer funding consumed based on service utilization and training purchases.

1.6 Updates and Changes to the Agreement and Version Control

The SLA document is the responsibility of the NSSC to maintain and manage. Any changes to the document must be agreed to by the NSSC Executive Director and authorized representatives before being incorporated into the document. Changes to the document are maintained by the Business and Administration (B&A) Office, Customer Satisfaction and Communication (CS&C) Branch, using a change log to provide an audit trail. Recommended changes will be recorded in a change log and resolution of that change will be assigned by the B&A Office. The CS&C Chief will resolve SLA related issues with the appropriate senior management representative within the NSSC. Suggested changes will then be presented to the NSSC Executive Director for acceptance. If accepted, the SLA will be modified and forwarded to the appropriate individuals within the Agency.

A register of individuals possessing a copy of the SLA is maintained allowing for these individuals to receive updated versions to the SLA, as needed. Iterations of the SLA can be identified by version number and date. Changes to the SLA are provided in a summary format and accompany the revised SLA.

If recommended or requested changes cannot be resolved to the requestor's satisfaction, the requestor may follow the procedures and protocols set out in the Dispute Resolution Process in Section 5.0.

1.7 Continuous Improvement Initiatives

The NSSC adopted Lean Six Sigma as its formal approach and methodology for continuous improvement. The Lean Six Sigma (L6S) approach to improving the performance of shared services processes is enabling the NSSC to transform service performance, enhance customer satisfaction, and improve the “bottom line”. The emphasis on rigorously establishing and then aligning towards customer requirements is particularly significant for shared services. In order to reduce operational costs, the NSSC must introduce innovation and employ consistent processes to provide cost-effective services. During FY 2013, the NSSC will continue to employ innovation and continuous improvement methodologies to improve and enhance service experience as well as to identify cost drivers and other factors that drive the most efficient and cost effective methods for delivering services. Key areas of opportunity in FY13 include: (1) efforts to optimize IT Infrastructure support operations, (2) e-Invoicing capability implementation within the accounts payable process, (3) leveraging the Enterprise Service Desk investment by transitioning/integrating Center Help Desks, and (4) continuing to enhance the customer experience through greater use of mobile technologies. The NSSC Board of Directors will be briefed during the regularly scheduled meetings on the implementation of specific continuous improvement activities that have reportable and/or validated results. Customers will be updated via normal NSSC communication channels (e.g., NSSC News, Center deployed news articles, etc.).

2.0 OVERALL RESPONSIBILITIES

The NSSC has transitioned a variety of transactional and administrative activities previously performed at each NASA Center and HQ in FM, HR, ITS, PR, and ABS. Key concepts of shared services include increasing operational efficiency, reducing the cost of services, and improving overall customer service. The NSSC operates in a manner that provides for transparency and accountability of costs and services. The following sections define the critical NSSC and customer roles and responsibilities required to successfully support this Agency initiative.

2.1 NASA Shared Services Center Overall Responsibilities

The NSSC will supply the services detailed in this agreement and as defined in the NSSC Service Delivery Guides (available at https://answers.nssc.nasa.gov/app/answers/detail/a_id/6190/). The NSSC will employ qualified staff to deliver the services prescribed within this SLA. The NSSC maintains standard business hours from 8:00 a.m. to 4:30 p.m. CST, Monday – Friday, and receives customer inquiries from 7:00 a.m. to 7:00 p.m. CST, Monday – Friday, in the Customer Contact Center. After-

hours inquiries will be addressed the next business day. The Enterprise Service Desk provides customer support 24 hours per day, 7 days a week.

The NSSC will not make or interpret policy and will work with Agency policy makers in applying and interpreting policy, as required.

The NSSC will provide all requested documentation, information, and necessary support when requested by both internal and external audit organizations, as appropriate (e.g., NASA OIG and Government Accountability Office (GAO)).

The NSSC will be responsible for maintaining the confidentiality of customer information.

Any changes to customer responsibilities to enable the NSSC to achieve approved service levels will be requested and agreed upon by following the procedures and protocols set out in Section 1.6, "Updates and Changes to the Agreement and Version Control."

The NSSC will supply the customers with a monthly performance and utilization report. Reports will be made available on the metrics page of the NSSC Customer Service Web site (<https://www.nssc.nasa.gov/metrics>). Remedial action plans will be implemented where service standards fall below those identified in this SLA, as appropriate.

In the event of a prolonged system outage or other external occurrence (e.g., SAP year-end, SAP Release shutdowns, and issues involving Treasury interfaces), both expected and unexpected, the NSSC will not be held to the established service standards outlined in this agreement. The NSSC will resume accountability to the established service standards beginning in the first full month following recovery or startup. The NSSC currently operates under a Business Continuity Plan to address business interruption. Downtimes for the different services vary and have been coordinated with Agency Functional Managers.

The NSSC Executive Director is responsible for the overall program management of all aspects of the NSSC. The NSSC will be responsible for complying with the most current approved processes. Updates and changes to the NSSC documented procedures will be coordinated with the customer if "customer interfaces" are impacted.

The NSSC will follow the PPBE process as established and documented by the Agency.

2.2 Customer Overall Responsibilities

The customers will maintain the reliable operation of the customers' IT systems that provide information required by the NSSC to perform its services. In order for the NSSC to provide timely service, it is important that customers submit requests, funding, and transactions timely and accurately in accordance with Agency requirements and guidelines.

The customers will provide occupancy space, supplies, and Agency End-user Services support for the Agency-Wide Contract Closeout Services (AWCCS) contract representatives in accordance with the institutional-provided services clause of the contract. Additionally, customers will provide the AWCCS contractor access to SAP, Contract Management Module, and other associated systems necessary for efficient and effective contract closeout procedures in accordance with the NSSC Service Delivery Guide, "AWCCS."

Centers may use either current or unexpired prior year funds available in the planned fiscal year in creating a Funds Commitment for charges using their Center Management & Operations (CMO) Appropriation or Agency Management & Operations (AMO) Appropriation for HQ to fund prepayments to the NSSC through the WCF. Mission Directorates, OIG, OCT, NMO, and Office of Education may use appropriate programmatic funding. Per OCFO direction, oldest year funds are to be used first and the IPAC must identify all funds by Program year and Project Management Information Improvement structure for budget formulation.

The customers may also purchase Agency-provided services via established Agency contract mechanisms, including, but not limited to, transaction-based services, such as the Agency Relocation Services, by forecasting anticipated levels of service during the acquisition process and directly awarding and funding task orders in accordance with the applicable contract agreement, respectively.

3.0 SERVICE DESCRIPTIONS AND SERVICE RATES

3.1 Financial Management Services

FM Services are defined as the provision of efficient management of Agency Financial Services to include: Accounts Payable (AP) (including Financial Invoices (FI)); Accounts Receivable (AR) (to include reimbursable and non-reimbursable billing and

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collections); Fund Balance with Treasury (FBWT) Reporting; Payroll and Time and Attendance Processing; Travel; Conference Reporting; and Relocation Services Contract Technical Management and Support.

Service	Unit of Measure	FY 2013 Rate	Measure
Accounts Payable	# of Invoices, IPAC Payments (including FI invoices), and Cash Grant Payments (non-Letter Of Credit (LOC) commercial payments)	\$150.63	Process 98 percent of payments on time. <ul style="list-style-type: none"> - Between 98 percent and 97 percent (Yellow) - Less than 97 percent (Red) Pay no more than \$200 interest penalties per \$1,000,000 in payments. <ul style="list-style-type: none"> - Between \$201 and \$300 (Yellow) - More than \$300 (Red)
Accounts Receivable	# of Billings, Write-offs, and Collections: Direct and Reimbursable	\$63.76	<ul style="list-style-type: none"> • 98 percent of bills will be created without error attributed to the NSSC. Examples of NSSC Errors: <ul style="list-style-type: none"> - Direct: Bill created against wrong customer - Direct: Bill/Journal Vouchers created against GL account - Direct: Incorrect Business Area - Direct: Erroneous bill Examples of Center Errors: <ul style="list-style-type: none"> - Direct: Travel rescinds Bill of Collection (BOC) due to employee providing receipts - Reimbursable: Center requests rescind bill due to accrual in reimbursable billing - Reimbursable: Center requests rescind bill due to cost analysis - Direct: Center provided incorrect GL account in creation of BOC

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Service	Unit of Measure	FY 2013 Rate	Measure
Domestic Travel Expense Report Payments and All Travel Advances	# of Domestic Travel Expense Reports and all Advances	\$25.42	Validate and process 85 percent of domestic travel expense reports within four business days of receipt of a complete expense report (including adequate funding).
Fund Balance with Treasury	# of Travel Payments, Accounts Payable, and Accounts Receivable Collections	\$11.87	No SLI.
Payroll and Time and Attendance Processing	# of Full Time Equivalent (FTE) as validated against the N2	\$80.51	Process 99.9 percent of payroll and time and attendance accurately and on time to the Department of the Interior (DOI).
Foreign Travel Expense Report Payments	# of Foreign Travel Expense Reports (including reissued payments)	\$395.23	Validate and process 85 percent of foreign travel expense reports within five business days of receipt of a complete expense report (including adequate funding).
Extended Temporary Duty (ETDY)	# of ETDY Domestic and Foreign Travel Expense Reports	\$395.23	Validate and process 85 percent of ETDY expense reports within five business days of receipt of a complete expense report (including adequate funding).
Change of Station (COS)	# of COS payments for en route, house hunting, direct reimbursement real estate related expenses, home marketing incentive payments, direct reimbursement property management related expenses, self-move transportation, storage of household goods, temporary quarters subsistence expenses, miscellaneous expense allowance, and Relocation Income Tax Allowance (RITA).	\$395.23	<p>Validate and process 85 percent of actual temporary quarters, real estate, constructive, and all other COS vouchers within 15 business days of receipt of a complete voucher (including adequate funding).</p> <p>Validate and process 85 percent of en route, miscellaneous expense allowance, fixed temporary quarters, and house hunting (fixed/actual) COS vouchers within six business days of receipt of a complete voucher (including adequate funding).</p> <p>Validate and process 85 percent of RITA and Income Tax Reimbursement Allowance (ITRA) vouchers within 30 business days of receipt of a complete voucher (including adequate funding). Processing of RITA and ITRA vouchers are dependent upon annual software updates,</p>

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Service	Unit of Measure	FY 2013 Rate	Measure
			which typically occur in Q1 or early Q2 of each calendar year.
Relocation Services Contract Technical Management and Support	# of COS Orders and Amendments	\$2,781.26	90 percent of approved COS Travel Authorizations will be delivered to the traveler within 25 business days from receipt of a complete and accurate Relocation Web Form from the Center.
Conference Reporting	# of FTE as validated against the N2	\$3.11	No SLI.

*Processing of RITA and ITRA vouchers is dependent upon annual software updates, which typically occur in Q1 or early Q2 of each calendar year.

3.2 Human Resources Services

Defined as the provision of efficient management of Agency HR Services to include: Support to Personnel Programs, Employee Development and Training Programs Support, Employee Benefits, Human Resource and Training Information Systems (to include hosting, system administration, and reporting), Senior Executive Service (SES) Case Documentation, Personnel Action Processing (PAP), electronic Official Personnel Folder (e-OPF) Maintenance, Financial Disclosure Processing, On-line Course Management, and Off-site Training.

Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
Support to Personnel Programs	# of FTE as validated against N2	\$156.96	98 percent of awards/ recognition items/ supplies delivered to Center Awards Points of Contact accurately and on time as negotiated with the customer. In no case will awards/recognition items/supplies be delivered on or after scheduled dates for awards ceremonies.
Employee Development and Training	# of FTE as validated against N2	\$111.81	No SLI.
SES Case Documentation and SES Candidate Development Program (CDP) Mentor Appraisals	# of SES Appointments / Mentor Evaluation Memos and Executive Core Qualification (ECQ) Presentations Completed and	\$8,918.93	Of the complete SES selection packages submitted for ECQs, 98 percent will be completed and sent to Office of Human Capital Management within the established Office of Personnel

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Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
	Submitted for Approval		<p>Management deadline. The NSSC will maintain a 98 percent Office of Personnel Management (OPM) approval rate.</p> <p>90 percent of the finalized documents for the SES Candidate Development Program will be forwarded to the Center (for Mentor signature) within 30 business days after receipt of a completed package.</p>

Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
Employee Benefits	# of FTE as validated against N2	\$212.42	<p>Retirement Estimates, Deposits, Redeposits, and Application Processing:</p> <p>90 percent of expedited actions are processed by close of business the next business day after receipt of the request. (Definition of an Expedited Action - Retirement applications and/or estimates that must be expedited because the employee is retiring within seven business days.) (Meeting this SLI is predicated on receipt of a complete retirement application package (ref. Service Delivery Guide.)</p> <p>90 percent of retirement estimate requests are completed within 10 business days for requests with retirement dates within the same year. For requests with retirement dates over one year to five years, 20 business days. For requests five years to 10 years, 45 business days. For requests 10 years and out, 60 days. (This SLI is based on one retirement estimate per employee within a fiscal year. Employees may submit additional requests but will be on a low priority non-interference basis, however, employee will receive estimate within 60 days.)</p>

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Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
			95 percent of completed retirement packages will be submitted to DOI within ten business days.
HR & Training Information Systems Operations and Maintenance	# of FTE as validated against N2	\$177.21	99.95 percent Uptime for NSSC hosted systems. HR and Training Web site Development and Maintenance: Changes to established content: <ul style="list-style-type: none"> - Urgent (Urgent Priority): 98 percent of urgent requests completed within four business hours. - Expedited (High Priority): 98 percent of expedited requests will be completed within eight business hours. - Normal/Routine (Medium to Low Priority): 95 percent of normal/routine requests will be completed within five business days.
Personnel Action Processing	# of PAP Transactions*	\$89.23	97 percent of personnel transactions are processed accurately as defined by regulations and references. 97 percent of personnel transactions that are received at the NSSC by the established deadline are processed by the cutoff date established by Personnel Bulletin 2006-41-C1a.

*A PAP transaction is defined as: Each employee and/or position change which may or may not create a Standard Form (SF)-50 that is processed in the Federal Personnel Payroll System (FPPS). The unit of measure does not include system generated actions that are created, generated, and completed through an automated system (e.g., NAAS, FPPS, and Employee Express), corrections caused by NSSC error, retirement actions, and death actions. However, the unit of measure does include system generated actions if the action enters the Servicing Personnel Office Mass Prints Process (SPPR) box within FPPS requiring manual intervention (awards with the same effective date, pay adjustments for those employees on retained pay, etc.). Centers may still utilize the Group Action Request Lists to submit work to the NSSC; however, each action (SF-50 or non-SF-50) processed is defined as an individual transaction.

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Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
eOPF Maintenance and Record Keeping	# of FTE as validated against N2	\$44.81	90 percent of documents will be filed in the employee's eOPF within 15 business days of receipt at the NSSC or after being processed by the NSSC.
Financial Disclosure Processing	# of OGE-450, OGE-450A, OGE-278, & OGE 278-T Forms Filed**	\$36.67	No SLI.
On-line Course Management	# of Hours required to complete course conversion, test, and upload to the SATERN learning management system.	\$122.01	No SLI.
Off-site Training Purchases	# of Off-Site individual training registrations resulting in a purchase, and Center cancellations when the cancellation is received after purchase has been completed	\$114.55	90 percent of purchasing, registration, and confirmation activities for external (off-site) training purchases shall be completed accurately within five business days of receipt of a complete, approved training request.

3.3 Procurement Services

Defined as the provision of efficient management of Agency-wide services in support of the Award and Administration of Grants and Cooperative Agreements; the Award and Administration of SBIRs/STTRs; the Award and Administration of On-Site Training Purchases; the Award and Administration of Agency level contracts; and the performance of general Agency PR services.

Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
Procurement Processing and Other Administrative Services	# of FTE as validated against N2	\$51.48	No SLI.
Agency Contracting Services	# of FTE as validated against N2	\$68.39	No SLI.
Grants, Cooperative Agreements, and Small Business Innovative Research (SBIR)/Small Business Technology Transfer (STTR) Awards	# of Grants, Cooperative Agreements, and SBIR/STTR Awards	\$2,166.36	Grants/Cooperative Agreement Awards: 90% of award packages prepared within 29 calendar days of receipt of the completed requirements package. SBIR/STTR Contract Awards: Complete 95 percent of qualified SBIR/STTR Phase I awards within the Program

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Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
			Office prescribed deadline.
Grants, Cooperative Agreements, and SBIR/STTR Administration	# of open instruments with an active period of performance during the month billed	\$72.35	No SLI.
On-Site Training Purchases	# of Training purchases awarded	\$625.22	90 percent of on-site training actions (\$3,001- \$25,000) are awarded within ten business days of receipt of a complete purchase request package. 90 percent of on-site training actions (greater than \$25,000) are awarded within 30 business days of receipt of a complete purchase request package.

The following table represents the Agency Consolidated Contracts currently managed by the NSSC, as well as the funding source:

Agency Consolidated Contract Services	Funding Sources
ARM Software License	CMO and AMO Direct (PR to NSSC for Award)
Thermal Desktop Imaging Software License (C&R Tech)	CMO and AMO Direct (PR to NSSC for Award)
CRADLE Software License	CMO and AMO Direct (PR to NSSC for Award)
CyberFED Subscription Services	CMO and AMO Direct (PR to NSSC for Award)
ESRI Software License	CMO and AMO Direct (PR to NSSC for Award)
Exelis VIS	To be determined
Maximo Software License	CMO and AMO Direct (PR to NSSC for Award)
MS SQL Server	To be determined

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Agency Consolidated Contract Services	Funding Sources
MacNeal-Schwendler Corporation (MSC) NASA Structural Analysis Program (NASTRAN) and Patches to NASTRAN (PATRAN) Licenses	CMO and AMO Direct (PR to NSSC for Award)
Oracle Software License Maintenance Renewal (Solutions for Enterprise-Wide Procurement (SEWP) IV contract)	CMO and AMO Direct (PR to NSSC for Award)
Primavera Software License	CMO and AMO Direct (PR to NSSC for Award)
Remedy	To be determined
RSA Secure Tokens	CMO and AMO Direct (PR to NSSC for Award)
SAP Software License	CMO and AMO Direct (PR to NSSC for Award)
Tibco Software Licenses	CMO and AMO Direct (PR to NSSC for Award)
Windchill Software License	CMO and AMO Direct (PR to NSSC for Award)
XWind 32 Software License	CMO and AMO Direct (PR to NSSC for Award)
Agency Membership to Radio Technical Commission for Aeronautics	CMO and AMO Direct (PR to NSSC for Award)
ATCA Subscriptions	AMO (NSSC Administered)
SBIR E-Handbook	AMO (NSSC Administered)
Agency Relocation Services	CMO and AMO Direct (PR to NSSC for Award)
Agency-wide Contract Closeout and Procurement Support Services	AMO (NSSC Administered)
International Organization of Standardization Registration Services	CMO and AMO Direct (PR to NSSC for Award)

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Agency Consolidated Contract Services	Funding Sources
Contracting Officer's Representative (COR) Training Services	CMO and AMO Direct (Center Awarded Task Order)
Institute of Electrical and Electronic Engineers Journals Licenses	CMO and AMO Direct (PR to NSSC for Award)
Emergency Notification System	CMO and AMO Direct (PR to NSSC for Award)
SATERN Hosting, Licensing, and Technical Support Services	CMO and AMO Direct (PR to NSSC for Award)
Agency-wide Contract Audit Services and Related Support (Defense Contract Audit Agency)	AMO (NSSC Administered)
Agency-wide Contract Administration Services and Related Support (Defense Contract Management Agency)	AMO (NSSC Administered)
Agency-wide Administrative Services for Grants and Cooperative Agreements (Office of Naval Research)	AMO (NSSC Administered)
HHS Grants AP Support	AMO (NSSC Administered)
Employee Payroll Services	AMO (NSSC Administered)
OPM Employee Express	AMO (NSSC Administered)
Flexible Spending Account	AMO (NSSC Administered)
Compusearch (CMM)	OCIO Direct (PR to NSSC for Award)
FedTraveler.com (eTravel Solution)	OCIO Direct (PR to NSSC for Award)
PIV Cards	CMO and AMO Direct (PR to NSSC for Award)

PR = Purchase Request

3.4 Information Technology Services

Information Technology Services are defined as the provision of efficient management of Agency IT Services to include: Enterprise License Management (ELM) and Enterprise Service Desk (ESD).

IT Services also include: support for the NSSC functional services of FM, HR, PR, and ABS; support for NSSC internal operations; support for NSSC IT Security; and support of NASA and other Federal Government IT Initiatives. These costs are directly or indirectly allocated to the various functional services in FM, PR, ITS, HR, and ABS.

Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
Enterprise License Management	# of Enterprise Licenses Managed	\$4.00	No SLI.
Enterprise Service Desk	# of FTE and Work Year Equivalent (WYE) as validated against N2	\$265.13	Average Speed to Answer: 80 percent calls in 60 seconds. ESD Call Abandonment Rate: Less than seven percent. ESD Applications Availability: 99.95 percent availability. First Call Resolution: 95 percent. ESD Customer Satisfaction: 90 percent satisfied. ESD Customer Satisfaction (Tier-0): 85 percent satisfied.
IT Services	NA	N/A	NSSC Systems Uptime: 99.95 percent. NSSC Website Availability: 99.95 percent.

3.5 Agency Business Support Services

Agency Business Support (ABS) provides business support services to the Agency as required.

The IT Infrastructure Integration Program (I3P) Business Office supports the following contracts:

Agency Consolidated Contract Services	Funding Sources
Agency Consolidated End-User Services Contract (ACES)	Working Capital Fund
Enterprise Applications Service Technologies Contract (EAST)	Working Capital Fund
NASA Integrated Communications Services Contract (NICS)	Working Capital Fund
NETWORKX Delivery Orders	Working Capital Fund

Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
I3P Business Office	# of FTE and WYE as validated against N2	\$83.29	95 percent of advances with complete funds commitment documents are processed within four business days. Process 95 percent of liquidation transactions with available funding by the end of the calendar month that the services are billed. Award 90 percent of contract funding modifications within five business days after receipt of released Purchase Request. (This SLI includes NASA Interagency Purchase Requests).

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Service	Unit of Measure	FY 2013 Rate	Service Level Indicator
			<p>Issue 90 percent of Request for Proposals for proposed contract changes or new services within 10 business days of receipt of COR's completed package. (This SLI includes Tail Circuits, Out of Bank Access, etc.)</p> <p>Prepare 90 percent of modifications to the appropriate Master Agreement / Delivery Order to add new services within seven business days after receipt of completed package.</p> <p>Process 95 percent of advances within five business days upon notification from NSSC Accounts Payable.</p> <p>Process 95 percent of Purchase Requests within two business days of posting of advance.</p> <p>Validate and process 90 percent of reconciliations within five business days of invoice receipt and Funding Check and Reconciliation Tool report and submitted to Center Resource Analysts for analysis and any adjustments.</p> <p>Process Utilization Report against advance prior to month-end 90 percent of the time.</p>

I3P Contracts	Unit of Measure	FY 2013 Rate	Service Level Indicator
ACES	\$1 of Contract Cost	\$1	No SLI.
NASA Integrated Communications Services (NICS)	\$1 of Contract Cost	\$1	No SLI.
Enterprise Applications Service Technology (EAST)	\$1 of Contract Cost	\$1	No SLI.
Network Delivery Orders	\$1 of Contract Cost	\$1	No SLI.

3.6 Cross-Cutting Services

3.6.1 Customer Contact Center

These services are not separately priced but are allocated to the FM, HR, PR, ITS, and ABS services costs based on the percentage of use by the services.

CUSTOMER CONTACT CENTER	
Service	Service Level Indicator
Call Resolution Rate	85 percent of inquiries are resolved on initial telephone call during NSSC business hours.
Call Response Rate	80 percent of customer calls are answered within 30 seconds during NSSC business hours.
Call Abandonment Rate	Less than seven percent of customer calls abandoned.

3.6.2 Document Imaging

The NSSC offers technology to transfer current, NSSC generated, and NSSC processed documentation to an electronic environment for viewing, storage, retrieval, and distribution via on-line sources, facsimile, and e-mail.

4.0 QUALITY INDICATORS AND PERFORMANCE REPORTING

4.1 NSSC Quality Control Program

The NSSC is committed to providing superior quality products and services to all internal and external customers. Using our customers' input and fact-based data analysis, the NSSC has established quality objectives that drive continuous improvement, greater efficiency, and improved customer satisfaction. The NSSC is committed to customer satisfaction.

The NSSC seeks to provide a comprehensive quality program that employs effective quality control techniques, quality assurance reviews or audits, and customer satisfaction reviews aimed at continually improving value over the long term by focusing on customers while addressing the needs of all stakeholders. The NSSC will seek to provide high-quality services that exceed customer expectations and needs. Primary elements of service quality include: timeliness, courtesy, consistency, accessibility, accuracy, and responsiveness. The NSSC has developed Quality Control Templates for all core activities to include: AP, AR, Payroll, Travel Expense Report Processing, Benefits Processing, PAP, Training Purchases Processing, Grants and Cooperative Agreements Awards, and SBIR/STTR Awards. Quality Control Points assessed include Receipt of Action, Service Provider to Civil Servant interface, and Escapes (quality failures that leave the NSSC). In the event of quality failures, the NSSC will initiate a structured Service Recovery action to rectify the situation for the customer or organization, as required. The NSSC will develop corrective action plans, as necessary. Quality measurement data is included in the monthly [Performance & Utilization Report](#).

4.2 NSSC Quality Incentive Program

The NSSC start-up approach included rework costs in its base service rates. However, the NSSC found that this approach did not encourage the reduction of rework and thereby the reduction of costs. Moreover, customers managing the quality of their inputs inequitably carried the cost of excessive rework on behalf of other customers.

To proactively address the issue of rework, the NSSC deployed multiple tactics in the NSSC Quality Incentive Program to include:

- Collaborating with Center management and other representatives (e.g., NASA Enterprise Applications Competency Center (NEACC)) to identify and review processes and interfaces to locate the probable cause of the rework;
- Reengineering processes, as appropriate, to reduce the occurrence of rework;
- Containing rework within reasonable and manageable parameters; and
- Collaborating with Center management to design processes that are less prone to errors.

The NSSC Board of Directors (BOD) approved a Quality Incentive Goal (QIG) of five percent that applies only to high-volume transactional activities. Customers are not billed for corrections processed due to an NSSC error.

- Customers with a controllable rework percentage less than or equal to five percent for a given activity will not be charged for rework for that month for that activity; and
- Customers with a controllable rework percentage greater than five percent for a given activity will be charged for that controllable rework in excess of the 5 percent QIG for that activity for the month.

4.3 Performance Reporting

The expectations of the customers and the NSSC are clearly defined in Section 2.0. The NSSC will generate monthly reports to document performance of cost recovery against budget, timeliness, quality, customer satisfaction, and specific service standards established and agreed to as part of this SLA.

Enterprise Service Desk (ESD) Tier-0 Web site

The Enterprise Service Desk Tier-0 Web site provides knowledge articles and customer interface capabilities concerning I3P services. This Tier-0 Web site provides critical system status updates, an interface for requesting I3P services, a viewable log of I3P contract notifications, and the capability for users to enter and/or obtain status of reported incidents or help desk tickets. The goal of Tier-0 is to reduce the cost/workload related to the Tier-1 help desk and to provide users with an alternate channel for obtaining I3P related information. Additionally, users will be able to access incidents or help desk tickets submitted for all NSSC services within their My ESD Portal. The ESD Portal can be accessed at <https://esd.nasa.gov>.

Grants Status Web site

The NSSC maintains a Grants Status Search capability on the NSSC Customer Service Web site. The Grants Status Web site can be used by Grantees to perform a NASA Grants Status search to check the status of funding. NASA employees can use the Grants Status Search (www.nssc.nasa.gov/grantstatus) to determine where a Grant is in the process, from receipt of the Grant at the NSSC to making funds available to the Grantee.

Training Purchases Status Web site

The NSSC maintains a Training Purchases Status search capability on the NSSC Customer Service Web site. Center Training Offices can search the Training Purchases Status Web site by Center or a range of dates. Data can be downloaded into Microsoft Excel for further analysis, formatting, or other customization to meet individual customer needs. The Training Purchases Status Web site (<http://trainingpurchases.nssc.nasa.gov/>) includes all purchases made by the NSSC since January 2010, as well as the NSSC approved requests for reimbursement, no-cost events, and prepaid events.

The Training Purchases data warehouse is updated nightly. Customers should allow 24 hours for data to be added or changed in the system.

The Performance Reports to be provided by the NSSC to the customers will be in accordance with the following requirements:

Report	Frequency
NSSC Performance & Utilization Report	Monthly
I3P Utilization Report	Monthly
Formal Review	As Requested

Upon request, a formal review will occur between the parties to the SLA. This review will entail:

- Review of financial performance against budget;
- Review of operational performance against service standards;
- Review of issues arising relating to performance where remedial action plans are required to be prepared; and
- Identification of opportunities for continuous improvement.

Where remedial action plans are required, this meeting will be used to agree on the timeframes in which the plans will be established or forwarded for approval by the NSSC Executive Director or Designee.

5.0 FORMAL DISPUTE RESOLUTION PROCESS

5.1 Purpose and Principles

The purpose of the formal dispute resolution process is to achieve the prompt resolution of formal disputes to the satisfaction of all parties. Only after all attempts have been made to resolve issues at the working level should a dispute be formally issued to the Chief of CS&C. The dispute process is based on the following principles:

- All formal disputes raised will be adequately documented including agreed upon actions taken to resolve the dispute;
- Formal disputes shall only be considered resolved when agreed-upon actions have been implemented to the satisfaction of all parties; and
- In the event an agreement is not reached, all formal disputes will be referred to the NSSC Executive Director for discussion, negotiations, and an advisory opinion.

5.2 Dispute Categorization

All formal disputes raised will fall into four categories:

- Failure to meet the responsibilities of the NSSC and the customer as outlined in this SLA;
- Failure to reach resolution on recommended changes to the SLA;
- Requests for amendment to required service standards; and
- Service quality or customer satisfaction disputes.

5.3 Raising and Recording Formal Disputes

Authorized representatives will raise formal disputes with the B&A Office only after attempting to resolve disputes independently through the service delivery process. The Chief of CS&C will communicate the accountability for the formal dispute to the NSSC. All formal disputes raised will be documented in a disputes log within one working day and responsibility will be assigned for resolution.

The Chief of CS&C will seek to identify and agree upon satisfactory, immediate resolution of the dispute with NSSC Service Delivery and/or the B&A Office. Agreed-upon actions will be vetted with the NSSC Executive Director, documented in the formal disputes log, and confirmed with the customer representative. Actions not in agreement will be communicated to the NSSC Executive Director for further disposition.

5.4 Dispute Escalation Process

If the customer representative cannot resolve the dispute through either the service delivery process, or facilitation with the Chief of CS&C, the following apply:

- The formal dispute will be escalated to the Director, B&A Office for the purpose of discussion and fact finding resulting in the issuance of a formal report;
- The formal dispute may be escalated to the NSSC Deputy Director for discussion, negotiation, or an advisory opinion when resolution cannot be reached by the Director, B&A Office; and
- If actions to resolve the dispute cannot be agreed upon between the NSSC Deputy Director and the customer, it will be referred to the NSSC Executive Director or, if necessary, the NSSC BOD for discussion and resolution - the decision of the NSSC BOD will be the final ruling.

The NSSC BOD will identify and agree to satisfactory actions and resolution with the NSSC Executive Director.

5.5 Monitoring of Dispute Reporting

At the subsequent meeting, the NSSC BOD will:

- Receive a report from the NSSC Executive Director summarizing formal disputes raised, unresolved, and resolved since its previous meeting; and
- Agree upon actions to resolve disputes escalated by the customers.

APPENDIX A: DETAILED VOLUMES BY CUSTOMER

Financial Management Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer											
			ARC	DFRC	GRC	GSFC	HQ	HQ OIG	HQ OCIO	JSC	KSC	LaRC	MSFC	SSC
Accounts Payable	# of Invoices and IPAC Payments	82,689	5,600	3,724	7,128	18,391	10,159	-	-	10,000	6,483	11,555	7,649	2,000
Accounts Receivable	# of Billings, write offs and Collections: Direct and Reimbursable	51,174	7,313	1,212	2,927	10,817	8,900	-	-	5,709	2,308	3,650	3,105	5,233
Payroll/Time & Attendance Processing	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	3,151	2,049	1,911	2,441	307
Fund Balance with Treasury	# of Travel Payments, AP, and AR Collections	172,168	14,748	5,888	13,735	33,981	25,289	-	-	24,206	12,089	20,873	15,803	5,556
Domestic Travel Services	# of Domestic Travel Payments and Advances	58,640	4,800	1,511	5,000	10,100	9,550	-	-	9,800	4,032	7,000	5,997	850
COS, Foreign & ETDY Travel Services	# of COS, Foreign, & Extended TDY Payments (including reversals)	6,053	435	109	330	1,460	1,280	-	-	1,300	213	518	355	53
Relocation Assistance	# of COS Moves	284	17	11	16	50	40	-	-	80	13	28	25	4
Conference Reporting	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	3,151	2,049	1,911	2,441	307

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Human Resources Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer												
			ARC	DFRC	GRC	GSFC	HQ	HQ Agency	HQ OIG	HQ OCIO	JSC	KSC	LaRC	MSFC	SSC
Support to Personnel Programs	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	-	3,151	2,049	1,911	2,441	307
Employee Development and Training	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	-	3,151	2,049	1,911	2,441	307
Employee Benefits	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	-	3,151	2,049	1,911	2,441	307
Human Resource & Training Information Systems	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	-	3,151	2,049	1,911	2,441	307
e-OPF Record Keeping	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	-	3,151	2,049	1,911	2,441	307
Personnel Action Processing	# of PAP Transactions	25,715	1,500	943	2,062	4,110	2,200	-	-	-	4,800	3,600	2,500	3,500	500
SES Case Documentation	# of SES Appointments / CDP Appraisals	32	4	1	2	3	10	-	-	-	4	2	2	3	1
Financial Disclosure Processing	# of OGE-450, OGE-450A, & OGE-278 Forms Filed	10,300	735	353	1,050	1,955	950	-	-	-	1,800	900	1,300	1,060	197
Online Course Management	# of Hours	3,266	25	50	550	260	1,200	-	-	350	90	200	50	347	144
Off-site Training	# of Individual Training Registrations Resulting in a Purchase & Center Cancellations	8,156	775	350	780	905	376	10	250	-	2,139	700	1,100	587	184

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Procurement Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer												
			ARC	DFRC	GRC	GSFC	IIQ	IIQ Agency	IIQ OIG	IIQ OCIO	JSC	KSC	LaRC	MSFC	SSC
PR Processing & Other Admin. Services	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	-	3,151	2,049	1,911	2,441	307
Agency Contracting Services	# of FTE	18,033	1,219	551	1,628	3,372	1,403	-	-	-	3,151	2,049	1,911	2,441	307
Grants, Cooperative Agreements & SBIR/STTR Awards	# of Grants, Cooperative Agreements, & SBIR/STTR Awards	2,210	159	18	118	568	1,021	-	-	-	110	46	105	51	14
Grants, Cooperative Agreements & SBIR/STTR Admin.	# of Grants Supplements, Cooperative Agreements, & SBIR/STTR Funding Modifications Issued	74,847	4,724	622	3,616	16,870	39,621	-	-	-	2,739	980	3,815	1,538	322
On-site Training	# of On-Site Training Purchases	683	20	20	57	110	39	-	-	-	215	67	45	98	12
Training Purchases \$	\$1 of Training Cost	\$ 17,599,658	\$1,150,000	\$ 750,000	\$1,579,965	\$2,098,862	\$ 741,000	\$ 150,000	\$ 275,000	\$ -	\$4,690,400	\$2,448,416	\$1,642,000	\$ 1,786,000	\$ 288,015

Information Technology Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer									
			ARC	DFRC	GRC	GSFC	HQ	HQ OIG	HQ OCIO	HQ NMO	JSC	KSC
Enterprise License Mgt	# of Licenses	249,941	9,515	4,064	10,020	26,520	8,512	-	54,841	-	20,781	14,740
ESD	# of FTE & WYE as validated against N2	38,182	1,145	519	1,239	3,016	1,896	-	-	-	2,492	2,409

Service	Unit	Total Volume	Anticipated Annual Volume By Customer									
			LaRC	MSFC	SSC	ARMED	ESMD	SMD	SOMD	EDUC	OCT	
Enterprise License Mgt	# of Licenses		13,916	26,245	2,816	3,984	24,590	9,543	17,698	305	1,852	
ESD	# of FTE & WYE as validated against N2		1,838	2,289	463	1,992	4,185	4,771	8,849	153	926	

Agency Business Support Services

Service	Unit	Total Volume	Anticipated Annual Volume By Customer									
			ARC	DFRC	GRC	GSFC	HQ	HQ OIG	HQ OCIO	HQ NMO	JSC	KSC
I3P Service Office	# of FTE & WYE as validated against N2	38,182	1,145	519	1,239	3,016	1,896	-	-	-	2,492	2,409

Service	Unit	Total Volume	Anticipated Annual Volume By Customer									
			LaRC	MSFC	SSC	ARMED	ESMD	SMD	SOMD	EDUC	OCT	
I3P Service Office	# of FTE & WYE as validated against N2		1,838	2,289	463	1,992	4,185	4,771	8,849	153	926	

APPENDIX B: NSSC POINTS OF CONTACT

Service	Contact	Name	Phone	E-mail
Overall SLA Issues	Director, Business & Administration Office	Anita Harrell	228-813-6809	anita.f.harrell@nasa.gov
WCF, Chargebacks, Rates, & Status Billing	Chief, Operations & Budget Management	Bob Poncet	228-813-6017	robert.a.poncet@nasa.gov
Performance Reporting & Customer Contact Center	Deputy Director, Service Delivery	Mark Chadwick	228-813-6022	mark.w.chadwick@nasa.gov
Customer Satisfaction & Communication	Chief, Customer Satisfaction & Communication	Pat Tidmore	228-813-6486	c.patton.tidmore@nasa.gov
Financial Management	Chief, Financial Management Division	Cindy Epperson	228-813-6024	cynthia.h.epperson@nasa.gov
Human Resources	Chief, Human Resources Division	Amy Alexander	228-813-6146	amy.m.alexander@nasa.gov
IT Services	Chief, Information Technology Division	Bruce O'Dell	228-813-6233	bruce.c.odell@nasa.gov
Procurement	Chief, Procurement Division	Mike Sweigart	228-813-6342	michael.l.sweigart@nasa.gov
Agency Business Support Services	Director, Business & Administration Office	Anita Harrell	228-813-6809	anita.f.harrell@nasa.gov
I3P Business Office	Chief, I3P Business Office	Pam Wolfe	228-813-6223	pamela.j.wolfe@nasa.gov

APPENDIX C: ENTERPRISE LICENSE AND AGENCY CONTRACTS PORTFOLIO

FY13 Contracts (\$)	ARC	DFRC	GRC	GSFC	GSFC (WFF)	HQ	JSC	JSC (WSTF)	KSC	LaRC
Total	6,130,807	317,235	851,616	4,697,293	25,201	10,430,591	3,123,385	37,929	1,266,445	653,286
ARM	-	-	-	-	-	-	-	-	-	-
C&R Tech	18,543	2,066	35,582	40,207	-	-	38,920	-	135,413	20,059
Cradle	-	-	-	-	-	-	-	-	-	-
CyberFED	5,020	1,434	8,606	10,757	-	16,494	1,434	-	6,454	4,303
Delttek Cobra & wInsight *	-	-	-	-	-	-	-	-	-	-
Esri	-	-	-	-	-	-	-	-	-	-
Exelis VIS *	-	-	-	-	-	-	-	-	-	-
Maximo	24,016	6,873	74,294	97,220	25,201	-	57,186	-	399,170	58,108
MS SQL SVR *	-	-	-	-	-	-	-	-	-	-
MSC	243,830	79,433	235,439	155,500	-	-	333,859	-	103,691	301,247
Oracle	8,225	35,684	12,408	370,417	-	45,940	646,427	29,477	67,267	38,304
Oracle (Primavera)	-	-	-	-	-	-	-	-	-	-
Remedy *	-	-	-	-	-	-	-	-	-	-
RSA	12,765	4,047	10,274	35,025	-	9,496	32,846	-	12,298	14,633
SAP	-	-	-	-	-	-	-	-	-	-
TIBCO	-	-	-	-	-	-	-	-	-	-
Windchill	122,240	-	166,502	-	-	-	269,559	-	277,307	-
X-Win 32	-	-	-	-	-	-	-	-	-	-
Aviation Policy Subscriptions	-	-	-	-	-	92,700	-	-	-	-
ATCA Subscriptions	-	-	-	-	-	15,435	-	-	-	-
SBIR E-Handbook	4,068,104	-	-	-	-	-	-	-	-	-
Relocations Services	177,067	78,039	85,608	41,608	-	299,219	254,665	-	46,096	7,630
Closeout Services	-	-	-	-	-	2,860,543	-	-	-	-
ISO Audit Services	-	6,300	29,400	8,400	-	-	25,200	8,453	-	29,400
1102 Training	-	-	-	-	-	77,214	-	-	-	-
IEEE	56,214	-	97,825	138,999	-	-	68,317	-	42,608	78,216
ENS	6,031	2,558	5,586	19,933	-	3,551	24,839	-	16,061	6,887
SATERN	-	-	-	-	-	-	-	-	-	-
DCAA	1,388,751	100,800	90,093	3,779,227	-	-	530,132	-	144,331	84,000
DCMA	-	-	-	-	-	-	840,000	-	15,750	10,500
ONR Grants	-	-	-	-	-	1,399,000	-	-	-	-
HHS Grants	-	-	-	-	-	550,000	-	-	-	-
DOI ePayroll	-	-	-	-	-	4,205,000	-	-	-	-
Emp Express	-	-	-	-	-	224,000	-	-	-	-
FSA Admin	-	-	-	-	-	632,000	-	-	-	-
Compusearch	-	-	-	-	-	-	-	-	-	-
eTravel	-	-	-	-	-	-	-	-	-	-
PIV Cards	-	-	-	-	-	-	-	-	-	-

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FY13 Contracts (\$)	MSFC	SSC	NSSC	ARMD	HEO	SMD	OCT	OCIO	Environ	NMO	Total
Total	4,603,559	724,650	74,867	264,344	31,924,331	9,647,859	543,185	4,570,653	382,839	528,008	80,798,084
ARM	-	-	-	-	271,319	-	-	-	-	-	271,319
C&R Tech	45,095	2,978	-	-	-	-	-	-	-	-	338,862
Cradle	-	-	-	-	509,250	-	-	-	-	-	509,250
CyberFED	2,151	1,434	4,303	-	-	-	-	-	-	-	62,392
Deltek Cobra & wInsight *	-	-	-	-	-	-	-	-	-	-	-
Esri	-	-	-	-	-	-	-	-	382,839	-	382,839
Exelis VIS *	-	-	-	-	-	-	-	-	-	-	-
Maximo	-	29,724	-	-	-	-	-	-	-	-	771,791
MS SQL SVR *	-	-	-	-	-	-	-	-	-	-	-
MSC	393,567	-	-	-	-	-	-	-	-	-	1,846,566
Oracle	521,619	19,922	8,606	-	-	-	-	3,037,814	-	-	4,842,110
Oracle (Primavera)	-	-	-	-	131,094	-	-	-	-	-	131,094
Remedy *	-	-	-	-	-	-	-	-	-	-	-
RSA	19,770	3,269	1,245	-	-	-	-	-	-	-	155,668
SAP	1,965,600	-	-	-	-	-	-	-	-	-	1,965,600
TIBCO	-	-	-	-	218,612	-	-	-	-	-	218,612
Windchill	98,033	104,091	-	-	1,226,652	-	-	-	-	-	2,264,384
X-Win 32	-	-	-	-	-	-	-	32,839	-	-	32,839
Aviation Policy Subscriptions	-	-	-	-	-	-	-	-	-	-	92,700
ATCA Subscriptions	-	-	-	-	-	-	-	-	-	-	15,435
SBIR E-Handbook	-	-	-	-	-	-	-	-	-	-	4,068,104
Relocations Services	13,886	-	13,986	-	-	-	-	-	-	-	1,017,803
Closeout Services	-	-	45,760	-	-	-	-	-	-	-	2,906,302
ISO Audit Services	51,450	14,700	-	-	-	-	-	-	-	-	173,303
1102 Training	-	-	-	-	-	-	-	-	-	-	77,214
IEEE	-	-	-	-	-	-	-	-	-	-	482,179
ENS	13,247	5,126	966	-	-	-	-	-	-	12,833	117,618
SATERN	-	-	-	-	-	-	-	1,500,000	-	-	1,500,000
DCAA	145,221	543,406	-	106,345	10,595,316	3,897,797	170,985	-	-	515,175	22,091,578
DCMA	105,000	-	-	157,999	18,972,088	5,750,063	372,201	-	-	-	26,223,600
ONR Grants	-	-	-	-	-	-	-	-	-	-	1,399,000
HHS Grants	-	-	-	-	-	-	-	-	-	-	550,000
DOI ePayroll	-	-	-	-	-	-	-	-	-	-	4,205,000
Emp Express	-	-	-	-	-	-	-	-	-	-	224,000
FSA Admin	-	-	-	-	-	-	-	-	-	-	632,000
Compusearch	659,636	-	-	-	-	-	-	-	-	-	659,636
eTravel	244,677	-	-	-	-	-	-	-	-	-	244,677
PIV Cards	324,607	-	-	-	-	-	-	-	-	-	324,607

The projected cost estimates for FY13-15 were developed utilizing current FY12 contract costs plus an annual 5% escalation factor that is used for planning purposes only. Note that due to varying contract periods of performance and fluctuating requirements, the projected cost estimates are subject to change.

(*) Denotes unplanned activities under business case development and/or acquisition approach review at time of FY13 SLA release.

APPENDIX D: ACRONYMS

Acronym	Description
ABS	Agency Business Support
ACES	Agency Consolidated End-Users Services
AMO	Agency Management and Operations
AP	Accounts Payable
AR	Accounts Receivable
AWCCS	Agency-Wide Contract Closeout Services
B&A	Business and Administration
BOC	Bill of Collection
BOD	Board of Directors
CDP	Candidate Development Program
CIO	Chief Information Officer
CFO	Chief Financial Officer
CMO	Center Management and Operations
COS	Change of Station
CS&C	Customer Satisfaction and Communication
COR	Contracting Officer's Representative
DOI	Department of the Interior
EAST	Enterprise Applications Service Technology
ECQ	Executive Core Qualification
ELM	Enterprise License Management
eOPF	electronic Official Personnel Folder
ESD	Enterprise Service Desk
ETDY	Extended Temporary Duty
FBWT	Fund Balance with Treasury

NASA SHARED SERVICES CENTER
 FY 2013 SERVICE LEVEL AGREEMENT

Acronym	Description
FI	Financial Invoices
FM	Financial Management
FPPS	Federal Personnel Payroll System
FTE	Full Time Equivalent
FY	Fiscal Year
GAO	Government Accountability Office
HQ	Headquarters
HR	Human Resources
I3P	IT Infrastructure Integration Program
IPAC	Intra-governmental Payment and Collection
ITRA	Income Tax Reimbursement Allowance
ITS	Information Technology Services
LOC	Letter of Credit
MSC	MacNeal-Schwendler Corporation
NASA	National Aeronautics and Space Administration
NASTRAN	NASA Structural Analysis Program
NEACC	NASA Enterprise Applications Competency Center
NMO	NASA Management Office
NPR	NASA Procedural Requirements
NICS	NASA Integrated Communications Services
NSSC	NASA Shared Services Center
OCFO	Office of the Chief Financial Officer
OCIO	Office of the Chief Information Officer
OCT	Office of the Chief Technologist
OGE	Office of Government Ethics
OIG	Office of Inspector General

NASA SHARED SERVICES CENTER
 FY 2013 SERVICE LEVEL AGREEMENT

Acronym	Description
OPM	Office of Personnel Management
PAP	Personnel Action Processing
PATRAN	Patches to NASTRAN
PPBE	Planning, Programming, Budgeting, and Execution
PR	Procurement
QIG	Quality Incentive Goal
RITA	Relocation Income Tax Allowance
SBIR	Small Business Innovative Research
SES	Senior Executive Service
SEWP	Solutions for Enterprise-Wide Procurement
SF	Standard Form
SLA	Service Level Agreement
SLI	Service Level Indicator
SPPR	Servicing Personnel Office Mass Prints Process
STTR	Small Business Technology Transfer
WCF	Working Capital Fund
WEST	Web Enterprise Service Technologies
WYE	Work Year Equivalent

APPENDIX E: SIGNATORIES

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This agreement is entered into by:

*Signatures on file					
<u><i>[Signature]</i></u>	<u>9-28-12</u>	Chief Technologist	Date	IG (or Designee)	Date
CIO (or Designee)		(or Designee)			
Education Associate Administrator	Date	ARMD Associate Administrator	Date	HEO Associate Administrator	Date
(or Designee)		(or Designee)		(or Designee)	
SMD Associate Administrator	Date	HQ Operations Executive Director	Date	NSSC Executive Director	Date
(or Designee)		(or Designee)			
Director, NASA Management Office	Date	ARC Director (or Designee)	Date	DFRC Director (or Designee)	Date
(or Designee)					
GRC Director (or Designee)	Date	GSFC Director (or Designee)	Date	JSC Director (or Designee)	Date
KSC Director (or Designee)	Date	LaRC Director (or Designee)	Date	MSFC Director (or Designee)	Date
SSC Director (or Designee)	Date				

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_____ Education Associate Administrator (or Designee)	Date	_____ ARMD Associate Administrator (or Designee)	Date	_____ HEO Associate Administrator (or Designee)	Date
_____ SMD Associate Administrator (or Designee)	Date	_____ HQ Operations Executive Director (or Designee)	Date	_____ NSSC Executive Director	Date
_____ Director, NASA Management Office (or Designee)	Date	_____ ARC Director (or Designee)	Date	_____ DFRC Director (or Designee)	Date
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[Handwritten Signature] 9/7/12

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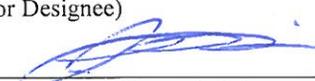
_____ CIO (or Designee)	Date	_____ Chief Technologist (or Designee)	Date	_____ IG (or Designee)	Date
<i>Russell Johnson for LM</i> _____ Education Associate Administrator (or Designee)	10/4/2012 Date	_____ ARMD Associate Administrator (or Designee)	Date	_____ HEO Associate Administrator (or Designee)	Date
_____ SMD Associate Administrator (or Designee)	Date	_____ HQ Operations Executive Director (or Designee)	Date	_____ NSSC Executive Director	Date
_____ Director, NASA Management Office (or Designee)	Date	_____ ARC Director (or Designee)	Date	_____ DFRC Director (or Designee)	Date
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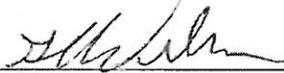
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_____ SMD Associate Administrator (or Designee)	Date	_____ HQ Operations Executive Director (or Designee)	Date	_____ NSSC Executive Director	Date
_____ Director, NASA Management Office (or Designee)	Date	_____ ARC Director (or Designee)	Date	_____ DFRC Director (or Designee)	Date
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_____ SMD Associate Administrator (or Designee)	Date	_____ HQ Operations Executive Director (or Designee)	Date	_____ NSSC Executive Director	Date
_____ Director, NASA Management Office (or Designee)	Date	_____ ARC Director (or Designee)	Date	_____ DFRC Director (or Designee)	Date
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_____ Education Associate Administrator (or Designee)	_____ Date	_____ ARMD Associate Administrator (or Designee)	_____ Date	_____ HEO Associate Administrator (or Designee)	_____ Date
<i>Charles J. Bayne</i> _____ SMD Associate Administrator (or Designee)	<i>9/13/12</i> _____ Date	_____ HQ Operations Executive Director (or Designee)	_____ Date	_____ NSSC Executive Director	_____ Date
_____ Director, NASA Management Office (or Designee)	_____ Date	_____ ARC Director (or Designee)	_____ Date	_____ DFRC Director (or Designee)	_____ Date
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_____ SMD Associate Administrator (or Designee)	_____ Date	_____ HQ Operations Executive Director (or Designee)	_____ Date	_____ NSSC Executive Director	_____ Date <i>10/15/2012</i>
_____ Director, NASA Management Office (or Designee)	_____ Date	_____ ARC Director (or Designee)	_____ Date	_____ DFRC Director (or Designee)	_____ Date
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_____ SMD Associate Administrator (or Designee)	Date	_____ HQ Operations Executive Director (or Designee)	Date	_____ NSSC Executive Director	Date
 _____ Director, NASA Management Office (or Designee)	09/21/12 Date	_____ ARC Director (or Designee)	Date	_____ DFRC Director (or Designee)	Date
_____ GRC Director (or Designee)	Date	_____ GSFC Director (or Designee)	Date	_____ JSC Director (or Designee)	Date
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_____ SMD Associate Administrator (or Designee)	Date	_____ HQ Operations Executive Director (or Designee)	Date	_____ NSSC Executive Director	Date
_____ Director, NASA Management Office (or Designee)	Date	_____ ARC Director (or Designee)	Date	 9/20/2012 _____ DFRC Director (or Designee)	Date
_____ GRC Director (or Designee)	Date	_____ GSFC Director (or Designee)	Date	_____ JSC Director (or Designee)	Date
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_____ GRC Director (or Designee)	Date	<i>C.J. Sh</i> 15 Oct 2012 _____ GSFC Director (or Designee)	Date	_____ JSC Director (or Designee)	Date
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_____ GRC Director (or Designee)	_____ Date	_____ GSFC Director (or Designee)	_____ Date	<i>Melanie H. Saunders</i> 9-7-12 _____ JSC Director (or Designee)	_____ Date
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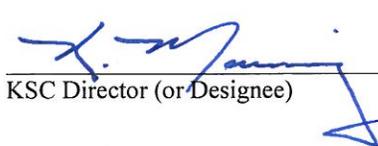
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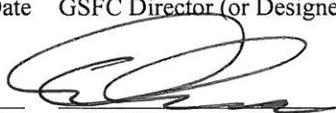
 9/14/12

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_____ KSC Director (or Designee)	_____ Date	 LaRC Director (or Designee)	9/19/12 _____ Date	_____ MSFC Director (or Designee)	_____ Date
_____ SSC Director (or Designee)	_____ Date				

APPENDIX E: SIGNATORIES

This SLA applies to the provision of specific services from the NSSC to the NSSC customers as identified in Section 1.0 in the areas of FM, HR, PR, ITS, and ABS. Selected HR services for the OIG are included; however, detailed and specific information regarding HR Services for the OIG is contained in the "Human Capital Management Roles and Responsibility Agreement" between the NSSC and the NASA OIG.

This agreement is entered into by:

***Signatures on file**

_____ CIO (or Designee)	_____ Date	_____ Chief Technologist (or Designee)	_____ Date	_____ IG (or Designee)	_____ Date
_____ Education Associate Administrator (or Designee)	_____ Date	_____ ARMD Associate Administrator (or Designee)	_____ Date	_____ HEO Associate Administrator (or Designee)	_____ Date
_____ SMD Associate Administrator (or Designee)	_____ Date	_____ HQ Operations Executive Director (or Designee)	_____ Date	_____ NSSC Executive Director	_____ Date
_____ Director, NASA Management Office (or Designee)	_____ Date	_____ ARC Director (or Designee)	_____ Date	_____ DFRC Director (or Designee)	_____ Date
_____ GRC Director (or Designee)	_____ Date	_____ GSFC Director (or Designee)	_____ Date	_____ JSC Director (or Designee)	_____ Date
_____ KSC Director (or Designee)	_____ Date	_____ LaRC Director (or Designee)	_____ Date	_____ MSFC Director (or Designee)	_____ Date
_____ SSC Director (or Designee)	_____ Date				

Robin N. Henderson 9/18/12

 Date

APPENDIX D: SIGNATORIES

This SLA applies to the provision of specific services from the NSSC to the NSSC customers as identified in Section 1.0 in the areas of FM, HR, PR, ITS, and ABS. Selected HR services for the OIG are included; however, detailed and specific information regarding HR Services for the OIG is contained in the "Human Capital Management Roles and Responsibility Agreement" between the NSSC and the NASA OIG.

This agreement is entered into by:

***Signatures on file**

_____ CIO (or Designee)	_____ Date	_____ Chief Technologist (or Designee)	_____ Date	_____ IG (or Designee)	_____ Date
_____ Education Associate Administrator (or Designee)	_____ Date	_____ ARMD Associate Administrator (or Designee)	_____ Date	_____ HEO Associate Administrator (or Designee)	_____ Date
_____ SMD Associate Administrator (or Designee)	_____ Date	_____ HQ Operations Executive Director (or Designee)	_____ Date	_____ NSSC Executive Director	_____ Date
_____ Director, NASA Management Office (or Designee)	_____ Date	_____ ARC Director (or Designee)	_____ Date	_____ DFRC Director (or Designee)	_____ Date
_____ GRC Director (or Designee)	_____ Date	_____ GSFC Director (or Designee)	_____ Date	_____ JSC Director (or Designee)	_____ Date
_____ KSC Director (or Designee)	_____ Date	_____ LaRC Director (or Designee)	_____ Date	_____ MSFC Director (or Designee)	_____ Date
_____ SSC Director (or Designee)	_____ Date	 			